



ALASKA NATIVE  
TRIBAL HEALTH  
CONSORTIUM

# Telehealth Expansion & Changes

# Agenda

- Brief overview from last week
- Distance patient care scenarios
- Documentation
- Technology
  - VPR stats, what we've learned, how you can help, current efforts
  - Inpatient solution being released to ANMC
- Q&A



**Summary from last week**

# General Changes

- Need for quick mass access
- Bandwidth and Vidyo line strain
- Payment models
  - Telephone
  - Provider from home



# Virtual Patient Room

- Simple, no account or log in so helps with mass demand
- Room unique to patient
- Streamlines/standardizes connection process
- Provider to provider use
- Direct to patient home use
- Developed by ANTHC developers for ATHS



# Using VPR

- Provider calls patient end when possible
- Provider sends link when needed
  - direct to patient
  - clinics where equipment not in Vidyo address book
  - to another provider
- Clinic with patient receives call directly (AFHCANcart, Polycom, Vidyo room system, etc.). Only need to use link when equipment down.
- Patient at home connects via link on own device (requires pretesting)



# VPR from Provider End

ZZDONOTUSEIP, TWO - 01000017 Opened by Shumway, Keith

Task Edit View Patient Chart Notifications Navigation Help

Home Message Center Scheduling eCoach Micromedex New Sticky Note View Sticky Notes Tear Off Suspend Charges Charge Entry Exit Calculator AdHoc Medication Administration

ZZDONOTUSEIP, TWO

ZZDONOTUSEIP, TWO  
Allergies: Latex  
PCP:

DOB: 1/1/1951  
Age: 69 years

BBHC Case Management Reg Date: 9/19/2019 9:06 Disch: <No - Discharge date>  
MRN: 01000017  
Sex: Female  
Alerts: Wt.: 79.5kg, Private Home

Encounter (Fin) #80009428488  
Location:

EKWOK  
Elig: PRC and DIRECT  
Advance Directive

MyHealth: No

Menu

- Perioperative Doc
- ED Summary
- ICU Summary 5.0
- Ambulatory Organizer
- Imaging Synopsis
- Visit Summary
- Chart Search
- Up To Date Connect
- Data Reconciliation
- MultiMedia Manager + Add
- Advanced Growth Chart
- Advanced Graphing
- Coding Clinical MPage
- Chart Summary Screen
- Perioperative Toolkit
- Test Mpages in PROD for DBAs
- Virtual Patient Room**
- SMART App Validator
- MDS
- CareTracker Resident Dashboard
- Demographics
- Legal Guardian
- Media Uploader
- MAR
- Nursing View

Virtual Patient Room

100%

**VIRTUAL PATIENT ROOM**  
Powered by AFHCAN  
Telehealth Solutions

Generate a patient room link and/or join the room

[Get Link to Virtual Patient Room](#) [Start Virtual Visit](#)

Call a room system and/or user into the Virtual Patient Room ⓘ

Search for room or user...

**\*\*NOTE:** The link to the video appointment room is unique to the patient. Please **DO NOT USE OR SHARE** the link for anything other than the patient appointments and provider-to-provider consultations. Doing so could compromise the patient's personal health information. Thank you.

Questions or Support:

For Cerner assistance, please contact your Cerner Provider Hotline

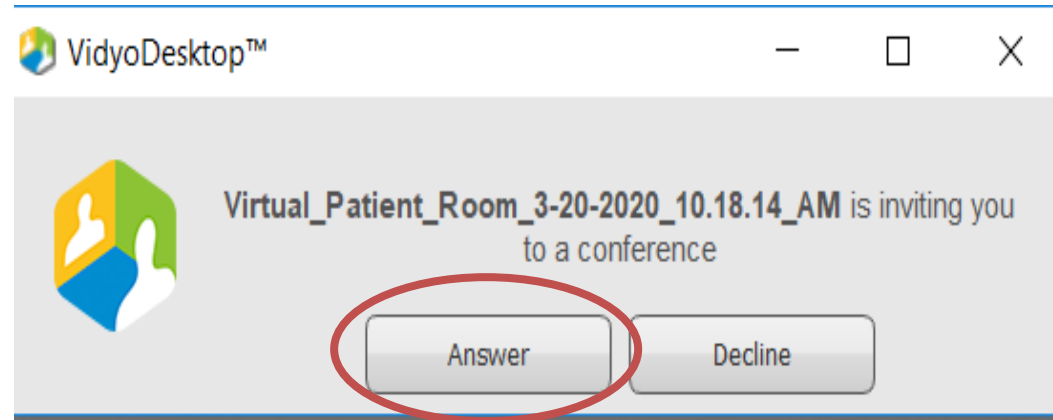
For assistance during video calls, please contact your AV/IT support team

8.4.3.7 Release

P154 AKRSHUMWAY March 19, 2020 22:34 AKDT



# VPR From Receiving End





# Available Support

- Direct to home pretesting--ANMC specialty clinic VTCs only
- Clinic to clinic assist with communication
- Training: clinical informatics, telehealth department, other
- Posted information
  - Cerner eCoach (Cerner related documents)
  - ANTHC.org Telehealth page (documents, session recordings to come)
- Where to call
  - When using Vidyo – local AV/IT support
  - When in Cerner—Provider Hotline



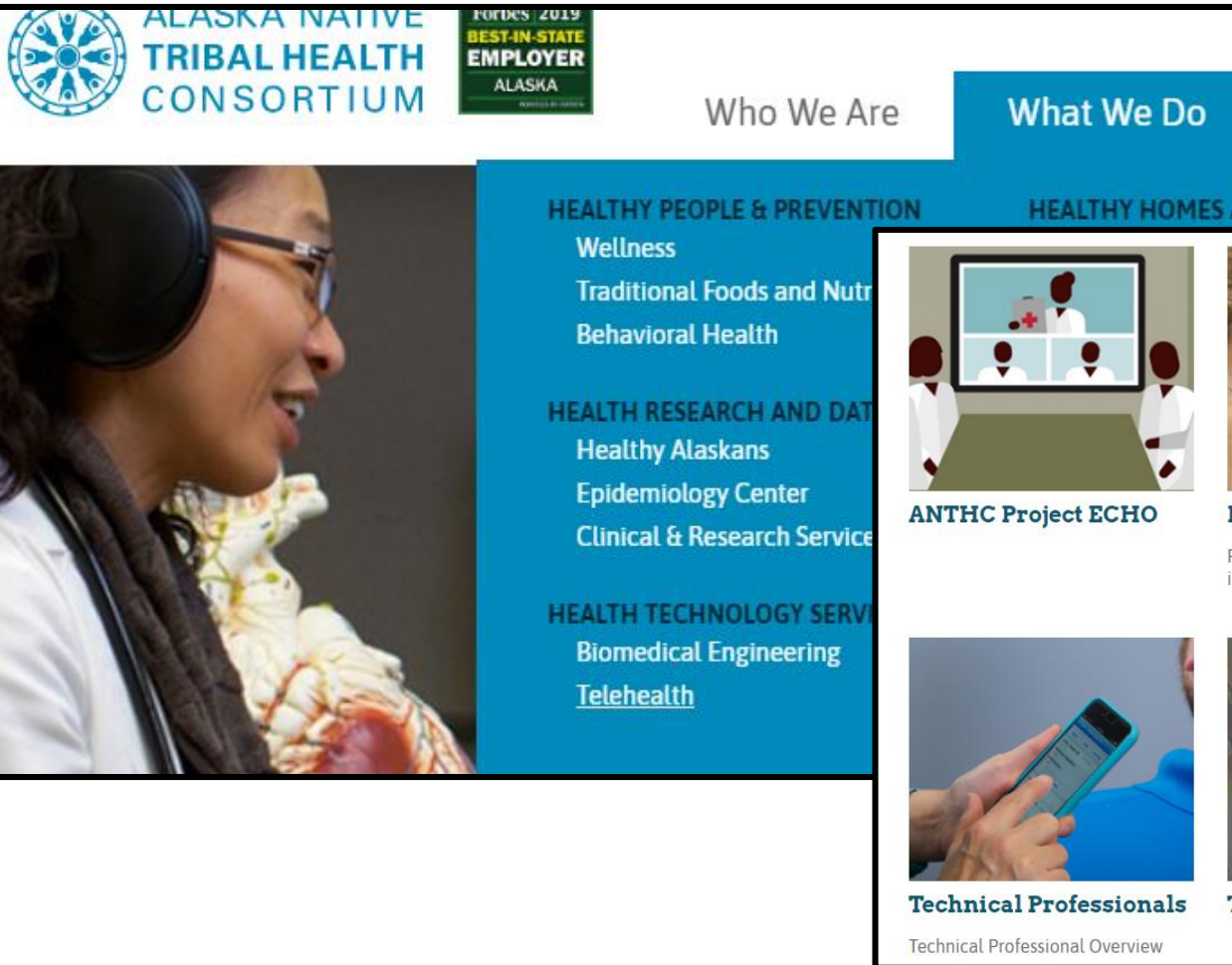
# ANTHC.ORG

ANTHC.org/

What-We-Do/

Telehealth/

Telehealth-Resources



The screenshot shows the ANTHC.org website. At the top left is the Alaska Native Tribal Health Consortium logo and a 'FORDCS 2019 BEST-IN-STATE EMPLOYER ALASKA' award badge. The main navigation bar has 'Who We Are' and 'What We Do' tabs, with 'What We Do' selected. Below the tabs, there are three main categories: 'HEALTHY PEOPLE & PREVENTION' (with sub-items: Wellness, Traditional Foods and Nutrition, Behavioral Health), 'HEALTH RESEARCH AND DATA' (with sub-items: Healthy Alaskans, Epidemiology Center, Clinical & Research Services), and 'HEALTH TECHNOLOGY SERVICES' (with sub-items: Biomedical Engineering, Telehealth). On the left side of the 'What We Do' section, there is a large image of a woman wearing a headset, smiling. Below the navigation bar, there are three featured sections: 'ANTHC Project ECHO' (with an icon of a group of people around a table), 'Medical Professionals' (with an image of a person on a video call and the text 'Resources for Medical Professionals in the ATHS'), and 'Technical Professionals' (with an image of a person holding a smartphone and the text 'Technical Professional Overview'). To the right of these, there is a section titled 'Telehealth Resources' with a colorful mask icon.

## Telehealth Resources

[Generic-Direct-to-Patient-Home-Letter-and-Instructions](#)

[Suggested-Technical-Checks-for-Direct-to-Home-VTCs](#)

[Telehealth-Expansion-for-THOs-Handout-3.20.20](#)

[VPR-Job-Aid-Cerner-Direct-to-Patient-Scheduling-and-Connecting](#)

[VPR-Job-Aid-Cerner-VTC-Process-from-Provider-Side](#)

[VPR-Job-Aid-VTC-Process-from-Presenter-Side](#)



# Patient Care Scenarios

# Distance Scenarios—Not All Telemedicine

- Video use (provider may be at home for any of these)
  - Provider to patient at home
  - Provider to patient in a distant clinic
  - Provider patient in provider's own clinic or hospital by video
- Other distance options
  - Provider to provider (store & forward vs video/phone only)
  - Remote patient monitoring
  - Provider to patient by phone



# Coordination

- Clinical, Technical & Administrative Leadership
- Pull in key people/departments
  - Clinical considerations – care provision and support
  - Revenue cycle & documentation
  - Regulatory considerations
  - AV & IT support
  - Reporting/monitoring



# Delivery Mode Based On Need

- Will phone work?
- Video needed?
- In person needed?
- Store and forward?
- Is what I want to do actually possible with the people, equipment and connectivity I have?



# Workflows

- Identify who will do what
- Scheduling
- Testing
- Orders
- Check in
- Connection
- Care provision
- Follow up



# Training

- Who
  - Providers
  - Support staff
  - Other departments
  - Patients
- What
  - Technology
  - Workflow
  - Documentation






# Technology

# Inpatient Solution

- Virtual On Demand App
  - Available for Windows


 Video On Demand X

Please enter the organizer name...


First name:

Last name:

Next →


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 Video On Demand X


## KEITH-SHUMWAY

You can invite multiple people to this call, each with an optional message.  
The invitation link sent to participants will expire in 24 hours.

 Message

 Enter a personalized invitation message (optional):

Would like to meet virtually since we cannot meet in person.

 Recipients


Enter an email or 10-digit smart phone number to send an invitation:

 Invite

Destination	Status
(907) 947-3681	Sent

You can join this call later by entering the first and last names you provided on the prior screen.

Back Delete Room

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Join Call

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# VPR

- VPR Statistics
  - 763 virtual rooms generated (As of 3/26/2020)
  - 402 Calls with 2 or more people
  - 288 total providers have used VPR since deployed on 3/20/20
  - 88 Providers created a room in a single day
- Lessons learned & Challenges
  - Large number of very successful calls
  - Rolling out to non corporate devices/networks is challenging
  - Hearing there are failures with connection (giving up at 15 minutes)
  - Zeroing in on source of problems but would like to understand failures better



# Current Efforts

- Releases (not deployed but days away)
  - VPR 1.6 & ROOMScore 1.2 (developed, currently in test)
    - Lock a Room
    - TESTME Link <https://rooms.video/TESTME>
      - Connected to a loopback room for self testing
    - Address Defects in Call duration
    - Add parallel room creation (faster room spin up)
- Release next??
  - We'd love your feedback



# AV Team

- Requirements for VPR use
  - Android 4.4 and up
  - iOS 8.0 or later
  - Windows 7 and above
  - MacOS Sierra and above

<https://support.vidyocloud.com/hc/en-us/articles/115000347587-VidyoMobile-Supported-Devices>





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