



ALASKA NATIVE
TRIBAL HEALTH
CONSORTIUM

Telehealth Expansion & Changes

April 10, 2020

Agenda

- Connecting by video:
 - Virtual Patient Room
 - Video On Demand Application
- Statistics and Current Requirements
- Lessons and Next Steps
- Store & Forward Options
- Considerations
- Q&A
- Announcement



Review of Virtual Patient Room (VPR) and New Features

Virtual Patient Room

- Streamlines/standardizes connection process
- Developed by ANTHC developers for ATHS
- No Vidyo account required
- Located in Cerner chart
 - Provider clinic must have Cerner Access
- Video room link unique to patient chart (and persists)
- Uses for provider to provider; provider to patient in clinic; provider direct to patient home



Using VPR

- Provider Clinic:
 - Calls patient side when possible
 - Sends link when needed (direct to patient, clinic equipment not in Vidyo address book)
- Clinic with patient:
 - Receives call directly (AFHCANcart, Polycom, Vidyo room system, etc.)
 - Use link only when equipment unavailable
- Patient at home: connects via link on own device (requires pre-testing from provider clinic staff)



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 PM Conversation

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
No Outside Documents

Encounter (Fin) #80009428488
Location:

EKWOK
Elig: PRC and DIRECT
Advance Directive

MyHealth: No

Menu

- Imaging Synopsis
- Visit Summary
- Chart Search
- Up To Date Connect
- Data Reconciliation
- MultiMedia Manager
- 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

https://rooms.video/ZYMDZP Copy Link

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

Search for room or user...

Room status

The room is currently open.

Lock

Click the button to lock it.

Status as of 4/10/2020 9:57:21 AKDT

****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.

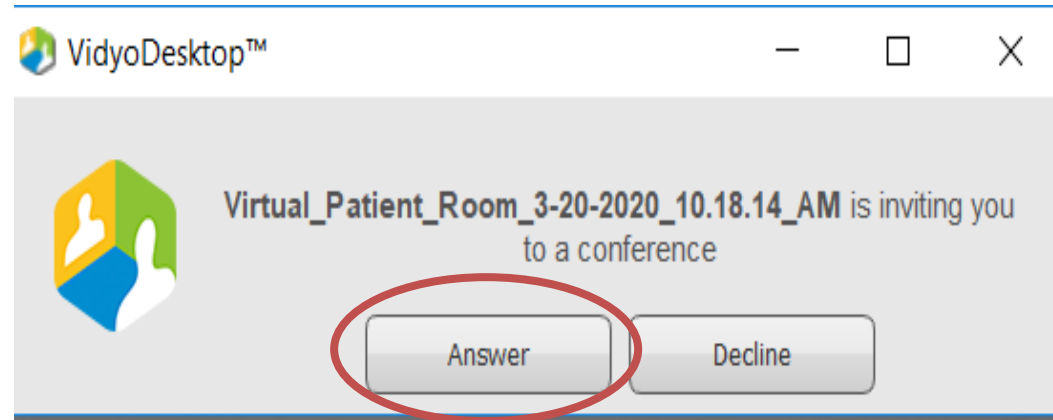
For assistance during video calls, please contact your AV/IT support team.

8.4.3.16 Release

P154 AKRSHUMWAY April 10, 2020 9:57 AKDT



VPR From Receiving End



Video On Demand Application (VODA)

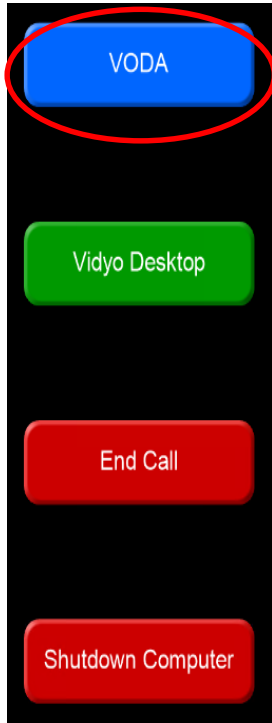
Using VODA

- Inpatient Settings
- No Account/Log In for either side
- Inpatient Staff sends link to recipient via text or email
- Recipient provides staff member organizing call with 10 digit phone number or email address
- Video room link unique to call; expires after 24 hours
- *Connecting from Home: must have sufficient internet connection and device with camera/mic/speaker*



VODA from Sending/Call Originating Side

- Virtual On Demand App
- Available to THOs



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
(XXX) XXX-XXXX youremail@email.com	Sent

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

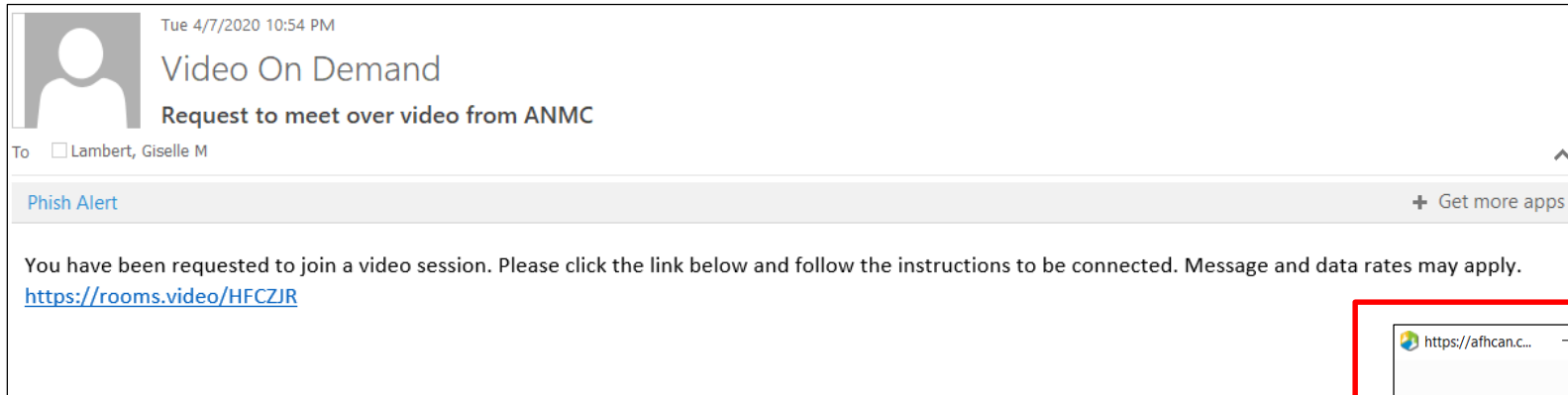
Back **Delete Room** ALASKA NATIVE TRIBAL HEALTH CONSORTIUM **Join Call**

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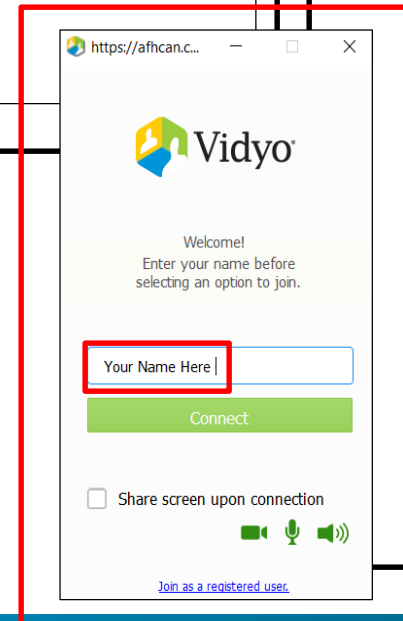


VODA From Receiving Side

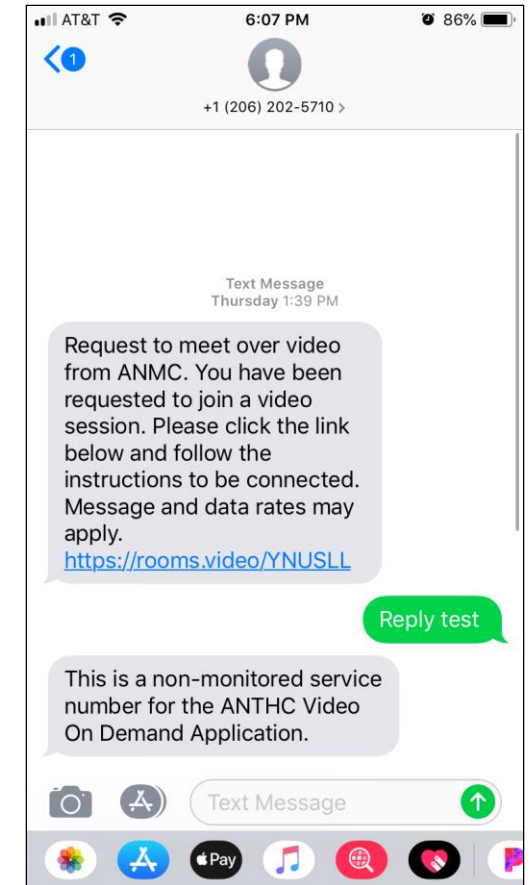
Invite via Email:



- Clicking link prompts recipient to install Vidyo (if not already completed)
- Close app/program and click link again to join the call
- Vidyo runs in the background- **no account needed**



Invite via Text:



When to Use VPR vs. VODA

NEED	VPR	VODA
Scheduled VTC (provider on shared domain)	X	
Scheduled family care conferences (provider on shared domain)	X	
Planned provider to provider consult (both providers on shared domain)	X	
Planned or on demand inpatient virtual rounding (connects remote provider to bedside)		X
Immediate inpatient family visits (social, end of life, etc.)		X



Available Support for VPR & VODA

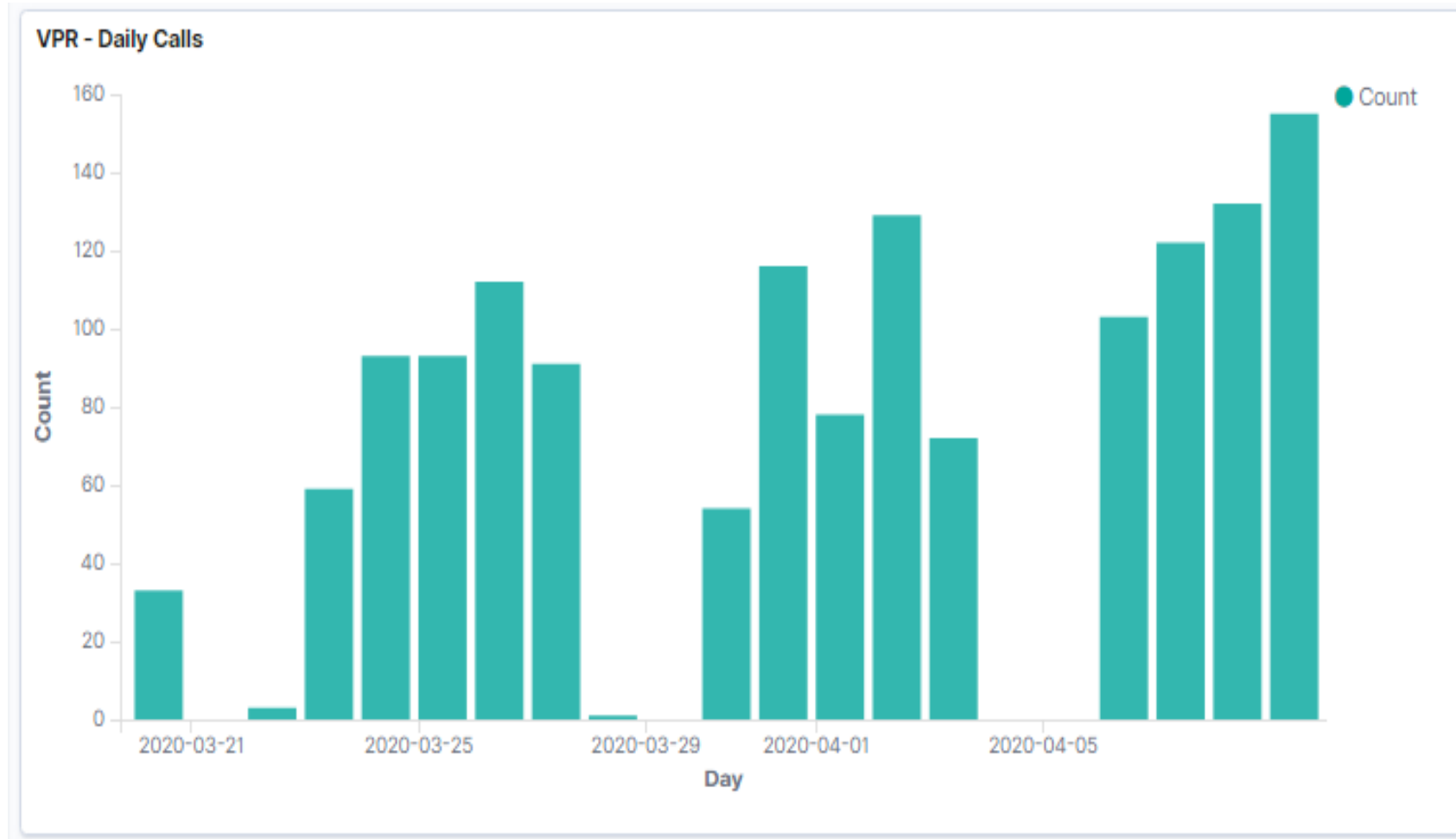
- Telehealth department assistance
- Training available: clinical informatics, telehealth department
- Posted information
 - Cerner eCoach (Cerner related documents)
 - ANTHC.org Telehealth page (documents, session recordings)
<https://anthc.org/what-we-do/telehealth/telehealth-resources/>
 - Signs & tags affixed to carts/devices
- Where to call
 - When using Vidyo – local AV/IT support
 - When in Cerner—Provider Hotline



Statistics & Current Use Requirements

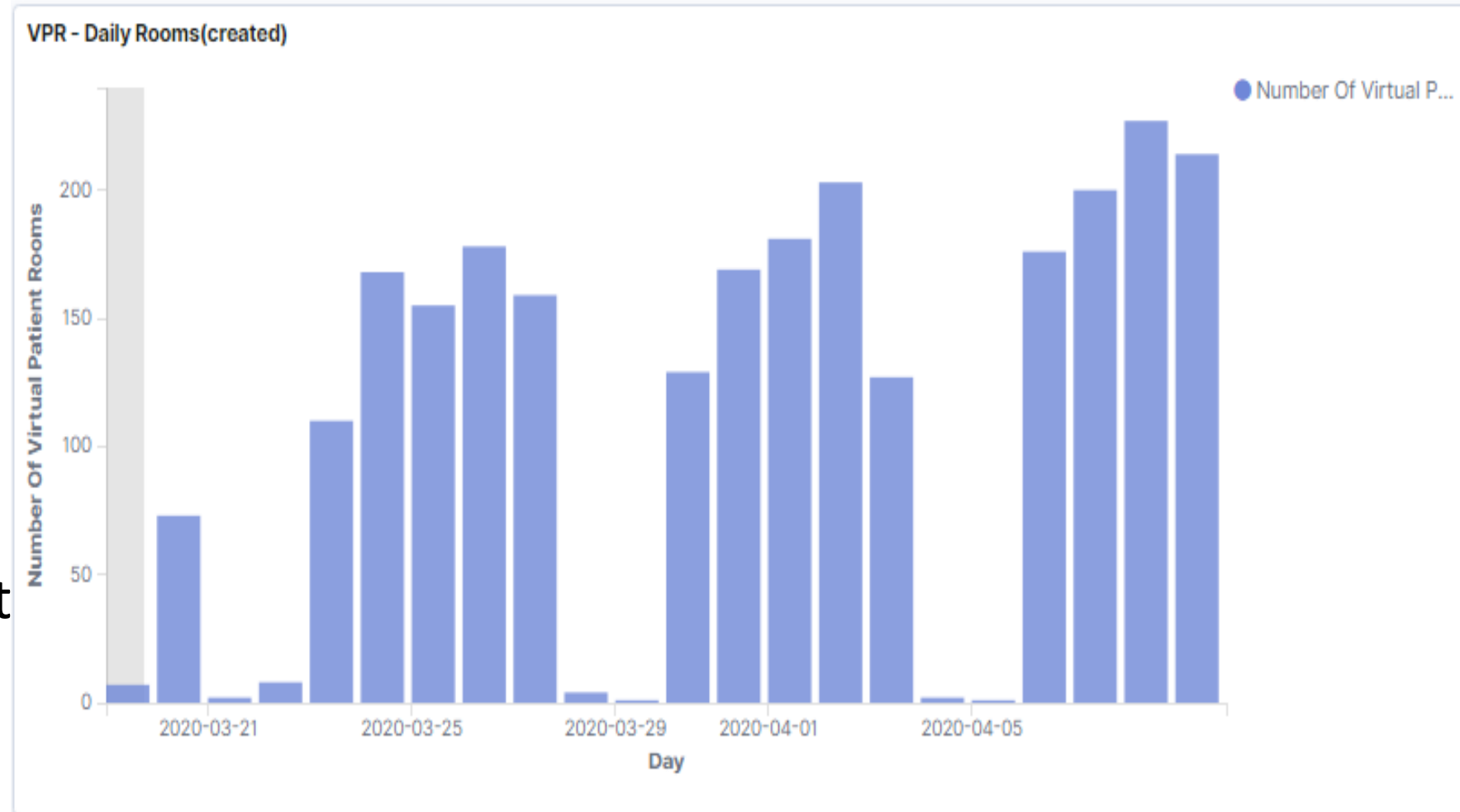
-VPR Statistics

- VPR Calls 3/20 - 4/9 mid day
 - 1446 total
- Call is
 - 2 providers
 - At least 5 minutes



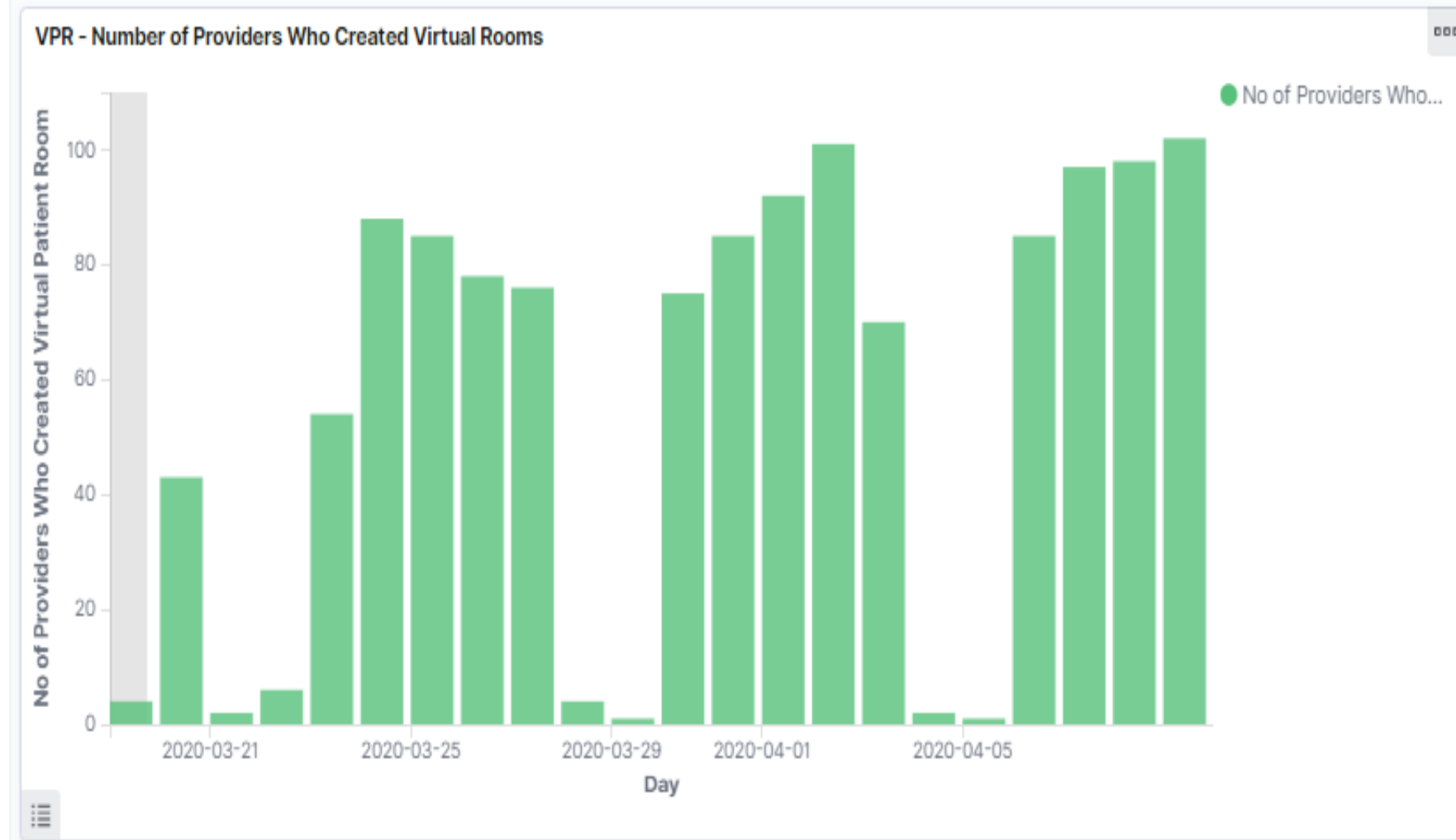
-VPR Statistics

- VPR Rooms Created 3/20 - 4/9 mid day
 - 2494 total
- Created means
 - Someone attempted to join a room
 - Test call
 - Real Patient visit

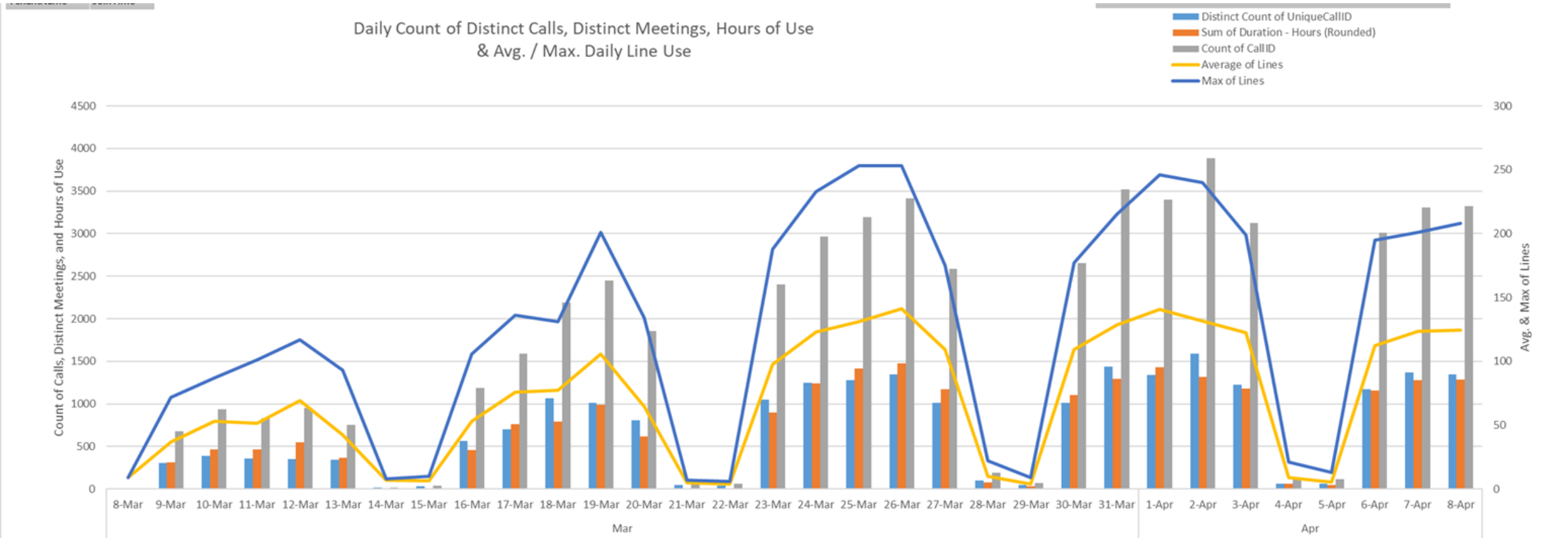


-VPR Statistics

- Providers Creating Rooms 3/20 - 4/9 mid day
 - High 102
 - This data is under inflated



*Vidyo Utilization – The Past Month



In short – we have quadrupled the number of meetings, tripled the hours of use, and doubled the maximum number of simultaneous / concurrent calls. We expanded our capacity and are using about 65% of our available Vidyo “lines”.



*Current Technical Requirements for VPR

Requirements for Vidyo / VPR Use*:

- Android 4.4 and up
- iOS 8.0 or later
- Windows 7 and above
- MacOS Sierra and above
- Use Chrome if possible

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



Lessons Learned, Next Steps & Future Requirements

*Current Issues Using Vidyo

Technical Issues on Mobile Devices:

- “General Failure. Operation Failed.” – Vidyo is working on a new iOS release to fix a defect we have found.
- Blue screen / no video – camera access blocked, in use by another app, low bandwidth
- Lagging / jittery video – Generally related to low-bandwidth issues.

Technical Issues on Macs:

- Catalina requires a special Vidyo installer. Available at <https://mac.connectvtc.com> and we will be making it more widely available on all systems in the near future.

User Issues:

- Patients cannot remember their password to install an app / don't want to install
- Not all patients want to use Vidyo; some would prefer to use telephone



*Current Issues Using Vidyo

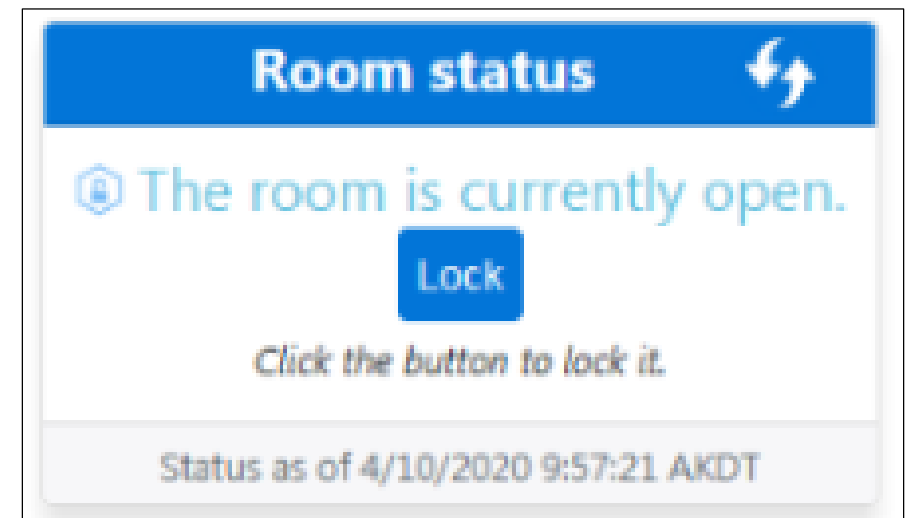
User Issues:

- Patients cannot remember their password to install an app / don't want to install an app
- Not all patients want to use Vidyo; some would prefer to use telephone
- Adds a new process for providers and staff that may not be used to doing VTCs
- Pretesting with patients in their homes is a must – and hard to coordinate
- Inpatient confusion between when to use VODA and when to set up a Vidyo Desktop call



-VPR New Features

- TESTME – has run into technical difficulties. Currently delayed.
- Lock Room – Deployed Last night (4/9)
- Added General Performance fixes (see usage graph)
- Looking into clientless solutions (no patient app to download)
 - Web RTC (Video in a web page)
 - Zoom
 - Vidyo Cloud
- VPR in a Workflow mPage



*Future Technical Requirements for VPR

“WebRTC” Requirements – an installation-free Vidyo client

- Known to work
 - Chrome
 - Firefox
- Should work with updates to Vidyo infrastructure
 - Safari
 - Edge
- Only works with a browser plugin
 - Internet Explorer

Also exploring options to integrate other platforms into the VPR system, such as Zoom and other direct-to-patient applications with APIs we can access.



Store and Forward

Store and Forward Options

- Currently available (provider to provider):
 - AFHCAN only
 - AFHCAN and Cerner blend (lots of underutilized integration features)
 - Cerner only for cases where an image and documentation are all that is needed
- Other possibilities:
 - Telehealth looking at other options for S&F and for VTCs

Current environment: AFHCANmobile and Camul could be very useful

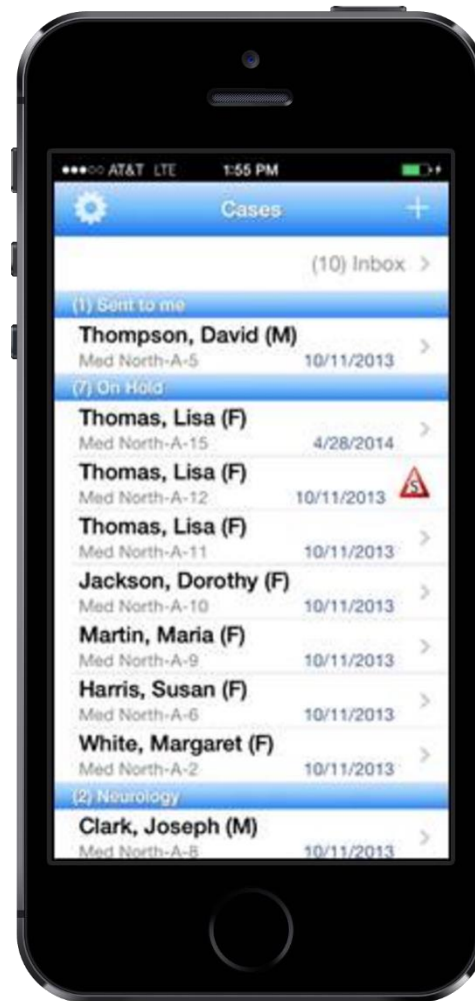


-AFHCANmobile

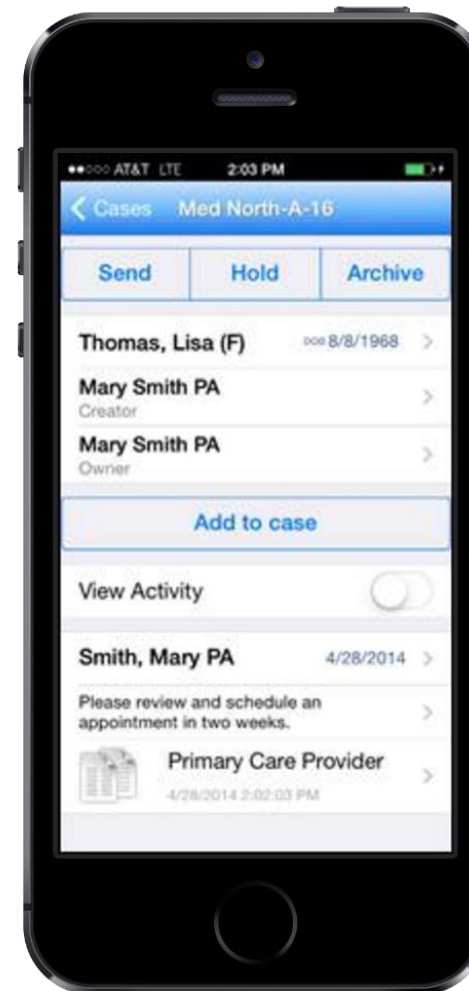
Login



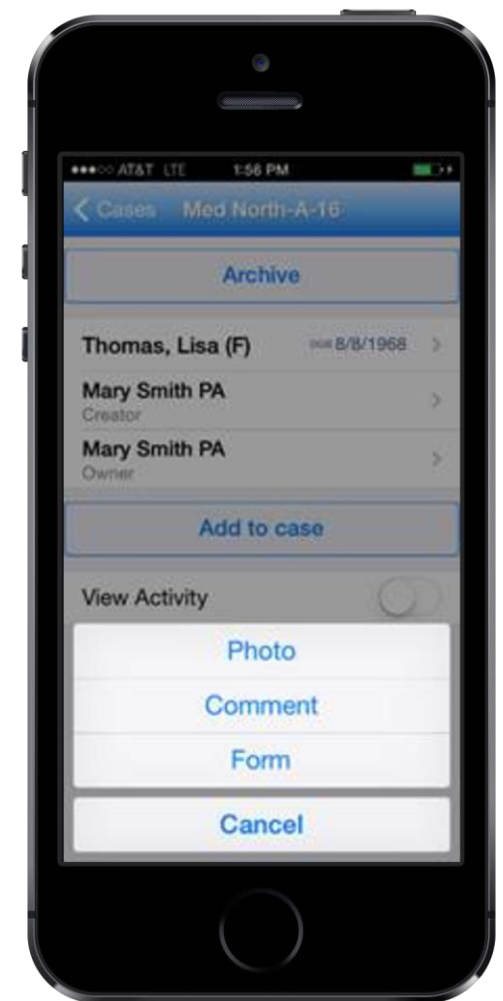
Inbox



View/Create Case



Add Image



-Camul


FROM PHONE OR TABLET



To use Camul from your mobile device:

1. Open your iPhone camera or Android QR code reader
2. Point the camera to the QR code
3. Open the notification displayed
4. Start using from the mobile web browser

FROM YOUR COMPUTER



ZZDONOTUSEIP, TWO
DOB : 01/01/1951
Sex : Female

MRN : 1000017
FIN : 80009428488 - BBHC Case Management
Opened by : Shumway, Keith

Folder/content type

Abdomen

Back

Chest

Genital (Perineal/Pubic)

Head/Neck

Left Lower Extremity

or copy and paste images

Browse...

Take Photo

Upload All

No media will be stored on this device; media is uploaded directly to the listed health record.



Important Things to Consider

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?



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



Training & Process Work

- Who
 - Providers
 - Support staff – *scheduling process is critical*
 - Other departments
 - Patients
- What
 - Technology
 - Workflow
 - Documentation



Questions

**Announcement: Dr. Rowan Hurrell
& Dr. Kyle Pohl**

ANMC Telehospitalist Program

- On demand inpatient consultative services by video or phone
- Beginning as a pilot project with limited sites this week.
 - Planning rapid expansion of urgent consultative service to all THOs on shared Cerner domain in the coming weeks.
 - If not on the shared domain, the service will still be offered but due to technical limitations, will not be as robust.
- Initially starting with Provider-to-Provider consults with formal note written into the EHR.
- To request a consult: Contact ANMC operator and ask to speak to the on-call hospitalist (no change from previous workflow)



ANMC Telehospitalist Program

- Planning to quickly expand services to include full Telehealth Consultations with video and interviewing the patient as soon as feasible.
 - Dependent on regional hospital hardware/software along with workflow
 - Will preferentially utilize Vidyo if available
- Based on need and volume, can scale to fit the need of regional partners.
- Potential to utilize similar model/workflow in other subspecialties to provide improved consultative services to regional hospitals.
- Contact Information:
 - Rowan Hurrell MD, (SCMD of Inpatient IM): rjwhurrell@anthc.org
 - Kyle Pohl, MD: kjpohl@anthc.org





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