FQHC Project ECHO Series - Session 2:
Successfully Engaging Staff with Telehealth: Tips and Tricks for Getting the Team Onboard the Telehealth Train
Tuesday, October 5, 2021
**Who We Are**

**Our Partners**

150+ hospitals, 8 state registries, ~1m unique beneficiaries.
Case Study – Key Concepts

Increase quality, improve the care experience, and decrease costs.

Virtual care

Who is in the room?

Staff Buy-in & Training

Family Member Buy-in

LESSONS LEARNED

Virtual Care

• Treat the Whole Person
• Focus on Relationships
• Keep Collaboration Front & Center
• Think Outside the Box
Additional resource:

4 Best Practices to Deliver Virtual Palliative Care for Providers
https://hitconsultant.net/2021/09/22/virtual-palliative-care-for-providers/#.YUzXg2ZufhI
Patient Engagement Efforts at LifeLong Medical Care

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Virtual Care Representative

www.lifelongmedical.org
Background and Context

• Started in 1976 in Berkeley, CA
  - 45 service locations across 3 counties including primary care, integrated behavioral health, and dental
  - Serves 68,000+ active patients
  - 275,000 annual visits
• Switched from NextGen/eCW to OCHIN Epic in Jan 2020
  - <20% of patients enrolled in Patient Portal prior to transition
  - All patients had to re-enroll in the new portal (MyChart)
  - Needed staff to push enrollment to re-engage patients
  - From <3-5% on MyChart to 35%
  - Prior to pandemic, telehealth was only a pilot for a subset of behavioral health
  - Already used Zoom for administrative meetings
Lessons Learned & Best Practice

1. Standardization of platforms and streamlined workflows
   - Zoom and Doximity
   - Training guides: live, videos, handouts

2. Use of technology for patient communication and outreach
   - MyChart portal to communicate with care team
   - WELL (text), centralized call center, email, letters, website, etc

3. Identified need for live patient facing tech support
   - Created VCR role
   - EHR team provides user tech support

4. Created visual guides for virtual visits
   - Dedicated webpage
   - Online documents that can be sent to patients without portal accounts

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Virtual Care Representative

1:1 help with MyChart enrollment, navigation, download app

Telehealth Page created to help patients prepare for video visit

Website has information on how to contact VCR via email or phone

Providers can send Referrals to VCR

VCR bilingual in Spanish
Background and Context

- Patient preferences noted at the time of scheduling
- Easy to see mode of visit: Video, Phone, In-person
- Standard referral template for VCR support request
MyChart

Your Records in MyChart

MyChart is an easy, confidential way to access your care team and medical information online. You can see most of your test results and clinical notes in MyChart as soon as they become available. We'll contact you about any results that concern us.

Log into MyChart
Doximity: Patient Video Visit

1. Open text message and click on the link

If the video call disconnects:
Go back to your text message and click on the link.

Audio and Video are ON

Audio and Video are OFF (Black Line)

2. Click Allow Camera and Microphone Access

3. Click Join Video Call

No app download necessary

1) Download Zoom Cloud Meetings

2) Click on link in your text message or email

3) Wait for provider to start video

4) Turn on Audio: click on the headphone icon and select Call Using Internet

5) Click on Microphone and Camera icons to turn on Audio and Visuals

If video call disconnects, go back to your text message or email and click on the link.
Telehealth is Here to Stay
(Looking to the Future)

• More language support- interpreters, translations of documents (currently only English/Spanish)
• Hiring additional VCR to accommodate the increase in demand
• Doximity integration with EHR, more user friendly
• Onsite patient education sessions to teach and enroll in MyChart
• Ongoing training and support end users with the evolving technology and policy changes
• Patient choice: all providers can accommodate for virtual visits
• Configuring exam rooms for telehealth hybrid model
• Continuing efforts to increase video visits using targeted provider outreach
Questions?

www.lifelongmedical.org
● Formed in 1978
● 32 Community Health Center Locations in South Dakota
Primary Care - Dental - Behavioral Health
Horizon Telemedicine History
Horizon Telemedicine History
Virtual Visits: Lessons Learned

• Vetting a Virtual Visit Platform
• Hardware Needs
• Workflow Development
Other Telemedicine Use Cases

- *Scheduled and On-Demand Behavioral Health*
- *Internal Acute Care Visits*
- *Teledentistry*
Contact

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1. Set up your portal account
Click on “Set up Portal Account” in the email you received from Langley Health Services. Your email address will be your user ID unless stated otherwise.

2. Download the Healow app
Available on the App Store or Google Play

3. Click on Get Started

4. Enter Practice Code: CHFFBD

5. Login to Portal Account
Username is your email (unless otherwise instructed) and use password you created.

6. Click to Accept Terms
Also, make sure you enable your phone’s camera access for the app.

7. Please Create a Pin
To better protect your personal health information.

8. ‘APPOINTMENTS’ will turn RED prior to your scheduled appointment time
HAVE YOU HEARD ABOUT OUR PATIENT PORTAL?

ACCESS TO YOUR HEALTHCARE AT YOUR FINGERTIPS

Portal Features Include:

• Direct Communication to Your Healthcare Team
  • Refill Requests
  • Lab Results
• Education Material sent by Provider During Visit
  • Appointment Information
  • Access to Televisits
• Ability to Update Patient Information
• Fill Forms for Visits Ahead of Time

Provide us an active email address to get started today!