



GHAPP

Gastroenterology & Hepatology
Advanced Practice Providers

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Telehealth – Tips for a Better Patient Experience

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Disclosures

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Telehealth Objectives

- Understand the different definitions of Telehealth
- Discuss the Telehealth environment
 - Pre COVID-19
 - COVID-19
- Describe Tips for better patient and provider experience



Polling Questions

- What percentage of your practices are Telehealth visit?
- What percentage of your practice are in the office?

Telehealth

- Telehealth/telemedicine
- Primarily used for rural communities
- Based at a local medical facility
- Requirements for HIPPA compliant audiovisual equipment
- Medical centers use strict privacy measures to protect patient privacy including security software and encryption



Goals of Telehealth

- Allow rural or isolated communities to access health care
- Make services more convenient
- Provide access to specialists
- Improve communication and coordination of care
- Support patient self management



Telehealth Barriers

- Technologic capabilities of health care facilities
- Staff training/access comfort with equipment
- Unable to complete physical exam
- Rapport with patient
- Temporary or long term option
- Reimbursement
- Licensing requirements

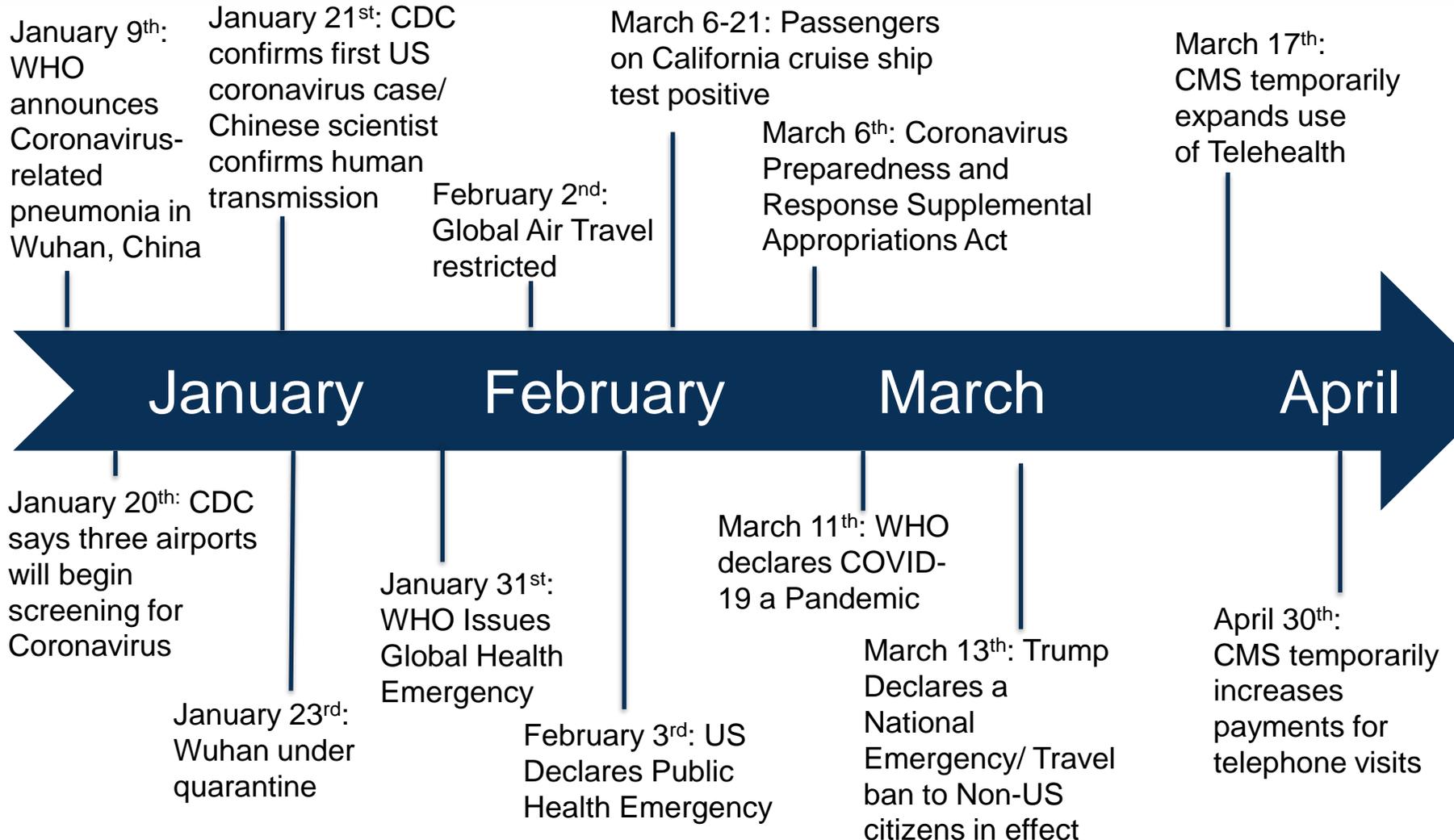


Telehealth Barriers

- Could increase disparities in access
 - Vulnerable populations;
 - Limited digital literacy or access
 - Rural residents
 - Racial minorities
 - Older adults
 - Low income
 - Limited health literacy
 - Limited English proficiency

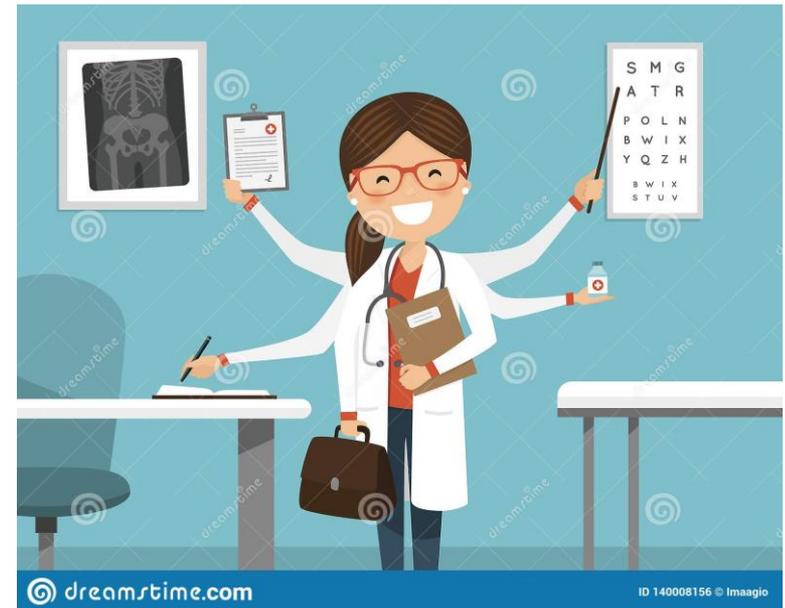


Timeline of 2020



Provider Perspective

- How does this effect our schedule/workflow
- Relationship with patients
- Lack of physical exam
- Limitations of technology
- Liability



Provider Workflow

- Be mindful on how and why you start your day
- Use Previsit planning
- Make every second count
- Rethink who does what
- Document less but better
- Touch messages once
- Help each other

Previsit Planning

- Review new or established patient
- Recent Hospitalizations
- Previous GI progress notes
- Review Primary Care referral note
- Review imaging and lab results
- Open note prior to visit; Pros and Cons
- New 2021 EM coding guidelines allow use time to document on the date of service

Best Practices for Telehealth Visits

- Review workflows with staff
- Time management: In-office and Telehealth
- Develop seamless handoffs
- Reduce surrounding noise
- Wear headsets to cancel extraneous noise
- Avoid distractions
- Develop visual cues to assist with technology
 - **“Click on the Unmute button”**



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10 Tips for Telehealth Visits

Telehealth Tips

1. Convey value and respect with your welcome.

- “Hello Mr./Mrs. _____. It is good to see you again. It is wonderful that your _____ can join us. How have you been since our last visit together?”

2. Introduce the technology

- “I would like to talk to you briefly about what it’s like to have a virtual visit. If at times, it seems I am not looking at you, that is probably because I am looking at you on the screen. I also have a computer here and will occasionally be looking at your medical records as we are talking.”

Telehealth Tips

3. Collaboratively set the agenda

- “What are you hoping to address in today’s visit? (wait for response) What else? (gather list) First I will ask questions about your concerns to obtain a better idea of what is going on, and then we will work on next steps. How does that sound?”

4. Demonstrate empathy verbally

- “I can only imagine how difficult this must be for you.” “I am here to help you through this.” “I can hear how hard this is been on you.”

Telehealth Tips

5. Elicit the patient narrative of the history of present illness

- “Tell me more about (chief worry, concern)...”

6. Engage in reflective listening

- “It sounds like” “If I am hearing you correctly ...”

7. Share diagnosis and information in context of patient’s perspective

- “You have had several low blood sugar events that you cannot explain that have occurred asked week.”

Telehealth Tips

8. Collaboratively develop the treatment plan

- “I am glad that you made a virtual appointment today, so that we can discuss your low blood sugars. There are number things we can do to prevent a low blood sugar. First, I would recommend checking your blood sugar more frequently for the next week so that we can get a clear picture of what is happening. Are you willing to try that?”

9. Have patient repeat back what they understand

- “To make sure my recommendations make sense, will you tell me what you heard are the next steps?”

Telehealth

10. Provide closure

- “It is time to wrap up your visit for today. I hope you had a good visit and will consider another virtual visit in the future.”

Polling Questions

- Explain your current challenges with Televisit?
- Describe the successes you have seen?
- What **if any** changes will you make to your practice on Monday?

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