

Care Through Video: Key Skills for PCP Office Staff

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Questions

- Do you conduct screens such as PHQ9 depression screens and ACEs screens during the visit itself or have such things completed by patients ahead of their appointment times? And how have folks responded to such screenings in the virtual world? Our clinicians conduct screenings such as PHQ9 and the PCQN during the video visit, and have received very positive results from both staff and patients/family/caregivers. These tools and many others are embedded in our electronic documentation for quick and easy access when the need arises.
- What have you found is the best practice to ensure patients are set up for the video visits, ahead of their scheduled visit? When scheduling and confirming appointments our support staff ask patients their ability and confidence in having a video visit, and then offer assistance in testing video capability prior to the appointment. Staff will take time to walk patients through joining the video for the first few and subsequent appointments if needed.
- Do you need a verbal ROI for Virtual as, like you were mentioning, family etc... in background or passing by. What about HIPAA? Patients who receive our palliative care services sign telemedicine and release of information forms where the patient states who is allowed to have access to their medical information in addition to permitting our staff to utilize video to deliver care. Our telemedicine release mentions the potential risks involved in receiving care over video as required by HIPAA rules. Patients also acknowledge receipt of our HIPAA guidelines that list our best practices for protecting their health information and have autonomy to choose who they prefer to be present in their space at the time of their visit.
- I am a CM w/ IOPCM. So far, all appts are via telephone. I would like to add virtual, but worried about HIPAA. It is good to be aware of HIPAA guidelines as it relates to protecting patient health information over electronic mediums and address how you will do that in your release forms as mentioned above.
- Do you feel that virtual appointments are more or less time efficient than traditional in-person appts? Virtual visits, **when done as a team**, provide greater efficiency for the providers. Virtual visits are very focused and eliminate the need to direct patient and provider “traffic” in a clinic, cut down on transportation issues

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for your patients, and reduce staff travel for home visits. Virtual visits also provide efficiency in the use of PPE.

- **_Do you have programs to help set patients up with phone/computers that don't have the technology available to them?** ResolutionCare has been loaning company-owned data enabled tablets to patients without internet or device access to assist them in receiving medical care over video. We have an assessment to determine if a patient can benefit from a loaned device, property acknowledgement form, device management program, and dedicated staff to manage those devices and their distribution. When available, ResolutionCare has applied for, and received technology grants to help purchase additional loaner devices. On a rare occasion our practice will purchase a prepaid mobile phone from a discretionary patient fund, to connect with patients, while our social workers look to connect the patient to additional long-term resources/solutions.
- **_Do you wait to send the meeting link until the appt time or send it out in advance?** Both! We ask the patient how they would like to receive the video appointment information; we email it ahead of time, the day before, or the day of, if needed; and provide the meeting ID number over the phone ahead of time or the day of the appointment if the patient is unable to access a hyperlink.
- **_I have come across many challenges in billing Telemedicine. Do you have some one I can contact to help with this?** ResolutionCare has an amazing billing department, however as a small medical practice we do not have the bandwidth to meet with our community partners directly on this topic. Since billing telemedicine varies based on the health plan I suggest searching for webinars or policies offered by the health plan directly. For PHC/Medi-cal see [Policy Number MCUP3113](#) for more information on billing telemedicine.
- **_I know Partnership Health Plan offers translator services over the phone. With the increase on video, does Partnership offer on video too?** Because ResolutionCare engages over video through ZOOM, our team provides the call-in number to the interpreter, so that the interpreter can join the appointment as if in a conference call, while our team still sees the patient over video. We have had success using this method. And interpreters prefer to not “show their face” over video, but remain anonymous as a voice-only translator.
- **Adventist Health, Clearlake: Our patients mostly do not have computers. Is this something that can be done with a smartphone? Can you have a video visit on your phone?** Many video platforms are accessible on any internet accessible, mobile device. Since ResolutionCare utilizes the ZOOM platform for visits, our patients can download the ZOOM App and have video visits right from their mobile phones and tablets, and/or access ZOOM through a browser. Check with your practice to see all the ways patients may access your specific platform.
- **I had a pt this morning who told me he did not think Zoom was safe and confidential. Is there a website or some information we could provide to pts regarding this?** ZOOM offers easy to understand information that can be used

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for talking points regarding security and confidentiality: [ZOOM HIPAA Compliance Datasheet](#).

Comments

- The biggest concern my pts have is access to video be it they have no phone, computer, internet...ResolutionCare has engaged in video care with people with little to no access to technology through family/caregivers or other home-visiting agencies, and a device loaner program as mentioned above. The very few patients who we were unsuccessful at enabling video, have been due to their remote and rural location and unable to afford satellite internet installation.
- Patients are unwilling to try or do not have the technology or are not able to utilize or download the Zoom app. ResolutionCare made the transition from in-person care to telehealth due to the safety concerns for our staff and the immune compromised and seriously ill people we care for. It was not an easy transition for those people who had only received care in-person, but people are much more understanding due to the necessity and have the choice not to engage with our medical services. Trust-building is essential to encourage some patients who staunchly believe that telehealth just “doesn’t work!” We have seen people eventually accept and succeed with virtual care after adamantly refusing in the past. Once they have a taste of its convenience and safety, especially during COVID-19 surges, they find a preference for meeting with us over video.