COVID-19 Telemedicine Implementation ECHO

Waridibo Allison MD, PhD

Assistant Professor/Infectious Disease

Program Director UT Health San Antonio ECHO

Program Director UT Health San Antonio South Central AETC

Medical Director - San Antonio AIDS Foundation

A solution to a community need

- We recognized a community need:
  - COVID-19 pandemic forced sudden telemedicine shift
  - Lack of clear guidance on evolving regulation and billing changes
  - Lack of practical guidance on rapid telemedicine launch that discusses spectrum of telemedicine modalities
  - Critical to discuss **short-term** and **long-term** considerations for telemedicine launch

Overview

March 19

Planning

- Assemble, train hub
- Develop didactics
- Promotion and recruitment
- Registration survey

March 30

Launch

- Weekly sessions, 12-1:15 CDT
- Weekly planning meetings
- Session recordings, web updates
- Resource sharing between sessions

Through July 8

Maintenance

- 10 sessions (originally planned for 6-8)
- Adaptive topic planning
- Process refinement
- Sustainability planning

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Hub Panel

Waridibo Allison MD, PhD: Assistant Professor/Infectious Disease, Medical Director, San Antonio AIDS Foundation
Mari Robinson JD: Director, UT System Virtual Health Network
Oliver Black: IT Expert, UT System Virtual Health Network
Margaret Adjei PharmD: Community Pharmacist
Paula Winkler MEd: Director , South Central Area Health Education Center (AHEC)
Raudel Bobadilla BS: UT Health San Antonio, South Central AETC Program Manager, CHW on various projects

Facilitation, coordination, & IT:

Andrea Rochat MFA	Keito Kawasaki MPH
Kesi Williams MPH	Raudel Bobadilla BS, CHW

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Promotion

https://uthscsa.edu/echo

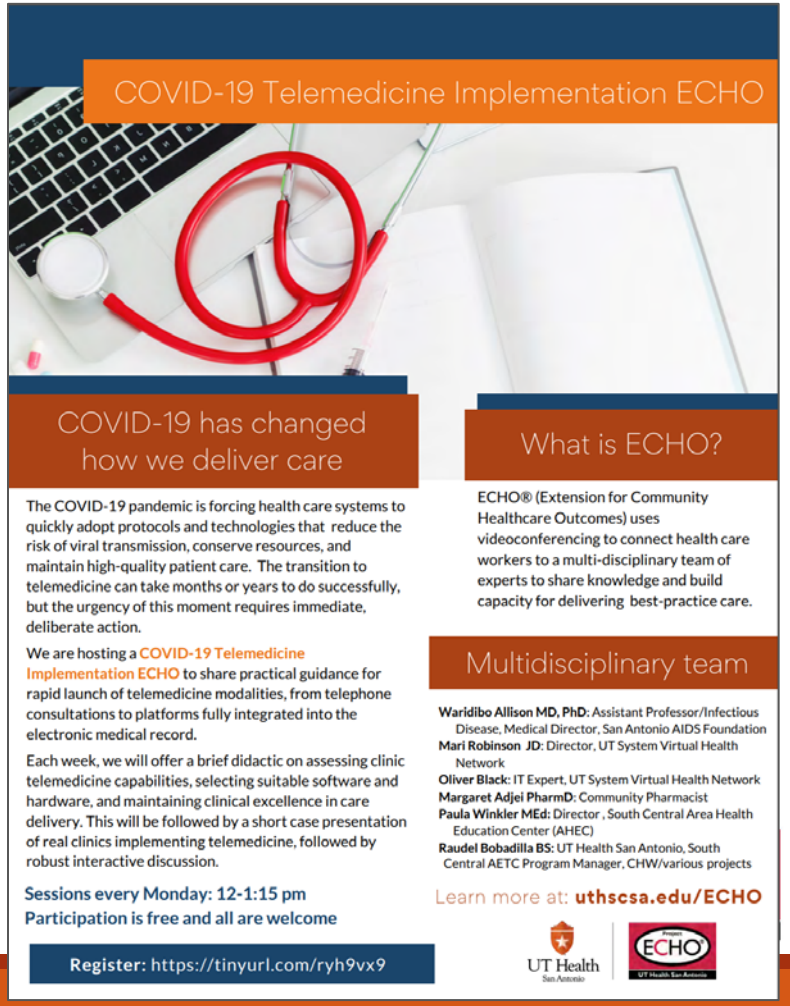
UT Health San Antonio ECHO Facebook @UTHealthSAECHO

Email communication to partners and stakeholders (supported by hub team professional network)

Twitter

Launched – March 30, 2020

ECHO promotional flier



A community of practice and learning

- 204 registrants
- 77 zip codes
- All levels of telemedicine launch experience

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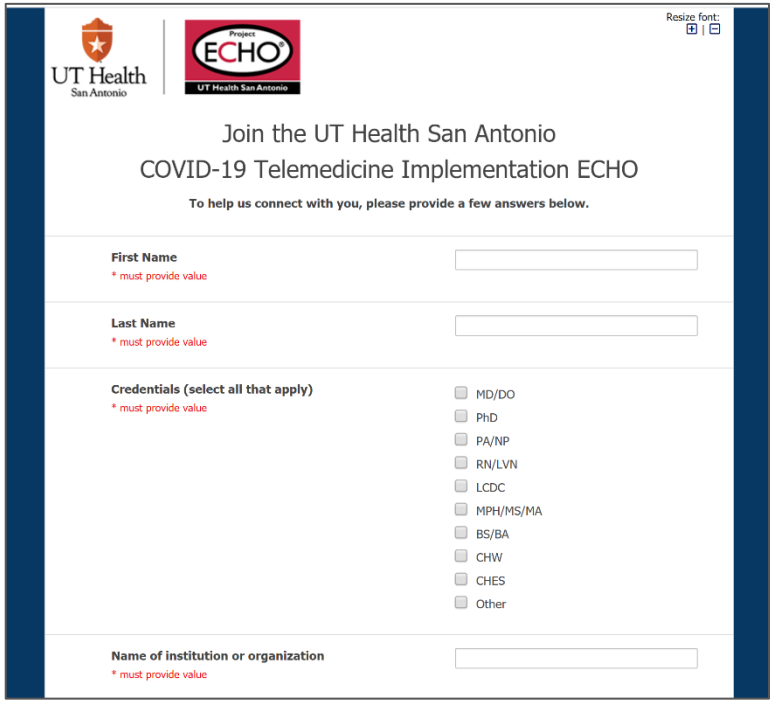
Registration

REDCap survey



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Resize font:

Join the UT Health San Antonio
COVID-19 Telemedicine Implementation ECHO

To help us connect with you, please provide a few answers below.

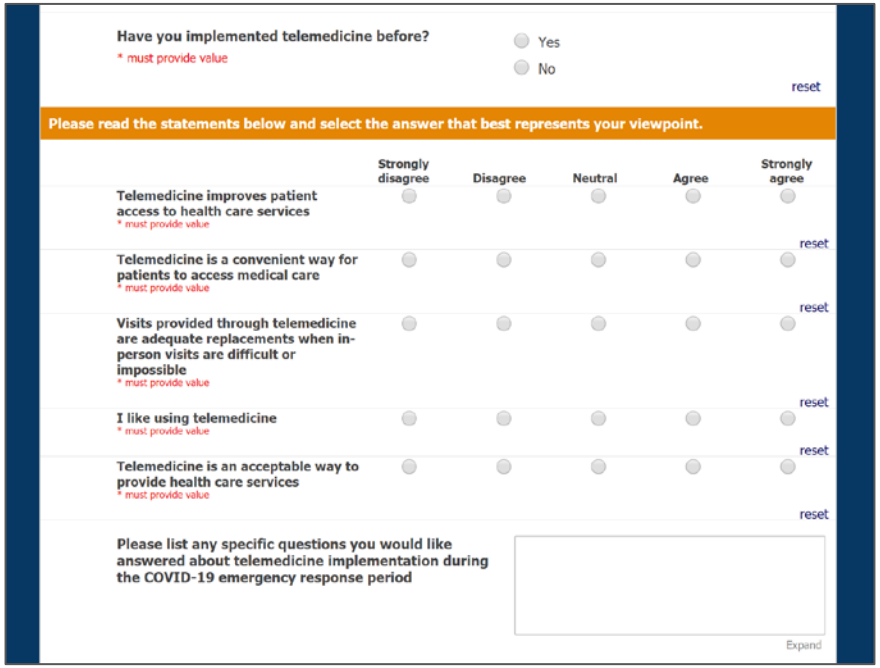
First Name
* must provide value

Last Name
* must provide value

Credentials (select all that apply)
* must provide value

- MD/DO
- PhD
- PA/NP
- RN/LVN
- LCDC
- MPH/MS/MA
- BS/BA
- CHW
- CHES
- Other

Name of institution or organization
* must provide value



Have you implemented telemedicine before?
* must provide value

- Yes
- No

reset

Please read the statements below and select the answer that best represents your viewpoint.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Telemedicine improves patient access to health care services * must provide value					
Telemedicine is a convenient way for patients to access medical care * must provide value					
Visits provided through telemedicine are adequate replacements when in-person visits are difficult or impossible * must provide value					
I like using telemedicine * must provide value					
Telemedicine is an acceptable way to provide health care services * must provide value					

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Please list any specific questions you would like answered about telemedicine implementation during the COVID-19 emergency response period

Expand

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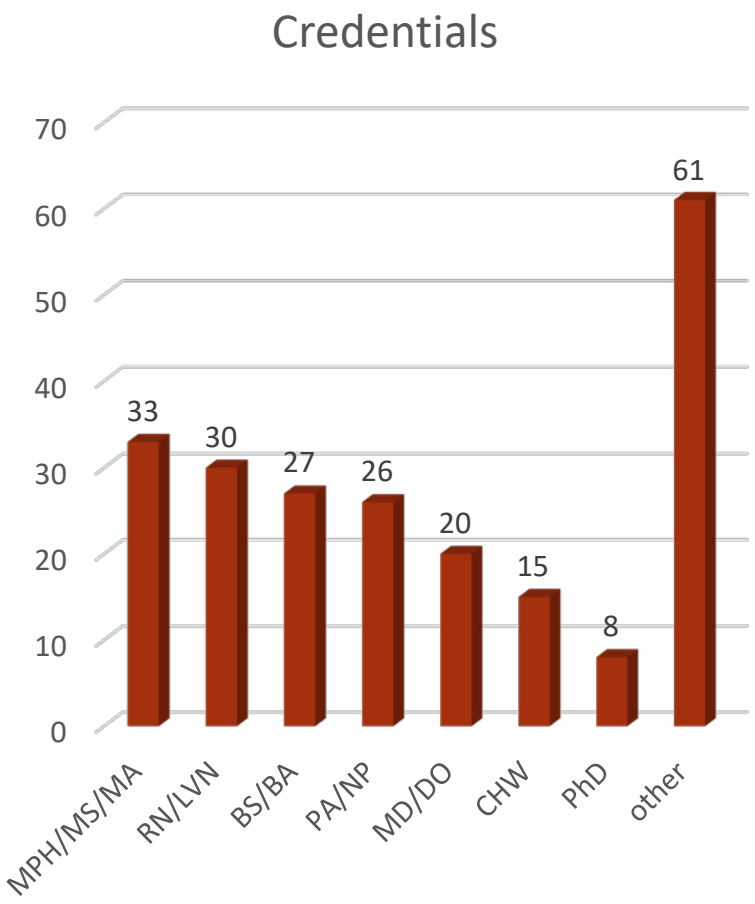
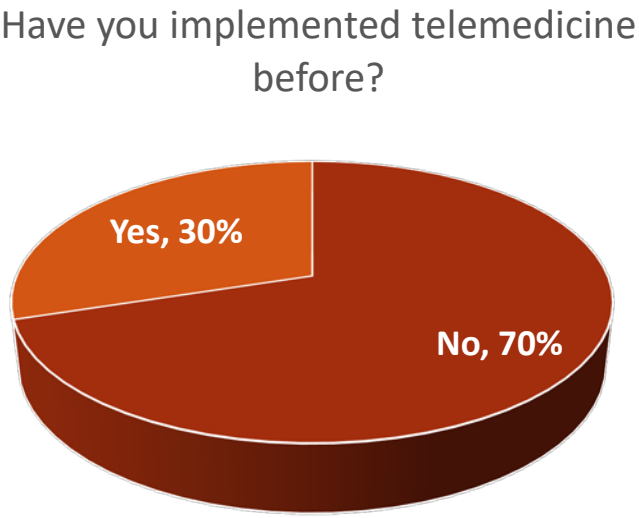
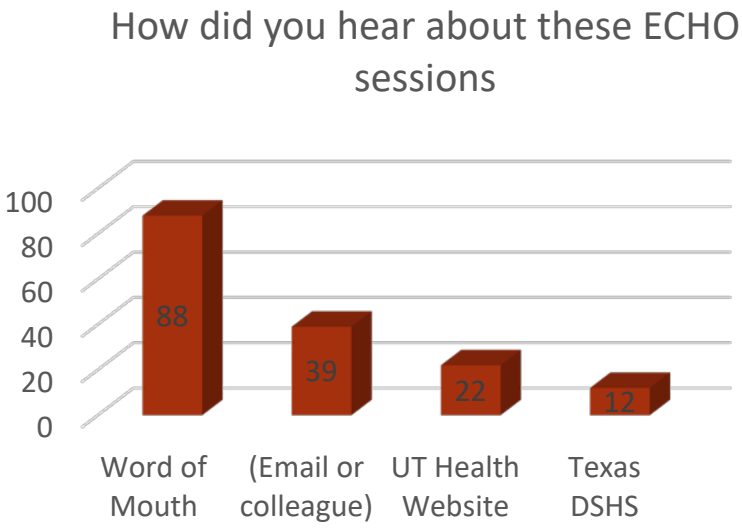
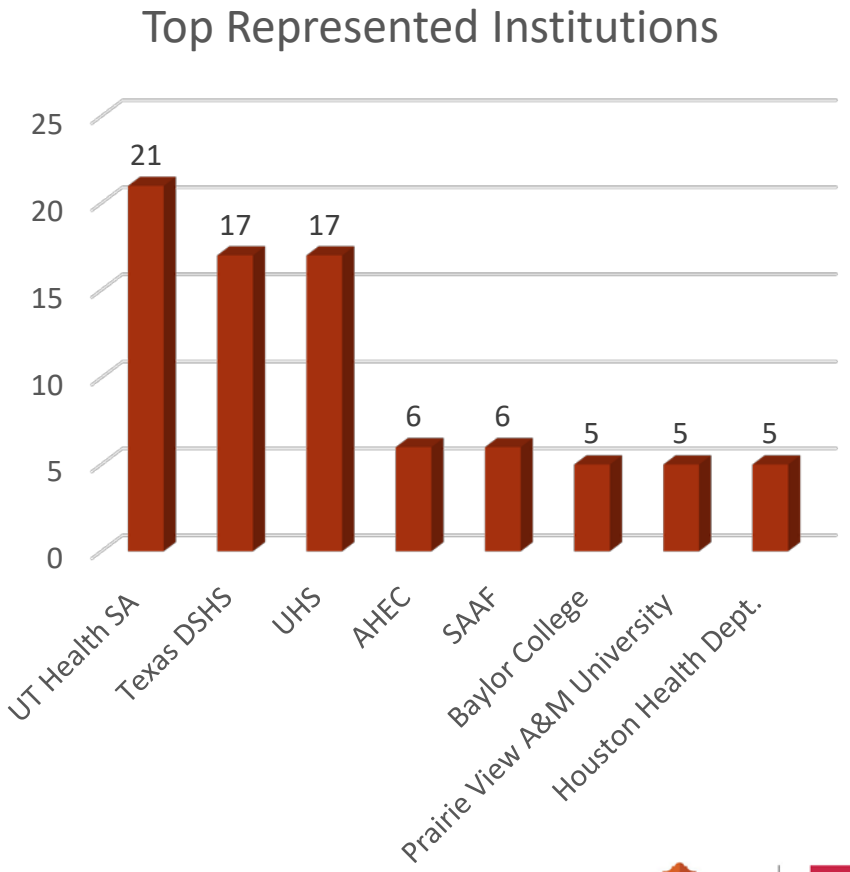
Registrant demographics 1



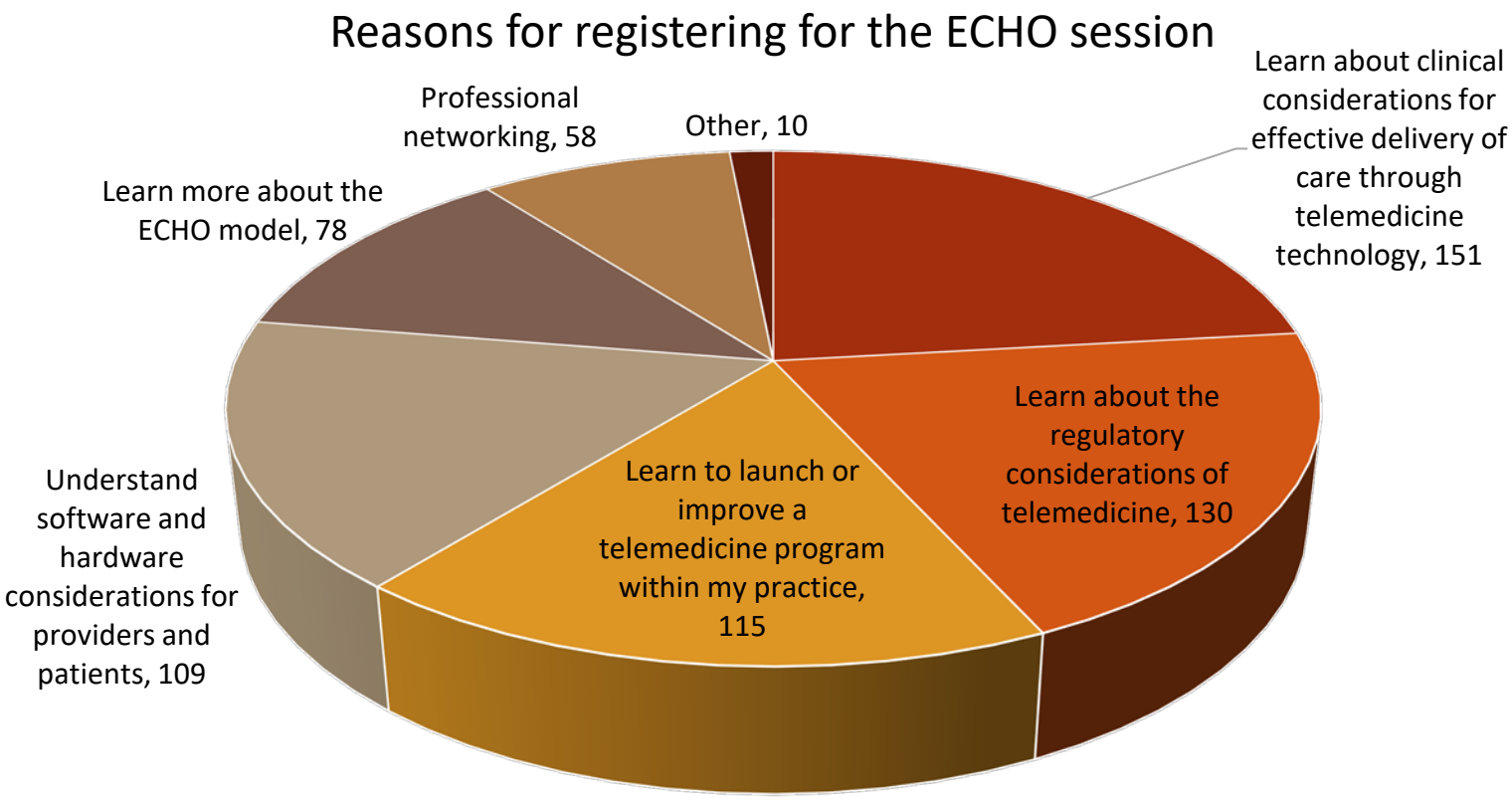


Registrant demographics 2





Registrant demographics 3



Participant questions

- **Specific equipment**, HIPAA regulations on web conferencing during COVID-19, best applications and solutions (Doximity app, facetime, other solutions)
- If clinics close and providers/care team continue to see clients via telemedicine - what could we do to keep the **care team on the same page** to increase smooth transitions between the care team members?
- What processes are recommended if/when the **telemedicine platform** does not integrate with the EHR system?
- If a patient is unfamiliar with technology in general, the visit may be less fruitful (and potentially harmful if misdiagnosis results), what are the opinions on screening **patients** for familiarity with **basic computer equipment/processes** before offering telemedicine appointments?
- How to maintain **confidentiality in a telehealth setting.**
- What strategies are implemented for **home or mail-in testing?**
- How do you comply with **privacy and confidentiality standards**? At what point would a client be required for in person visit?

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Didactics

Regulatory considerations, Hardware/Software Support and Clinical considerations for telehealth (March 30, 2020)

Deeper Dive into Regulatory and Technological Consideration for Launching Telemedicine (April 6, 2020)

Protocol Development and Highlighted Regulation and Technology Cons

Reca

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Billing/coding for Telemedicine (April 27, 2020)

Delivering Mental Health through Telemedicine (May 4, 2020)

STD Services in Telemedicine (May 11, 2020)

Transition of Telemedicine out of the Emergency Declaration Period (May 18, 2020)

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Case Presentations

San Antonio AIDS Foundation (March 30, 2020)

Valley AIDS Council (April 6)

ASP Cares Pharmacy (April 13)

Alamo Area Resource Center (April 20)

Community Health Centers of South Central Texas (April 27)

Robert B Green Family Health Center in San Antonio (May 4 & 18th)

KIND Clinic, Austin (May 11)

Basin Assistance Services PermiaCare, Odessa (June 1)

PILLAR – Mental Health and Addiction Care, Laredo (June 8)

Resources shared

Resources shared during session:

- **General implementation guidance**
  - What you need to know about Telemedicine (Texas DSHS)
  - CMS Telehealth Services guidance
  - COVID-19 Resources – Texas DSHS Ryan White Part-B Program
  - National Consortium of Telehealth Resource Centers
- Regulations
  - SAM
  - SAM
  - Eme
- Techno
  - UT V
  - Zoom Research for HIPAA Compliance
- Protocols and clinical considerations
  - Creating Protocols by Telehealth Resource Center
  - SAMPLE – Clinical Protocol for Telemedicine
  - SAMPLE – Telemedicine Protocol
  - TELEVIST Process Primary Workflow-Cambridge Health Alliance
- Billing & Coding
  - American Medical Association Special coding advice during COVID-19 public health emergency
  - Medicare Telemedicine Health Care Provider Fact Sheet
  - A Virtual Visit Algorithm: How to Differentiate and Code Telehealth Visits, E-Visits, and Virtual Check-Ins
- Funding
  - USDA 2020 Distance Learning & Telemedicine Grant Program

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Next steps with Area Education Training Center support

***AETC Program Mission**:*

To improve the quality of life of persons with or at-risk of HIV through the provision of high-quality professional education and training

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South Central AETC – NM, TX, LA,OK, AK

New 5 year contract awarded 1st July 2019 to University of New Mexico ECHO Institute

Local Partners Sites (formerly Local Performance Sites):

Access Health Louisiana

ARcare

Baylor College of Medicine

Louisiana State University Health Sciences Center

Panhandle AIDS Support Organization

Prism Health North Texas

The University of Texas Medical Branch at Galveston

University of Oklahoma Health Sciences Center

Valley AIDS Council

UT Health San Antonio – as of 2nd January 2020

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UT Health San Antonio SCAETC COVID-19 supplemental funding

- Plan to roll successful COVID-19 Telemedicine Implementation ECHO into an HIV Care Continuum Telemedicine Technical Assistance ECHO – focus on Texas
- Will additionally provide expertise to the regional AETC head office for a second ECHO focusing on other states in SCAETC catchment area – New Mexico, Arkansas, Oklahoma and Louisiana
- Tele-PrEP, Rapid ART Start, counselling/support for HIV Home Testing
- (Different funding source - STD TM TA ECHO will also be launched)

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echoinfo@uthscsa.edu

Thank you!

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