

Telemedicine:

A key to integrated care

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Leadership:

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Practice Description:

- Established 1983
- 5 docs, 9 PA/NP
- PCMH since 2009
- Advanced IT solutions
- Leadership Team 2007-present

CHR (Comprehensive):

- EHR: Greenway PrimeSuite
- Portal: MyHealthRecord
- Chiron Health (Telemedicine)

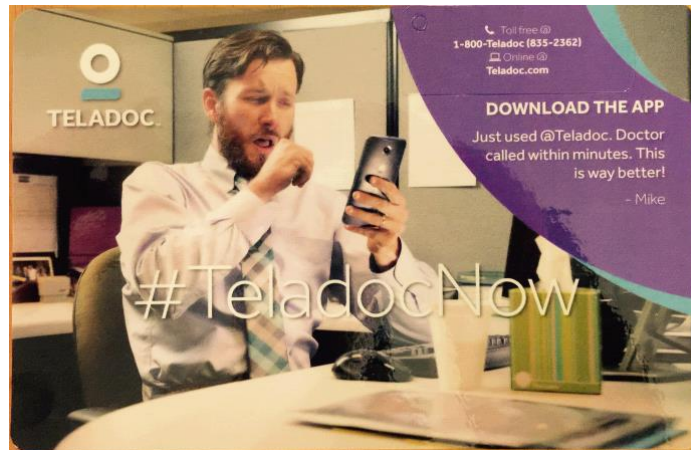
5000 Hours



TELEMEDICINE CAN BE KEY TO RELATIONSHIP BUILDING

FRAGMENTED CARE

Transactional



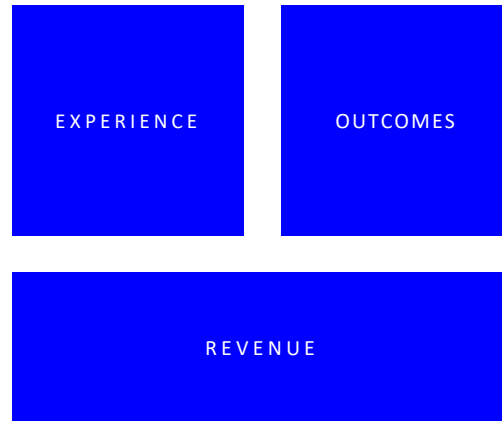
INTEGRATED CARE

Relationship

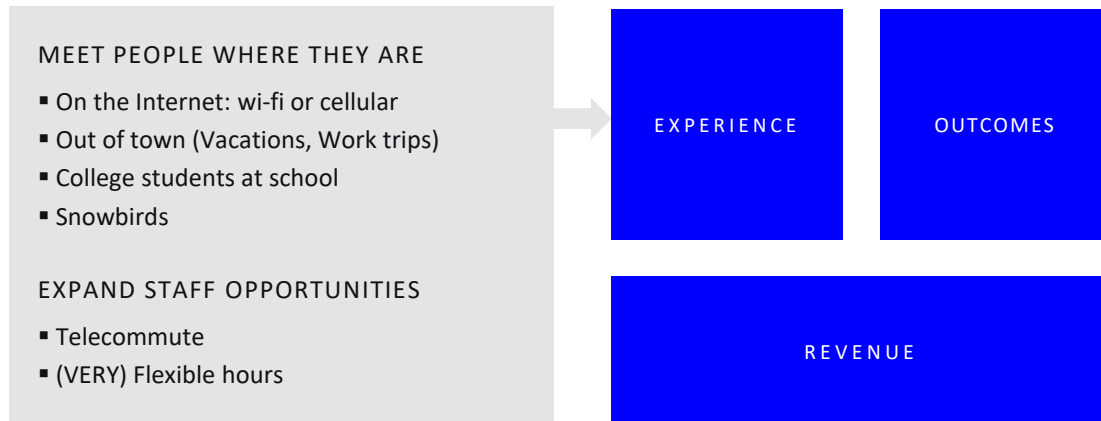


First Care
MEDICAL GROUP

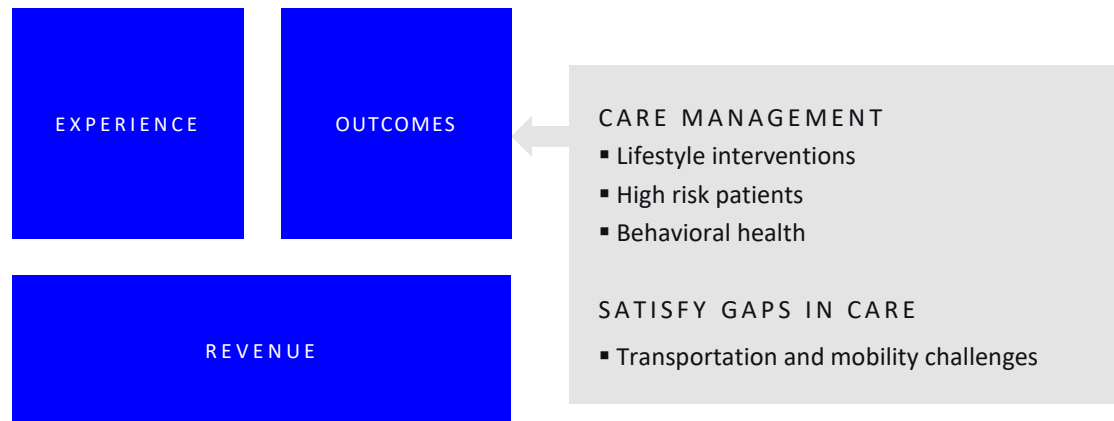
TELEMEDICINE IMPACTS 3 KEY FACTORS



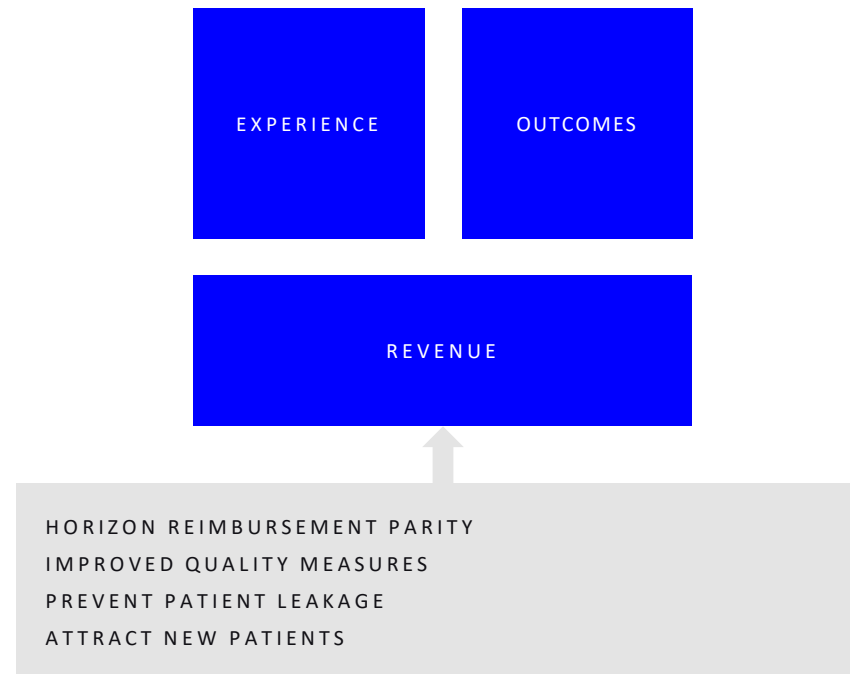
TELEMEDICINE IMPACTS 3 KEY FACTORS



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Telemedicine in Primary Care:



Provide ongoing care



Manage medications



**Review screenings and lab
results**










Offer counseling services


Case Studies

Case Study 1: Chad

35 years, Male

How active goals and check ins create accountability and progress

 Problem List		
Problem Name		Status
 Hypothyroidism, Acquired	(PMHx)	Active
 Morbid obesity	(PMHx)	Active
 Anxiety Disorder	(PMHx)	Active
 Hypertension, Benign Essential	(PMHx)	Active
 Asthma	(PMHx)	Active
 Prediabetes	(PMHx)	Active









 Care Plan	
ACTIVE GOALS	
<ul style="list-style-type: none">• Dietary Goal: Pt needs to get back on track with food tracking. I reviewed new food tracking Apps a• Exercise Goals: Minimum daily step goal set to 9,000 with average daily step goal of 10,000	

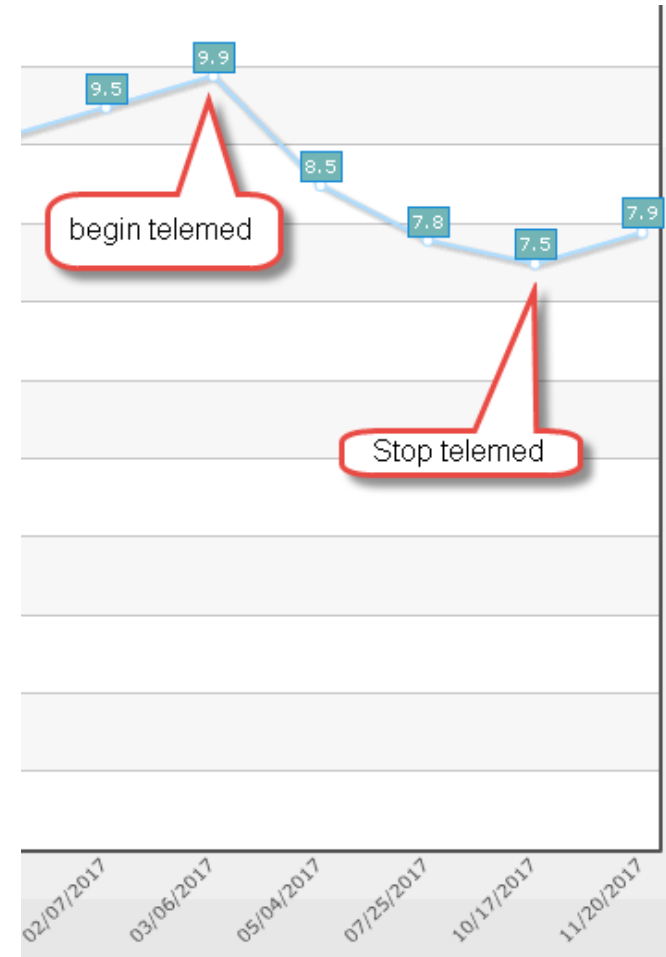
Case Study 2: Susan

52 years, Female

How the comforts of home transform
the relationship

Problem List

Problem Name	Status
 Diabetes Mellitus, Type II	(PMHx) Active
 Morbid obesity	(PMHx) Active
 Congestive Heart Failure	(PMHx) Active
 Stasis dermatitis	(PMHx) Active
 Myalgia	(PMHx) Active
 Hypothyroidism, Acquired	(PMHx) Active
 Hypertension, Benign Essential	(PMHx) Active
 Asthma	(PMHx) Active



COVID-19 ACTION PLAN 3/18

GOAL #1 – PROTECT THE STAFF (35% June 2020)

GOAL #2 – MAINTAIN ACCESS TO CARE FOR PATIENTS

Telemed

1 PM rule

NEW PRACTICE POLICIES EFFECTIVE THURSDAY

PRACTICE LIMITED TO PCMH PATIENTS ONLY

TELEMED ARE PREFERRED VISITS

IN OFFICE VISITS BY APPOINTMENT (EXCEPTIONS)

WELL VS SICK APPOINTMENT TIMES

COVID-19 ACTION PLAN 3/18

PCMH ELIGIBILITY & **TELEMED VISITS** = THE NEW NORMAL

NEW OFFICE HOURS & NEW RULES

PPE (Personal Protective Equipment)

INFECTION CONTROL

COVID-19 testing

Next steps

Experiential staff learning

Telemed experience

- Chrome laptops
 - fcltelemed@gmail.com password to be distributed verbally
 - fcvtelemed@gmail.com
- Every staff member INCLUDING MD, PA, NP
 - Create an account in PrimeSuite
 - Schedule a “test” telemed visit
 - Complete a telemed visit this this week
- Every MD, PA, NP
 - Complete a Telemed visit as the clinician this week

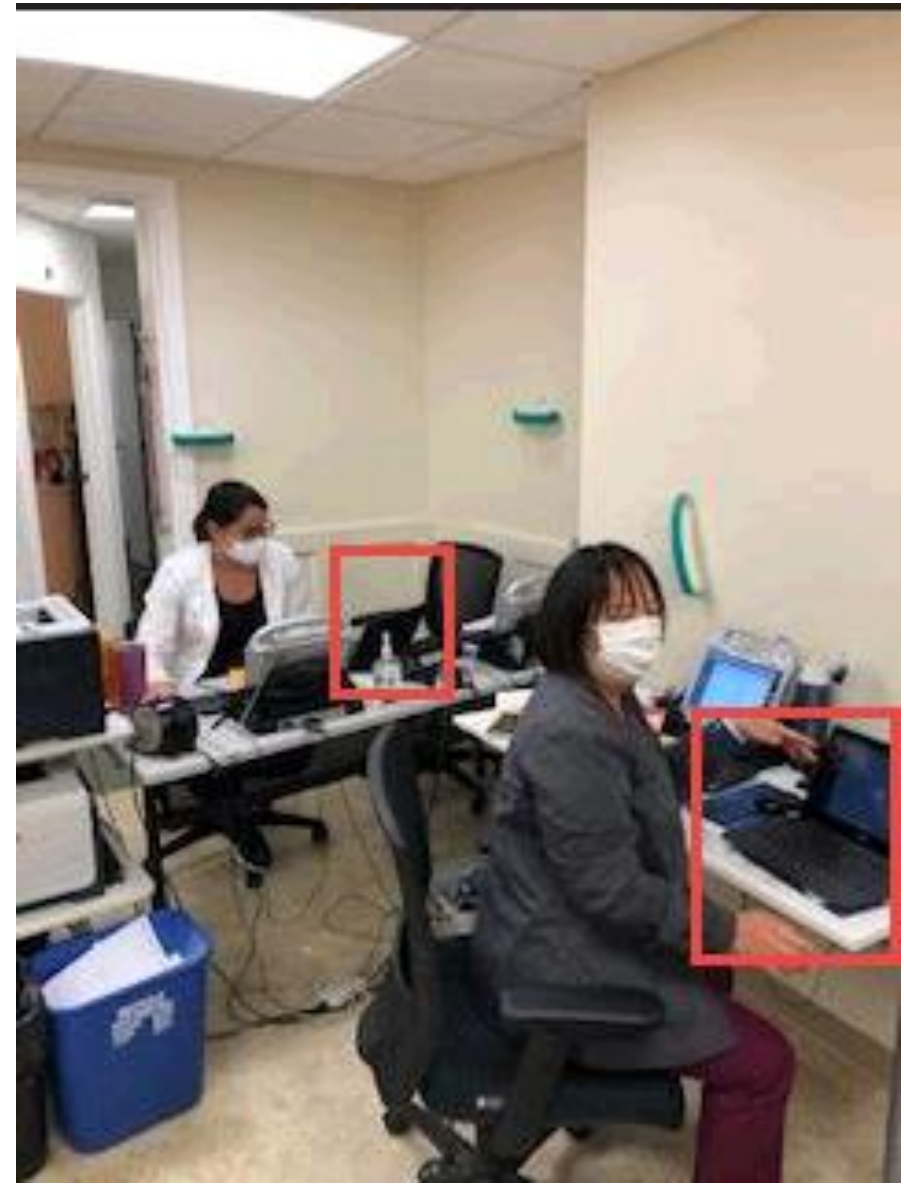
Weekly 30 min ZOOM staff meet-up

Chrome books instead of people

Front Desk



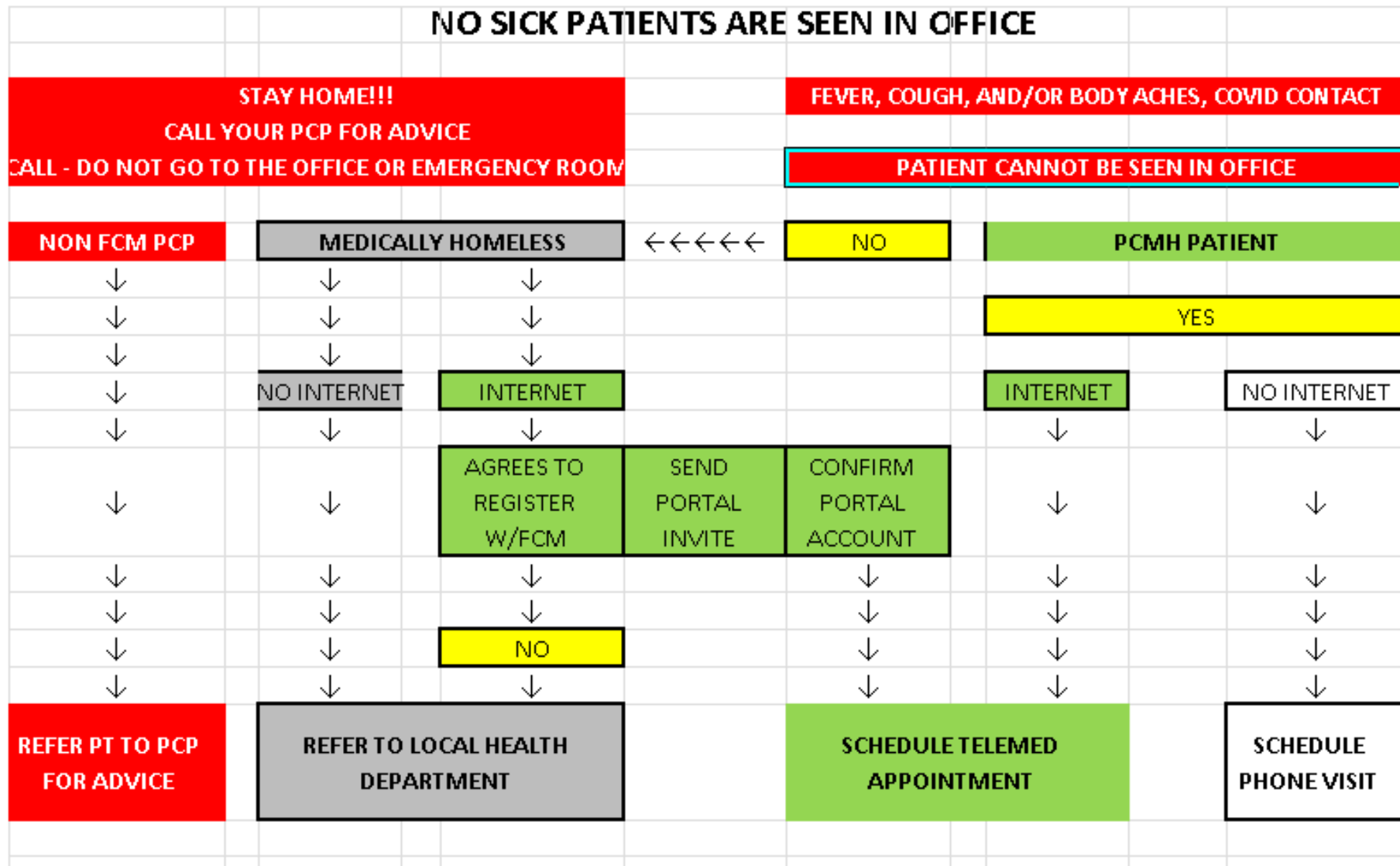
Clinical staff



Front desk triage for “well” visit hours
Sick Visits & Covid Testing require pre-approval

SICK PATIENT TRIAGE EFFECTIVE MONDAY 3/24

NO SICK PATIENTS ARE SEEN IN OFFICE





Covid-19: remote consultations

A quick guide to assessing patients by video or voice call

This graphic, intended for use in a primary care setting, is based on data available in March 2020, much of which is from hospital settings in China. It will be revised as more relevant data emerges.



3 Get started

Quickly assess whether sick or less sick

Rapid assessment

If they sound or look very sick, such as too breathless to talk, go direct to key clinical questions

Establish what the patient wants out of the consultation, such as:

Clinical assessment Referral Certificate
Reassurance Advice on self isolation

! Red flags

Covid-19:

Severe shortness of breath at rest
Difficulty breathing
Pain or pressure in the chest
Cold, clammy, or pale and mottled skin
New confusion
Becoming difficult to rouse
Blue lips or face
Little or no urine output
Coughing up blood
Other conditions, such as:
Neck stiffness
Non-blanching rash

4 History

Adapt questions to patient's own medical history

Contacts

Close contact with known covid-19 case
Immediate family member unwell
Occupational risk group



History of current illness
Date of first symptoms

Most common presentation

Cough Fatigue Fever Short of breath

Cough is usually dry but sputum is not uncommon

Up to 50% of patients do not have fever at presentation

5 Examination

Assess physical and mental function as best as you can

Over phone, ask carer or patient to describe:

State of breathing
Colour of face and lips

Over video, look for:

General demeanour
Skin colour

Check respiratory function - inability to talk in full sentences is common in severe illness

How is your breathing?

Is it worse today than yesterday?

What does your breathlessness prevent you doing?

Patient may be able to take their own measurements if they have instruments at home

Temperature Pulse
Peak flow Blood pressure
Oxygen saturation

Interpret self monitoring results with caution and in the context of your wider assessment

		IN-OFFICE		TELEHEALTH	
		WELL-PATIENT APPOINTMENT	SICK-PATIENT APPOINTMENT	CHIRON TELEMED	TELEPHONE APPOINTMENT
ROV	ROUTINE OFFICE VISIT				
	LOW-RISK	SECOND OPTION**	NO	FIRST OPTION	LAST OPTION
	HIGH-RISK	NO	M.O.D.	FIRST OPTION	YES
AWV	ANNUAL WELLNESS VISIT				
	MEDICARE (Novitas)	YES	NO	FIRST OPTION BMI/BP required	NO
	COMMERCIAL INSURANCE (incl. Medicare Advantage)	REQUIRED	NO	NO	NO
TCM	TRANSITION OF CARE				
	LOW-RISK	SECOND OPTION**	NO	FIRST OPTION	NO
	HIGH-RISK	NO	M.O.D.	FIRST OPTION	NO

****FIRST OPTION IF BLOOD DRAW OR PHYSICAL EVALUATION REQUIRED**

e.g. POTENTIALLY SERIOUS PROBLEM, UNCONTROLLED DM/HTN/ETC, OVERDUE FOR FOLLOW UP

Sick appointments with full PPE then
parking lot flu /Covid-19 testing



PATIENT COMMUNICATION

Phone auto-attendant (24/7)

www.FirstCareNJ.com (24/7)

Blast emails

Blast Texts

Blast Phone calls

Patient Communication



Patient Communication

LYNDHURST

Phone: 201.896.0900 Fax: 201.933.7600

MONDAY - FRIDAY

8am – 4pm well visits by appointment
4pm – 5pm sick visits by appointment

CLOSED SATURDAY

SUNDAY

9am – 2pm well visits by appointment
2pm – 3pm sick visits by appointment

VERONA

Phone: 973.857.3400 Fax: 201.933.7600

MONDAY - FRIDAY

8am – 4pm well visits by appointment
4pm – 5pm sick visits by appointment

SATURDAY

9am – 2pm well visits by appointment
2pm – 3pm sick visits by appointment

CLOSED SUNDAY

TELEMEDICINE

Mon-Fri: 8am – 9pm
Telemed online visits

Sat-Sun: 9am – 5pm
Telemed online visits

Same day Visits:By appointment
Call-ahead:Phone Check-in
Well visits early:Sick visits late day

Same Day appointments
\$0 Co-Pay for Telemed

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