



TEXAS
Health and Human
Services

Texas Department of State
Health Services

DSHS HIV Care Services Clinical Panel Annual Meeting

Thursday January 23, 2020

10:00 a.m. to 2:00 p.m.

Meeting Notes

Panel Attendees:

- Gene Voskuhl, MD, AAHIVS, Callie Clinic, Dallas
- Phillip Keiser, MD, UTMB, URCM HIV Pathway, Galveston
- Ogechika Alozie MD, MPH, AAHIVS, Sunset Infectious Disease Care, El Paso
- Mary E. Paul, MD, Associate Professor, Baylor College of Medicine, Houston
- Esther O. Fasanmi, Pharm.D., BCPS, AAHIVP, HIV/Hepatitis C Clinical Pharmacist, John Peter Smith, Healing Wings, Fort Worth
- Barbara S. Taylor, M.D., M.S., University of Texas Health Science Center, San Antonio (via Zoom)
- Courtney Sherman, DNP, MHA, APRN, WHNP-BC, CPH, Nurx Telemedicine, Fort Worth (via Zoom)

Invited Guests and Staff:

- David Wright, MD, Medical Director of AIDS Services of Austin and KIND Clinic
- Michelle Iandiorio, MD, Clinical Director for South Central AIDS Education Training Center (SCAETC)
- Tracey Jungwirth, Executive Director for SCAETC
- AJ Patel, Chief Executive Officer, Telemed2U
- Javeed Siddiqui, MD, Chief Medical Officer, Telemed2u
- Chris Garnto, Sales Manager, Telemed2U
- Rhonda Stewart, Germane Solutions, Vice President, Health Access Division
- Stacy Cuzick, BSN, RN, Germane Solutions, Texas Manager
- Ana M. Herrera, DPN, Director of Clinical Services, AIDS Services of Austin
- Janina Vazquez, DSHS HIV Care Services Group Manager
- Ann Dills, DSHS HIV Care Services Systems Consultant
- Rosa Laura Valdez, DSHS HIV Planner
- Justin Irving, Manager, DSHS, TB/HIV/STD Section, Program Evaluation Group Manager
- Rachel Sanor, DSHS, Texas HIV Medication Program Manager

Invited Guests and Staff:

- Betsy Cohen, MPH, DSHS TB/HIV/STD Section, Policy & Program Improvement Specialist
- Loretta Holland, DSHS HIV Care Services Program Consultant
- Shawnee Patterson, RN, Nurse Monitor, Germane Solutions
- Jane Fitzpatrick, RN, Ambulatory Care Nurse Manager, Parkland
- Liza Hinojosa, Project Coordinator, Health Innovation and Evaluation, University of Texas at Austin
- Robin Atwood, EdD, Health Innovation and Evaluation, University of Texas at Austin
- Brian Rosemond, BSN, RN, DSHS HIV Care Services Nurse Consultant

Invited Guests Via Zoom:

- Dallas County Health and Human Services-Administrative Agency (AA) & Providers
- Tarrant County Health Department-AA & Providers
- The Houston Resources Group-AA & Providers
- Bexar County-University Health System-AA & Providers
- Lubbock-StarCare-AA & Providers
- South Texas Development Council-AA & Providers
- Brazos Valley Council of Governments-AA & Providers

Presentation Overview: Implementing Telemedicine using the Zoom Platform - Dr. Gene Voskuhl

Clinical Panel Q & A:

We have talked about telemedicine for years with DSHS. How do we see this being used? What does DSHS want to achieve with this? Expanding HIV primary care?

- Yes, this is what DSHS is looking for

How do you conduct heart and lung exam via Zoom?

- Dr. Voskuhl travels to Sherman and a nurse practitioner at the clinic can do “hands on work” while he is on Zoom
- Camera equipment can be purchased to assist with this type of exam but is not always the best option
- Dr. Voskuhl, prefers Callie Clinic’s nurse practitioner for the exam, when he is not seeing the client in person
- Most of the telemedicine work is talking with the client

Can Clinical Panel give recommendations on what types of visits this works well for? Different ways for telemedicine to be appropriate.

- This technology can be beneficial in rural areas that have transportation challenges or unwelcoming clinics/providers
- DSHS Clinical Panel would be good resource to give guidance on best to use telemedicine (i.e. psychiatry, primary health, etc.)

Would DSHS be willing to pay for expansion into these areas? Don’t want to disincentivize providers moving to this technology.

- Administrative Agencies will be provided more guidance on the process for acquiring technology to continue to support the implementation of Telemedicine.
- DSHS is developing guidelines for AAs and providers

Presentation Overview: Implementing Telemedicine using the Zoom Platform - Dr. Gene Voskuhl

Will a provider with patient calling in on phone be reimbursed at some rate? At the time of this question the use of a telephone consult for telemedicine was not allowed by the Texas Medical Board:

- On 3/13/20, the governor of Texas suspended the restriction on the use of telephone consults to provide medical care, <http://www.tmb.state.tx.us/dl/920E0677-1BAF-C306-781B-A570AD6795A1>
- For the Ryan White program in Texas reimbursement for medical visits via telephone or telemedicine platforms (live streaming) will be paid at the same rate as an in-person medical visit
- The Texas Medical Association has provided some tips on billing third-party insurance programs, but it is recommended a provider check with their payer as the code and guidance could change and this information could change: https://www.texmed.org/uploadedFiles/Current/2016_Practice_Help/Health_Information_Technology/Telemedicine/Telemedicine%20Quick%20Reference%20Chart%20for%20Payers.pdf

We will still need people on the ground to put this in rural locations. What are staffing requirements that are needed?

- DSHS is drafting guidelines that will specify all of this and keep the restrictions as minimal as possible (like Medicaid)

Seems like clients can be provided Pre-Exposure Prophylaxis, can telemedicine be used to provide this medical service? How do we collaborate on this?

- Dr. Courtney Sherman, DNP, MPH, MHA, APRN, WHNP-BC, CPH is a DSHS HIV Care Services Panel member who provides PrEP via telemedicine and is willing to discuss her processes and share information
- Her contact information for questions about providing PrEP via telemedicine: (817) 909-9640 cell, cpshermanwhnp@gmail.com

Presentation Overview: Direct to Consumer Telemedicine - Dr. David Wright

Clinical Panel Q & A:

How does the documentation happen?

- When Dr. Wright is practicing at the KIND clinic he uses telemedicine for follow-up visits with clients
- Dr. Wright sets up next appointment by using Electronic Medical Record (EMR) system, and care plan; Dr. Wright's practices use the Athena EMR which is integrated into the telemedicine platform

How does DSHS think this might work for case management?

- The DSHS telemedicine guide will address using telemedicine in various situations. Ryan White will cover these costs, although many private insurances may not

Provider & Administrative Agency Call-In Session

Presentation Overview: What to Look for When Acquiring Health Technology presented by Dr. Ogechika Alozie

Clinical Panel Q & A:

Who does your trainings?

- Depends on the kind of training. Different groups for different trainings with some internal and others external
- Leverage the company you use for technology to conduct initial training
- Then use train the trainer model for continuous quality improvement to build competency
- Training needs to be routine – not just one shot

Can you elaborate on the funding streams that were available from HRSA and the State - it seemed like they may be outside of the normal grants available?

- HRSA sends out information on funding several times a month – usually Part C funding
- If you do not know how to write a grant, partner with someone who does.
- Tell them (HRSA or funder) your story, give them your passion and they will get on board and communicate it

Will Ryan White funds pay for this technology?

- Yes, you can use Ryan White funds to purchase technology that supports direct patient care
- Providers can work with their AA and DSHS services consultant about what this might look like
- DSHS wants to see all providers moving toward telehealth opportunities

Equipment – do you own it, rent it, etc.?

- Dr. Alozie did not buy his equipment- much of it is cloud based
- There are lots of options there
- Depends on your cost structure, volume, what you are trying to do. Emphasized use of cloud-based systems
- In Texas, it is still difficult to hit your bottom line with telemedicine – you will not get 100% of the cost
- You will increase your patient satisfaction which will improve efficiency
- Ideally, Dr. Alozie wants to see all his PrEP clients via telemedicine – they do not require a clinic visit

Provider & Administrative Agency Call-In Session

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Clinical Panel Q & A:

Large systems generally don't want to or can't move fast. Is it hard to move the needle on this?

- Pilot the concept and scale over time
- Then take it to the powers that be to seek support and/or funding

Presentation Overview: SAETC Priorities & Plans for Texas - Dr. Iandiorio, South Central AIDS Education Training Center (AETC)

- The AETC trains physicians, health care teams, and medical schools, <https://aidsetc.org/aetc-program/south-central-aetc>
- AETC is a national organization, we are South Central Region
- Texas sites include: Dallas, South TX/Valley, Galveston, Houston, Amarillo, and San Antonio

Clinical Panel Q and A:

Do you work on building capacity in primary care? Yes, all hands are on deck – working with all kinds of staff in primary care