

# HIV Telemedicine In Texas

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January 23, 2020

## Callie Clinic Background

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- 1991: The AIDS Resource Center of Texoma (ARCOT) incorporated as response to the unmet social needs of PLWH
- 2006: Name change to Your Health Clinic
  - Expanding services to primary care
- Became a Ryan White recipient
  - Part B 1993
  - Part D 2012
- 2007: Name changed to The Callie Clinic
  - Honoring Mrs. Callie Frost, philanthropist
- 2016: New building opened

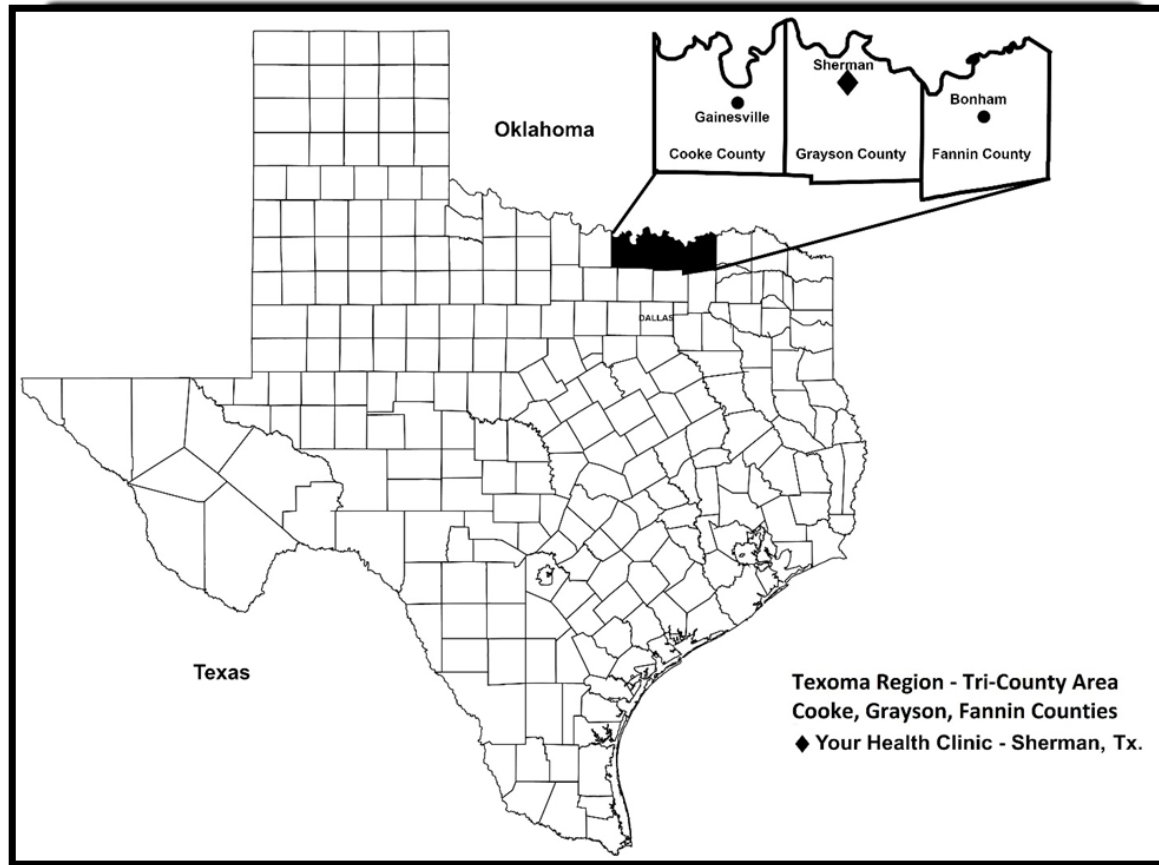
# Callie Clinic

## Clinic and Medical Staff



# Geographic Target

- Callie Clinic serves a 3 county carve out of Dallas EMA/HSDA
- Serves a rural area, although Sherman-Denison is an MSA
- Grayson, Cooke, and Fannin Counties
- >50 miles from any RW provider in Dallas



## A Convergence...

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- Callie Clinic historically served disenfranchised individuals with medical services.
- HIV has become more complex and requires specialists with heavy experience to achieve quality care. These specialists are not always available in rural areas.
- The state of Texas has recognized the need for more specialty care by endorsing telemedicine services with certain restrictions.
  - Allowing physicians and other practitioners to provide medical services at sites distant from their residence.

## Telehealth vs. Telemedicine

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- Telehealth is the provision of healthcare remotely by means of telecommunication technology.
- Telemedicine and telehealth are mostly interchangeable terms, although...
- Telehealth is a broader term encompassing varied technologies to remotely improve the health of patients.
  - Vital sign monitoring for those with CHF
  - Blood glucose uploading and monitoring
- Telemedicine is more specific to a doctor working with a patient in real-time and is the term used at Callie Clinic.

# Telemedicine Technical Components

- Clinic: Cableone provider (WAN)
  - 150 Mbps
    - 1Gb down/50Mb up = jitter 3.3 MS
    - 50 Mb down/50 Mb up = jitter 78  $\mu$ s (better balance)
    - Experimented with 1 Gbps without noticeable change
- Me: ATT provider
  - 300 Mbps
    - Average 12 Mbps/38 Mbps = jitter 5MS
- Platform: Zoom for Healthcare
  - Meets privacy standards
  - 256-bit encryption (not the only requirement for HIPAA)

# Callie Clinic Setup and Annual Costs

Item	n	Cost	Totals	Notes
Zoom for Healthcare	1	2,400.00	2,400.00	Annual; 256-bit encryption
Dell 13" XPS Laptop	1	1,563.00	1,563.00	256GB, SSD, 8GB RAM
Dell TB16 Thunderbolt Dock	1	144.99	144.99	USB3, USB-C, HDMI, Thunderbolt
Dell 19" Monitor	1	109.99	109.99	Larger screen
Logitech C920S Webcams	3	69.99	209.97	1 spare
Razor Kiyo Webcam with light	1	99.99	99.99	Better light on provider
Neweer LED lights	1	110.49	110.49	Better light on patient
Total equipment			2,238.43	
Total annual cost			2,400.00	



## UT Setup and Annual Costs

Item	n	Cost	Totals	Notes
Zoom for Healthcare	1	2,400.00	2,400.00	Annual 256-bit encryption
Polycom Group 310 Codec	1	5,698.00	5,698.00	The brains
Polycom Eagle Eye IV 12x Camera	1	3,000.00	3,000.00	Remote, controllable, zoom
LG 32" TV	1	800.00	800.00	Medical grade
Polycom Microphone	1	475.00	475.00	Top of the line
Avteq Model 200 cart	1	1,500.00	1,500.00	
Uninterrupt power	1	250.00	250.00	
<b>Total equipment</b>			<b>11,723.00</b>	
<b>Total annual cost</b>			<b>2,400.00</b>	

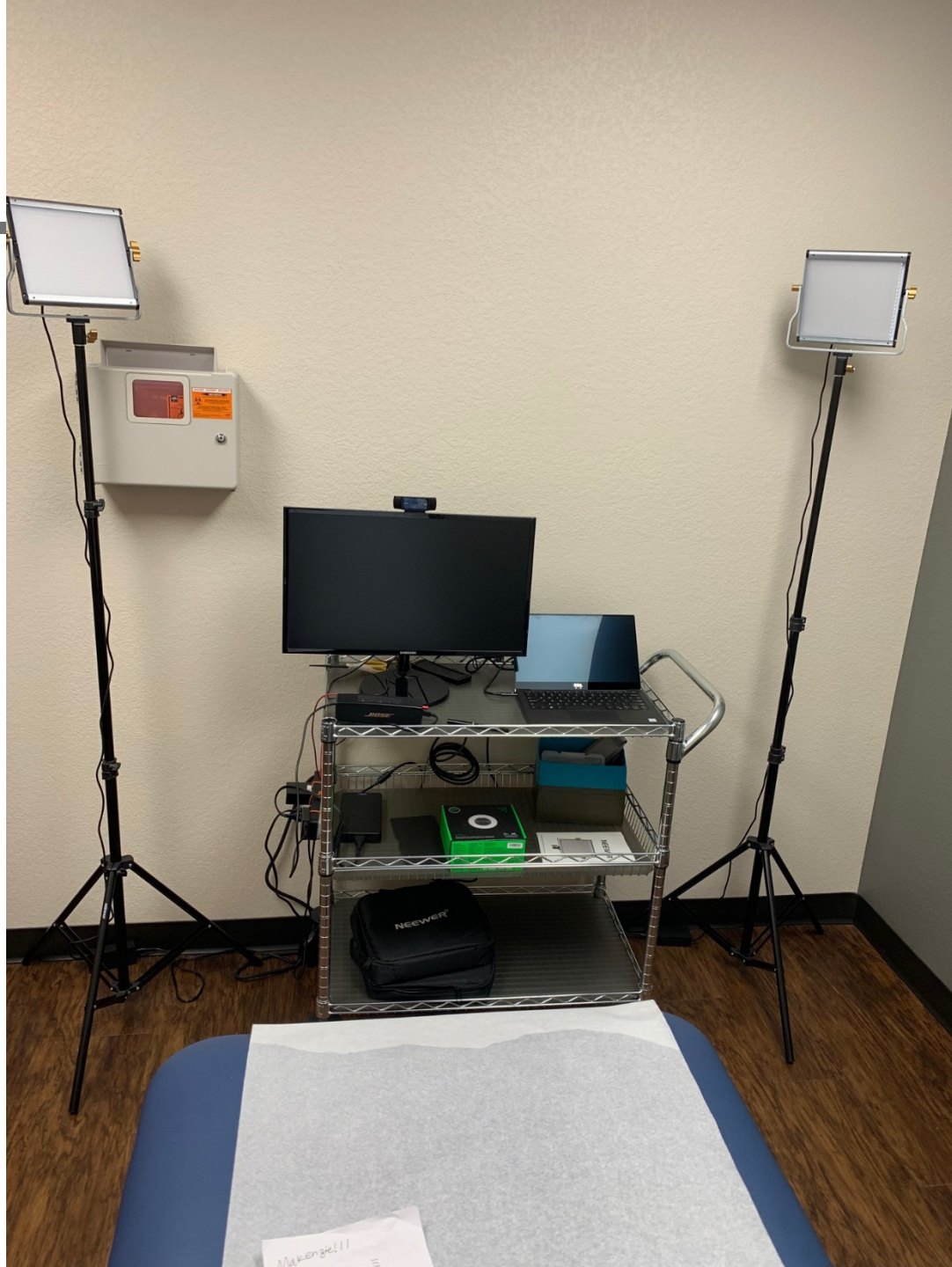
# Callie Telemedicine Process

- Patient arrives at clinic
  - We only offer face-to-face, in clinic
- Typical front desk check in process
- Routine MA process
  - Vitals, CC, immunizations, sexual history, compliance history, other providers, allergies, dental history, medication review, FH, social, alcohol/drug abuse, PHQ9 and service assessment
- Process review of hookup
  - MA send email invite
  - I accept
  - Connect
- Physician interview, counseling
  - Lab and med orders
  - Care plan to MA

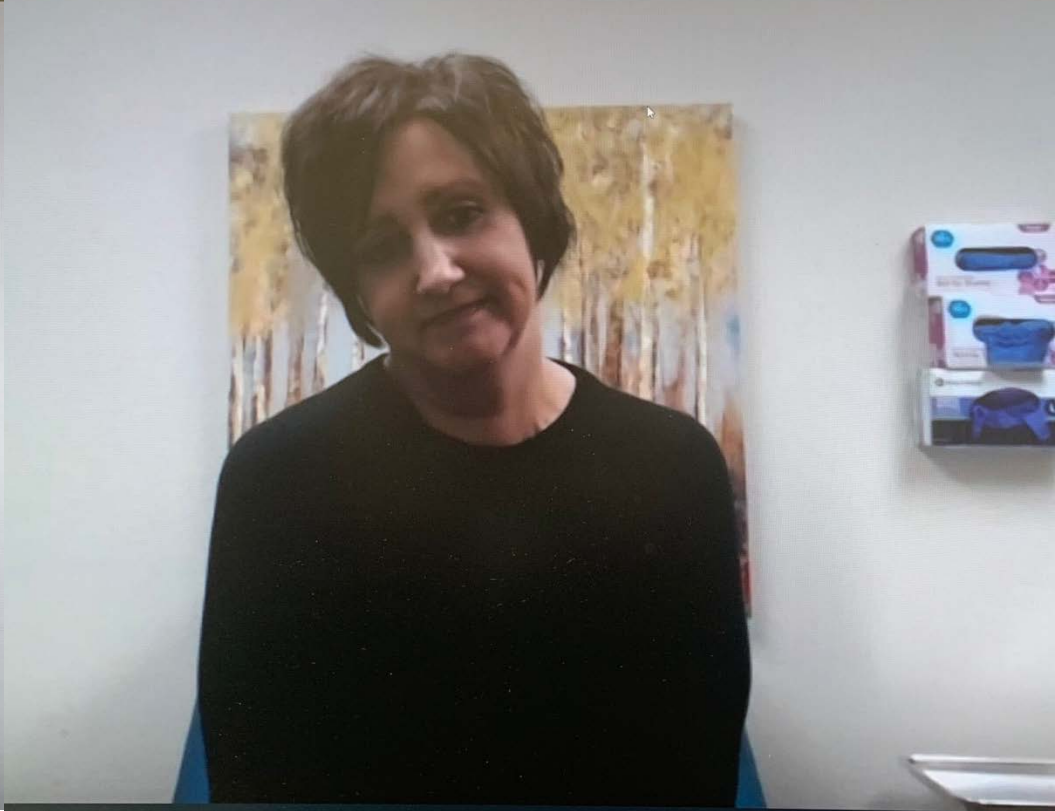
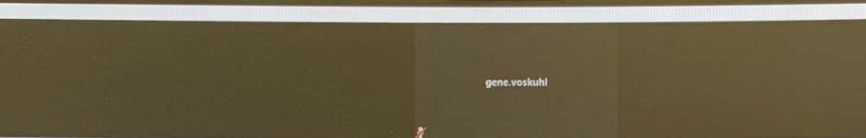








Menzell





Makenzie!!!  
YHC-0077  
Loren - video  
and audio  
on the (frame)  
Close window - YH  
End meeting - it will  
Dr. Smith  
End

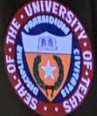






Callie Clinic Pat Sta 1

Wednesday, December 18, 2019 8:10 AM



THE UNIVERSITY OF TEXAS SYSTEM  
FOURTEEN INSTITUTIONS. UNLIMITED POSSIBILITIES.



Place a Call



Content



My IP: 24.119.75.154

SIP: callieclinic@vhn.rp1.vc

**Patient-Status Check-Start Directions**  
1. Log in to the system using your credentials.  
2. Select the patient you wish to check status for.  
3. Review the patient's current status and any pending actions.  
4. If necessary, update the patient's status or perform the required actions.  
5. Confirm the changes and save the information.  
6. Repeat the process for all patients on the list.  
7. Once all patients have been checked, log out of the system.

# Telemedicine Administrative Components

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- Participated in 2-day training in Lubbock (<https://www.texlatrc.org>)
- Created a telemedicine consent
- Created a telemedicine evaluation form
- HIPAA BAA
- Chose a Zoom platform for healthcare
- Video not stored
- Billing
  - One claim rejected
  - Ryan White process unchanged
  - Had to learn how to change POS (place of service)



## Billing/Coding

Carrier	Change
Aetna	Modifier GT or 95
BCBS	95
Cigna	99444
Humana	GT or 95
Medicaid	95
Medicare	POS 02
Ryan White	None
United	GT

GT: Via Interactive Audio and Video Telecommunications systems

95: Synchronous Telemedicine Service Rendered via Real-Time Interactive Audio and Video Telecommunications System



## Billing/Coding

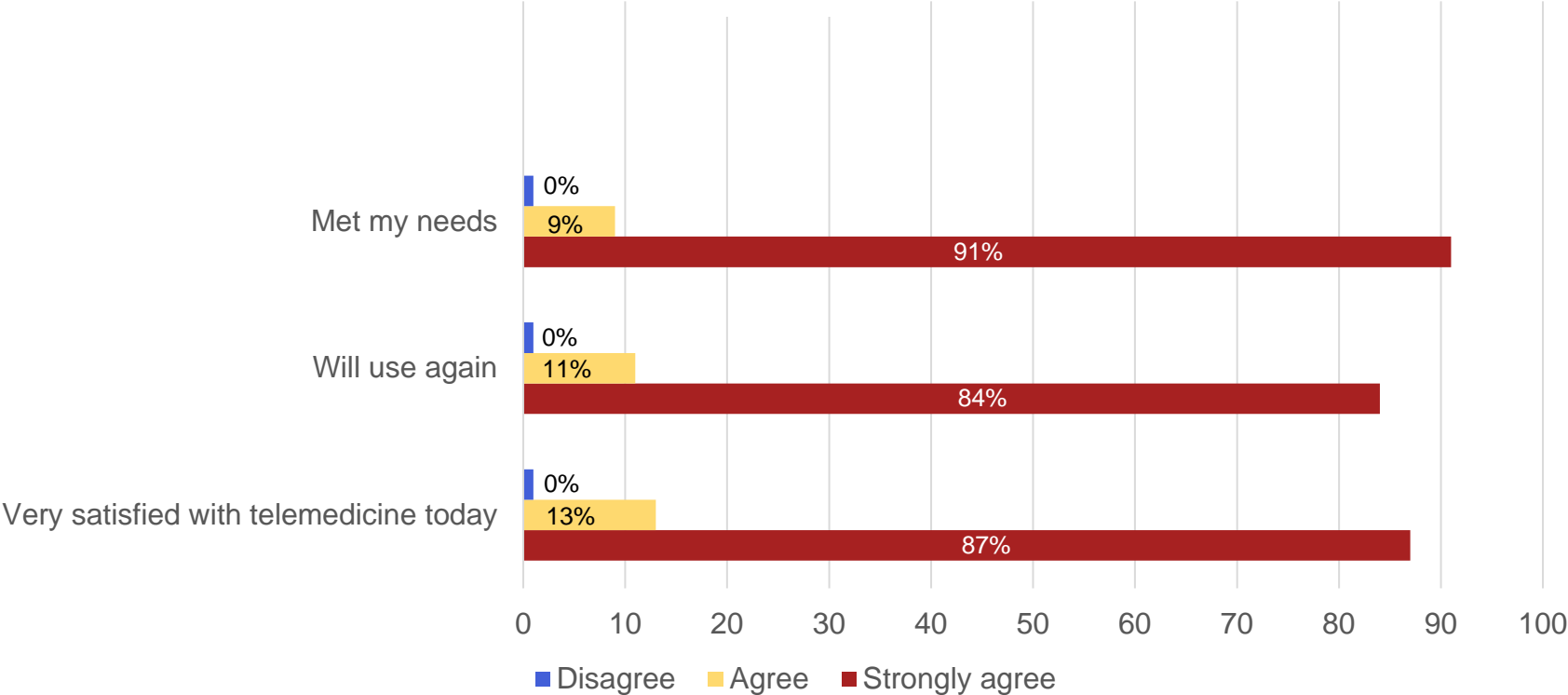
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Ryan White	None
United	GT

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# Telemedicine Patient Satisfaction at Callie Clinic Sherman, TX

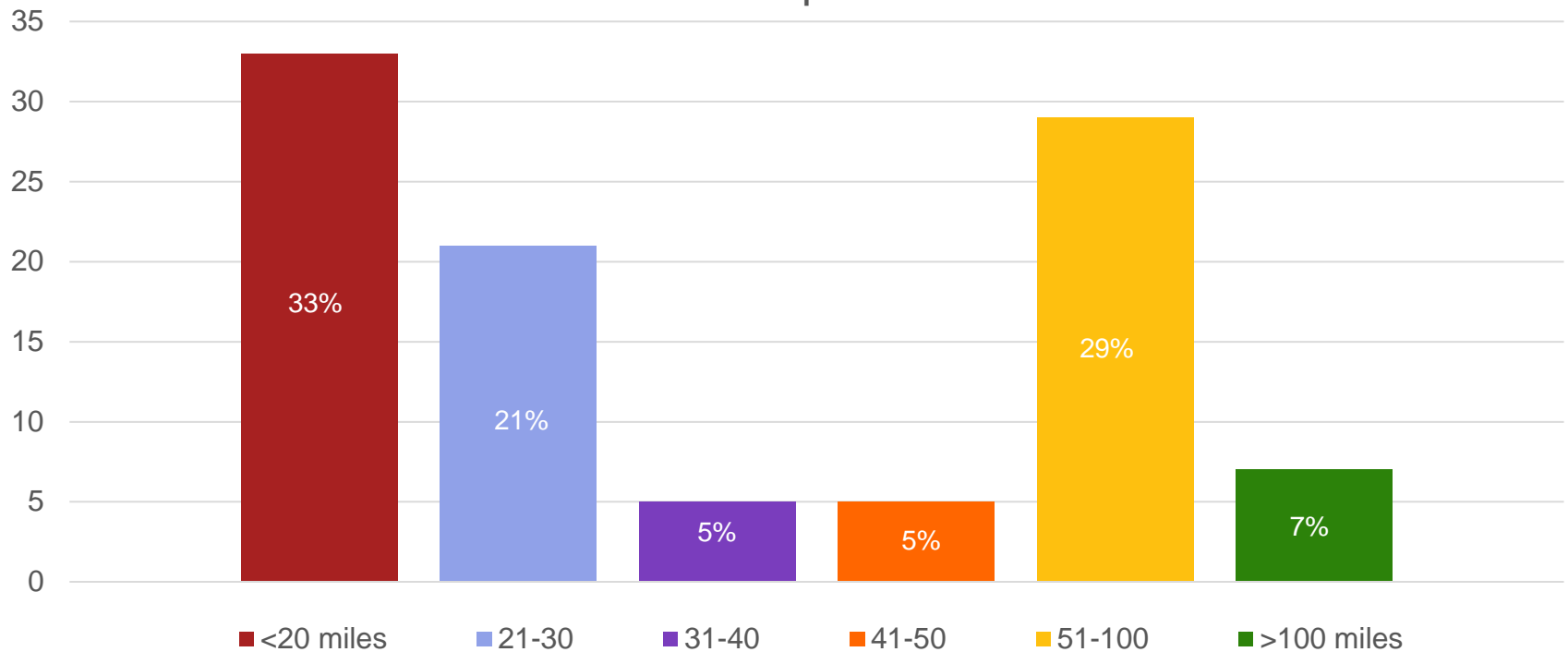
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# Geographic Barriers for Rural Ryan White Patients

n=42

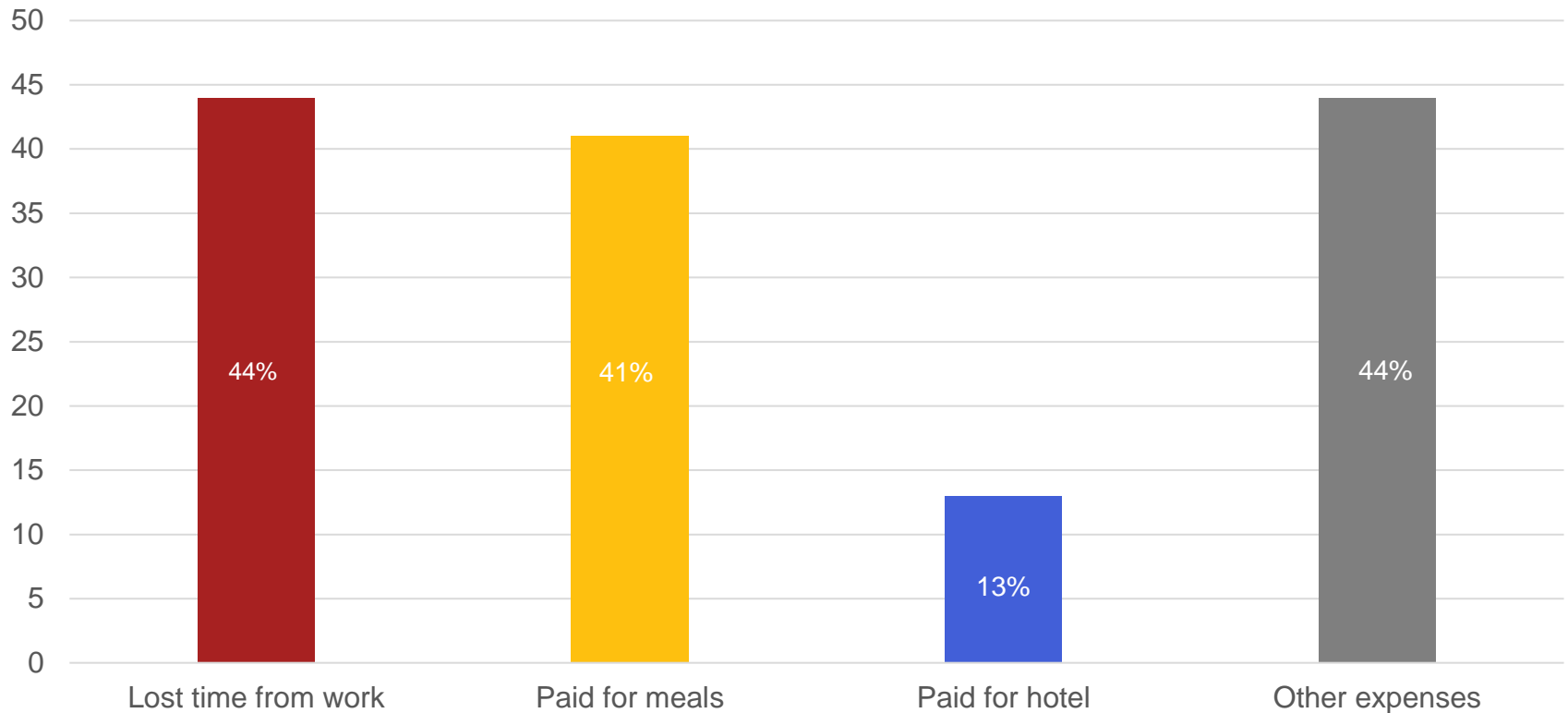
Without Telemedicine, how many miles would you drive to see an HIV specialist?



# Without Telemedicine, Rural Patients Struggle

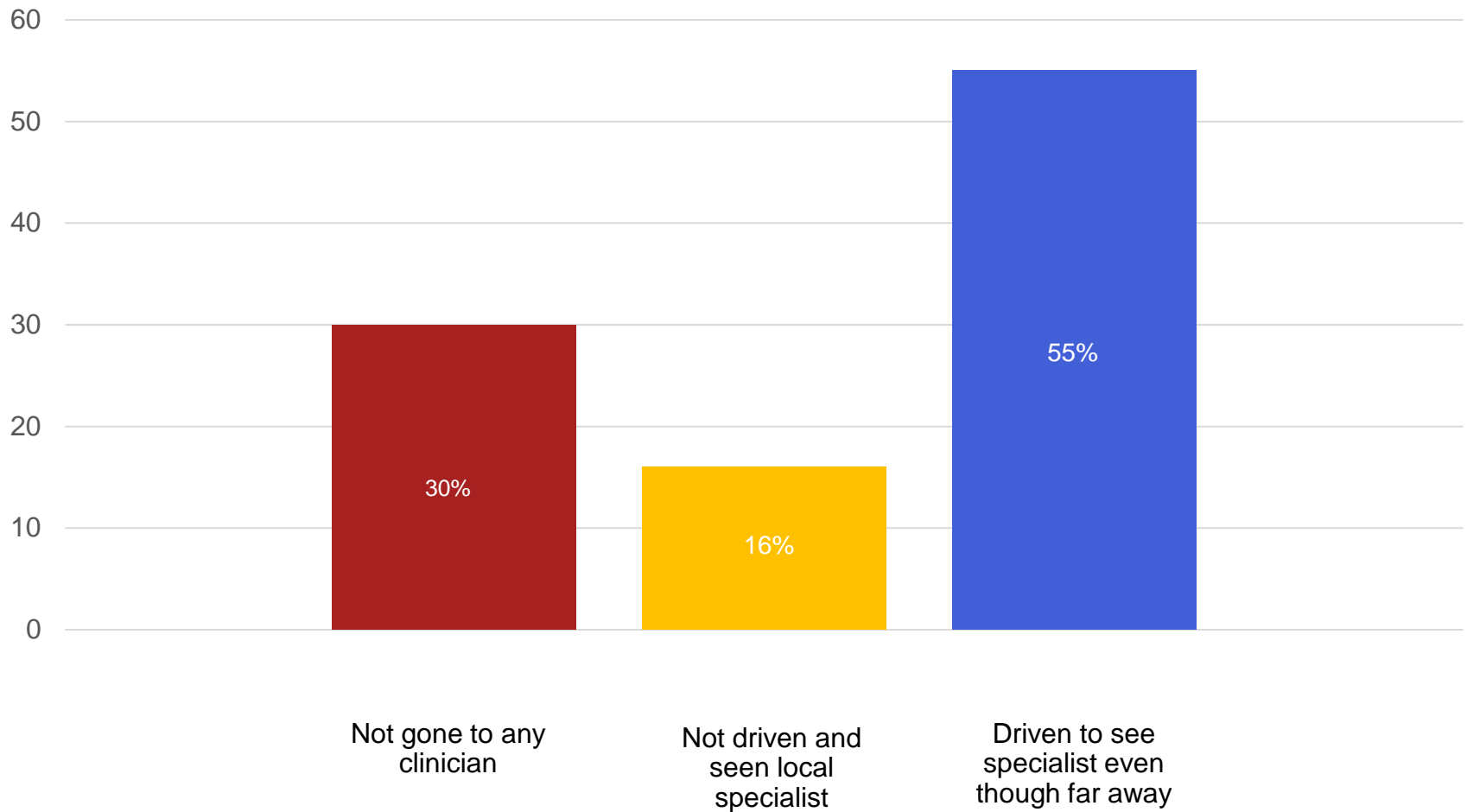
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Without Telemedicine, I would have...



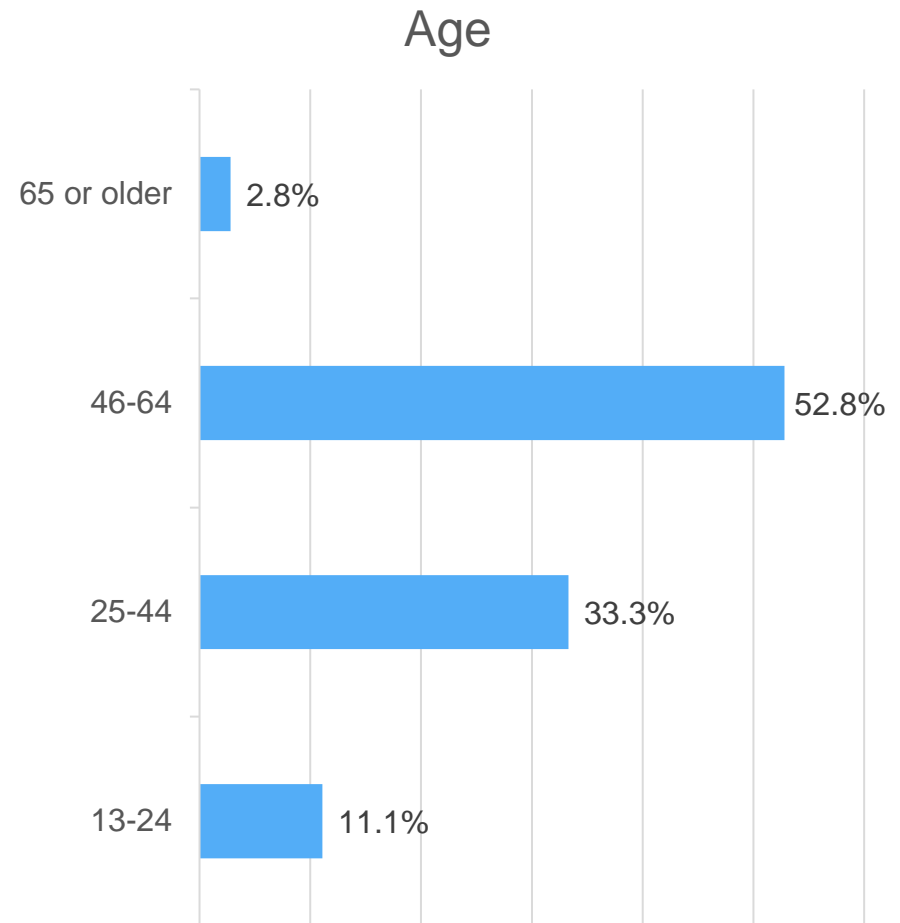
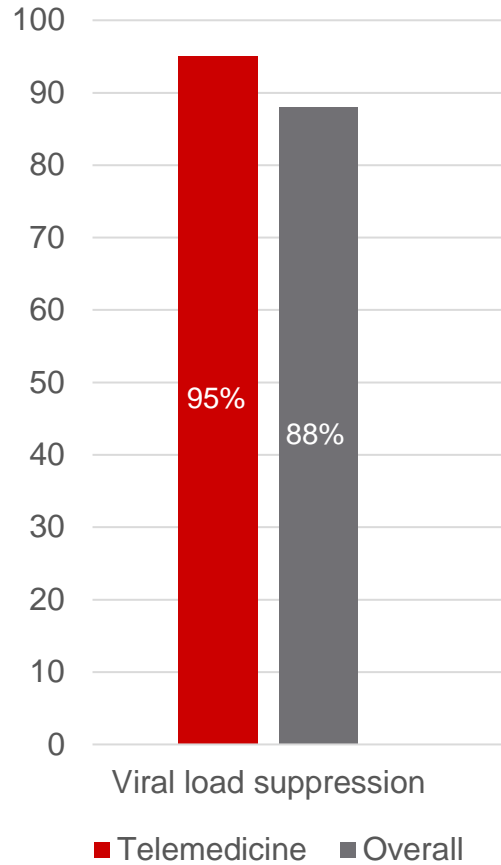
# Without Telemedicine, Rural Patients Struggle

n=44





# Telemedicine Viral Suppression Callie Clinic; Sherman, TX



## My Thoughts

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- Easier than I thought
- Kinda fun
- Great when it's not full-time for me
- Coding/billing doable with very few surprises
- Fits rural (and some urban) Ryan White clinics particularly well
- Absolutely addresses a gap for vulnerable Texans living with HIV