

# TELEMEDICINE PROGRAMS AT THE LUMMI TRIBAL HEALTH CENTER

OCTOBER 26, 2020

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# OVERVIEW

HIGHLIGHT A FEW OF OUR TELEMEDICINE PROGRAMS

DEMONSTRATE A STRATEGY TO OVERCOME LIMITATIONS WITH TELEMEDICINE DUE TO POOR INTERNET CONNECTIONS

INTRODUCE THE TRIBAL INSTITUTE FOR VIRTUAL CARE AND CONNECTED HEALTH

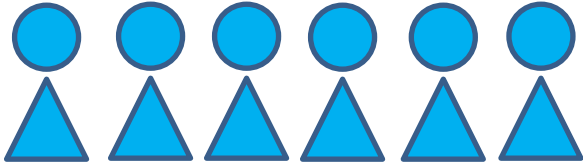
# TELEMEDICINE AND COVID-19

CREATE CONVENIENT ACCESS TO CARE

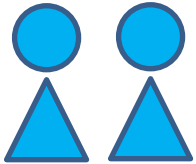
AVOID UNECESSARY EXPOSURES TO ILLNESS  
PATIENT-TO-PATIENT, PATIENT-TO-STAFF,  
STAFF-TO-PATIENT

CONSERVE PPE FOR HIGH RISK PATIENTS

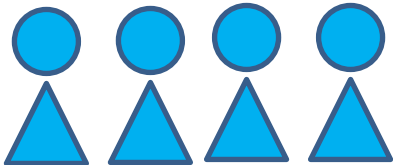
MARCH 1, 2020



MEDICAL PROVIDERS IN CLINIC



PHYSICAL THERAPISTS IN CLINIC

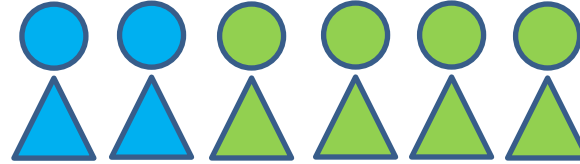


DENTISTS OR DHA IN CLINIC

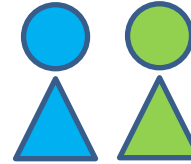


PROVIDERS DOING TELEMEDICINE

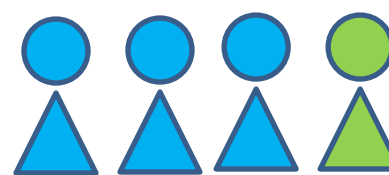
TODAY



TWO IN-PERSON & FOUR ON TELEMEDICINE



ONE IN-PERSON AND ONE ON TELEMEDICINE



ONE DHA ON TELEMEDICINE

# TELEMEDICINE SERVICES

ADULT MEDICAL

PEDIATRICS

PSYCHIATRY

OFFICE BASED OPIOID TREATMENT

PHYSICAL THERAPY

DENTAL

\*BEHAVIORAL HEALTH (INDIVIDUAL AND GROUP)

# TELEMEDICINE SERVICES

ADULT MEDICAL

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PSYCHIATRY

OFFICE BASED OPIOID TREATMENT

**PHYSICAL THERAPY**

Dr. Ben Larner DPT  
Lummi Tribal Health Center

DENTAL

\*BEHAVIORAL HEALTH (INDIVIDUAL AND  
GROUP)



## Cognition

- Rapid Cognitive Screen



## Posture

- Reedco posture scale



## Flexibility

- Gross AROM Screen



## Gait/Balance/ Locomotion

- Timed Get Up & Go Test
- Single Leg Stance
- 4 Square Step



## Low Ext Strength /Endurance

- 1 minute Sit to Stand
- 30 sec Sit to Stand
- 5x Sit to Stand Test
- Timed Stair Climb Test
- Static Squat Test
- Single leg Calf raise Test



## Trunk Strength/ Endurance

- Plank Test
- Static Sit up Test
- Dynamic Sit up Tests
- Supine SLR Test
- Prone SLR Test
- Dynamic/Static Extension (Chest Raise) Tests



## Upper Extremity Strength/ Endurance

- Push up Test
- Arm Curl Test
- Gallon Lift Test
- Wall Wash Test inward
- Wall Wash Test outward
- Hand to Head Test



## Coordination

- Foot Tapping Test
- Hand Tapping Test



## Special Tests

- Resisted Isometric Strength Tests For Assessment of Pain: Neck, Shoulder, elbow, wrist, hip, knee, ankle using a doorway, wall, etc.
- Pain Rating Scale



Ben Lamer DPT, OCS





00:28:11



all Jeannie

# TELEMEDICINE SERVICES

ADULT MEDICAL

PEDIATRICS

PSYCHIATRY

OFFICE BASED OPIOID TREATMENT

PHYSICAL THERAPY

**DENTAL** Dr. Jessica Dubek DDS

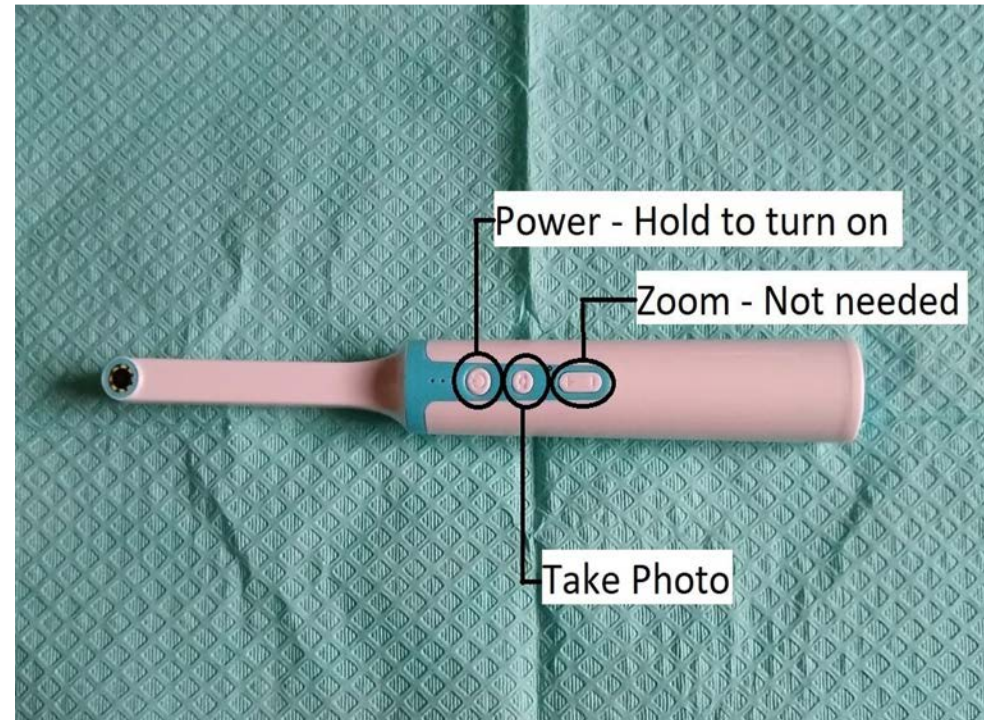
\*BEHAVIORAL HEALTH (INDIVIDUAL AND GROUP)

# URGENT TELEDENTISTRY

TELEDENTAL VISIT + INTRAORAL  
CAMERA + BASIC HOME-KITS  
(IF NEEDED)

DESCRIPTION + INTRA-ORAL PHOTO IS  
USUALLY ENOUGH TO UNDERSTAND  
CHIEF COMPLAINT AND DECIDE ON  
STRATEGY.

OTHERS CAN BENEFIT FROM  
PRESCRIBED “HOME-KITS”





# PRESCRIBED DENTAL “HOME-KITS”

ALL PACKS INCLUDE: DENTAL NAPKIN, GLOVES, SAFETY GLASSES, TOOTHBRUSH, POVIDONE IODINE, TOOTHPASTE, FLOSS, FLUORIDE VARNISH, TRASH BAG, AND PRINTED INSTRUCTIONS

DRY SOCKET

PERIODONTITIS/PERICORONITIS

DENTAL DECAY/FRACTURED RESTORATION

DENTAL HYPERSENSITIVITY

DENTURE



# SAMPLE CASE



PRE-  
PROCEDURE



CLEANED



POST-PROCEDURE  
**TREATED AT  
HOME BY THE  
PATIENT**





ON ANY GIVEN DAY,  
60-70% OF OUR VISITS ARE  
PERFORMED BY TELEMEDICINE

IN UP TO 50% OF THESE VISITS  
PATIENTS HAVE NO RELIABLE  
ACCESS TO THE INTERNET





BRING THE INTERNET TO THE PATIENT  
OR  
BRING THE PATIENT TO THE INTERNET

iPad +  
Mobile  
Hotpot

DELIVERY





LAB  
TENT



iPad  
VISIT

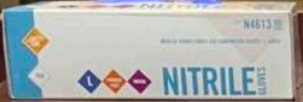


NO  
OVERNIGHT  
PARKING OR  
CAMPING

**iPad VISIT  
PARKING**  
ATTENTION  
STAY IN YOUR CAR  
Please call  
(360) 312-2151  
for service







PLEASE CHECK IN  
WITH IPAD FIRST.  
THANK YOU!





**TRIBAL INSTITUTE FOR  
VIRTUAL CARE AND  
CONNECTED HEALTH**

# THANK YOU

JUSTIN IWASAKI MD MPH

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# REFERENCE SLIDES

# COMMON CHALLENGES

Most audio/video challenges are easily resolved

Select/deselect certain buttons (microphone, video camera, etc)

There is a "Screen Share" option within a video chat on Zoom, making it easy for the onboard staff to see exactly what the client is seeing on their screen

Clear communication between scheduling staff, onboard staff, and providers

Helpful to assign groups who always work together on specific schedules

Serving homebound patients with poor cell phone service, limited support

# TELEMEDICINE PLATFORM

WE CHOSE ZOOM

FAMILIAR

INEXPENSIVE

**\*\*WE COULD START IMMEDIATELY\*\***

LIMITATIONS

NO EHR INTEGRATION (for now)

PATIENT SCHEDULING IS COMPLICATED

NEW FOR MOST PATIENTS

# PROVIDER DOCUMENTATION

(OUR PRACTICE)

CONFIRM LOCATION IN THE EVENT OF AN EMERGENCY

CONFIRM CALL BACK NUMBER

REVIEW LIMITATIONS OF TELEMEDICINE AND GET VERBAL  
CONSENT

ASK IF THERE'S ANYONE ELSE IN THE ROOM WHO THE  
PATIENT WOULD LIKE TO BE INVOLVED IN THEIR CARE

*IF INTERNET CONNECTION IS SLOW, GET THE KIDS OFF  
THE VIDEO GAMES/NETFLIX/ETC*

# LUMMI TRIBAL HEALTH CENTER TELEMEDICINE SCHEDULING: *THREE PARALLEL WORKFLOWS*

*FRONT  
DESK &  
MEDICAL  
TEAM*

PATIENT  
CALLS  
USUAL  
CLINIC  
SCHEDULING  
NUMBER

\*ANY  
EMERGENCY  
SYMPTOMS,  
HANG UP CALL  
911

RN OR MA  
SCHEDULES  
PATIENT FOR  
TELEMEDICINE  
VISIT  
(MOONWALK)  
RECORDS EMAIL  
ADDRESS AND  
PHONE NUMBER

PROVIDER  
HAS DAILY  
PATIENT  
SCHEDULE  
USING BOTH  
ZOOM AND  
MOONWALK

PROVIDER PERFORMS  
VISIT OVER  
TELEMEDICINE  
\*IF PATIENT NEEDS  
EXAM, LABS, IMAGING,  
THEY GET SCHEDULED  
FOR EITHER A "TENT"  
VISIT OR IN-OFFICE  
VISIT.

VISIT  
COMPLETE

TENT OR  
IN-PERSON

*ZOOM  
ONBOARDING  
AND TECH  
SUPPORT TEAM  
(NEW)*

ONBOARDING  
STAFF MONITOR  
MOONWALK  
AND CONTACT  
PATIENT TO  
INTRODUCE TO  
ZOOM

CREATE  
ZOOM  
SCHEDULE  
AND  
TROUBLESHOOT  
ZOOM  
WITH PATIENT

PROVIDE  
TECHNICAL  
SUPPORT FOR  
PROVIDER  
DURING AND  
BETWEEN  
VISITS

*IPAD PARKING LOT  
VISIT*

IPAD DELIVERY TEAM MONITORS  
SCHEDULE AND DELIVERS IPADS  
"IPAD VISIT"

# ONBOARDING PATIENTS

A test run for the technology (audio/video) and send the formal appointment invitation

Allows time to change telemedicine method (from personal device to iPad), if needed, due to tech issues

A great time to orient patients to tele-health options across the whole Lummi Tribal Health system (behavioral health, physical therapy, medical, dental)

WHAT CONDITIONS ARE RIGHT FOR  
TELEMEDICINE?

AND

HOW DO YOU IDENTIFY THOSE  
CONDITIONS DURING NURSE OR PCC  
SCREENING?

In addition to the documentation required for in-person care, documentation should also include:

- Date of the service, including start and stop time or duration of service
- Names of all participants in the encounter, including other patients and providers involved
- The location of the client and a note of any medical personnel with the client, as well as location of the provider
- That the encounter was conducted via telehealth, which telehealth platform was used, and whether it is HIPAA compliant
- If a physical exam is conducted, whether vital signs and exam findings are self-reported or obtained under direction
- Documentation that the patient consented and mode of consent (written, verbal, electronic).