

LUMMI TRIBAL HEALTH CENTER

STARTING A TELEMEDICINE PROGRAM IN 96 HRS IN RESPONSE TO COVID-19

April 1, 2020

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DISCLAIMER

WE'VE BEEN DOING THIS FOR 3 WEEKS...

WHY START TELEMEDICINE

EMPOWER PATIENTS REGARDING SOCIAL DISTANCING

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

CONSERVE PPE FOR HIGH RISK PATIENTS

FLIP ALL VISITS

MARCH 1, 2020

6 PROVIDERS IN CLINIC PER DAY

2 PHYSICAL THERAPISTS PER DAY

3 DENTISTS IN CLINIC PER DAY

0 PROVIDERS TELEMEDICINE PER DAY

APRIL 1, 2020

1 PROVIDER IN CLINIC PER DAY

1 DENTIST IN CLINIC PER DAY

5 PROVIDERS TELEMEDICINE PER DAY

2 PHYSICAL THERAPY TELEMEDICINE PER DAY

1 DENTIST TELEMEDICINE PER DAY

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TELEMEDICINE SERVICES

ADULT MEDICAL

PEDIATRICS

PSYCHIATRY

OFFICE (TELE) BASED OPIOID TREATMENT

PHYSICAL THERAPY

DENTAL

*BEHAVIORAL HEALTH (INDIVIDUAL AND
GROUP)

TELEMEDICINE PLATFORM

WE CHOSE ZOOM

FAMILIAR

INEXPENSIVE

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

LIMITATIONS

NO EHR INTEGRATION

PATIENT SCHEDULING IS COMPLICATED

NEW FOR MOST PEOPLE

OPERATIONS

REPURPOSE EXISTING STAFF

SOCIAL WORKER IS OUR TELEMEDICINE
MANAGER

DENTAL HYGIENISTS ARE DOING
TELEMEDICINE TECH SUPPORT AND
ONBOARDING

ADMIN STAFF DELIVER IPAD/HOTSPOT TO
HOMES

USE EXISTING SCHEDULING PLATFORMS AND
PROCESSES

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 OUTREACH TEAM (NEW)

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

TENT VISITS



PROVIDER DOCUMENTATION

(OUR PRACTICE)

CONFIRM LOCATION IN THE EVENT OF AN EMERGENCY

CONFIRM CALL BACK NUMBER

REVIEW LIMITATIONS OF TELEMEDICINE

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

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)

NO WIFI? NO PROBLEM

Some patients have no Zoom capable device, no WIFI, or don't feel comfortable with setting up technology

Bring smart tablet and mobile hotspot to their home

Must be in an area with Verizon cell phone service for the hotspot to access

Invite patients to come to central location w/WIFI access (LTHC Parking Lot)

Adhere to social distancing guidelines, remain in cars

INFECTION CONTROL PROCESS IPAD DELIVERY



INFECTION CONTROL PROCESS IPAD DELIVERY





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

THANK YOU

CONTACT

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