

Telehealth 101

The Basics of Telehealth and Telemedicine

South Central Telehealth Resource Center



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The presenter has no disclosures.

Disclaimer

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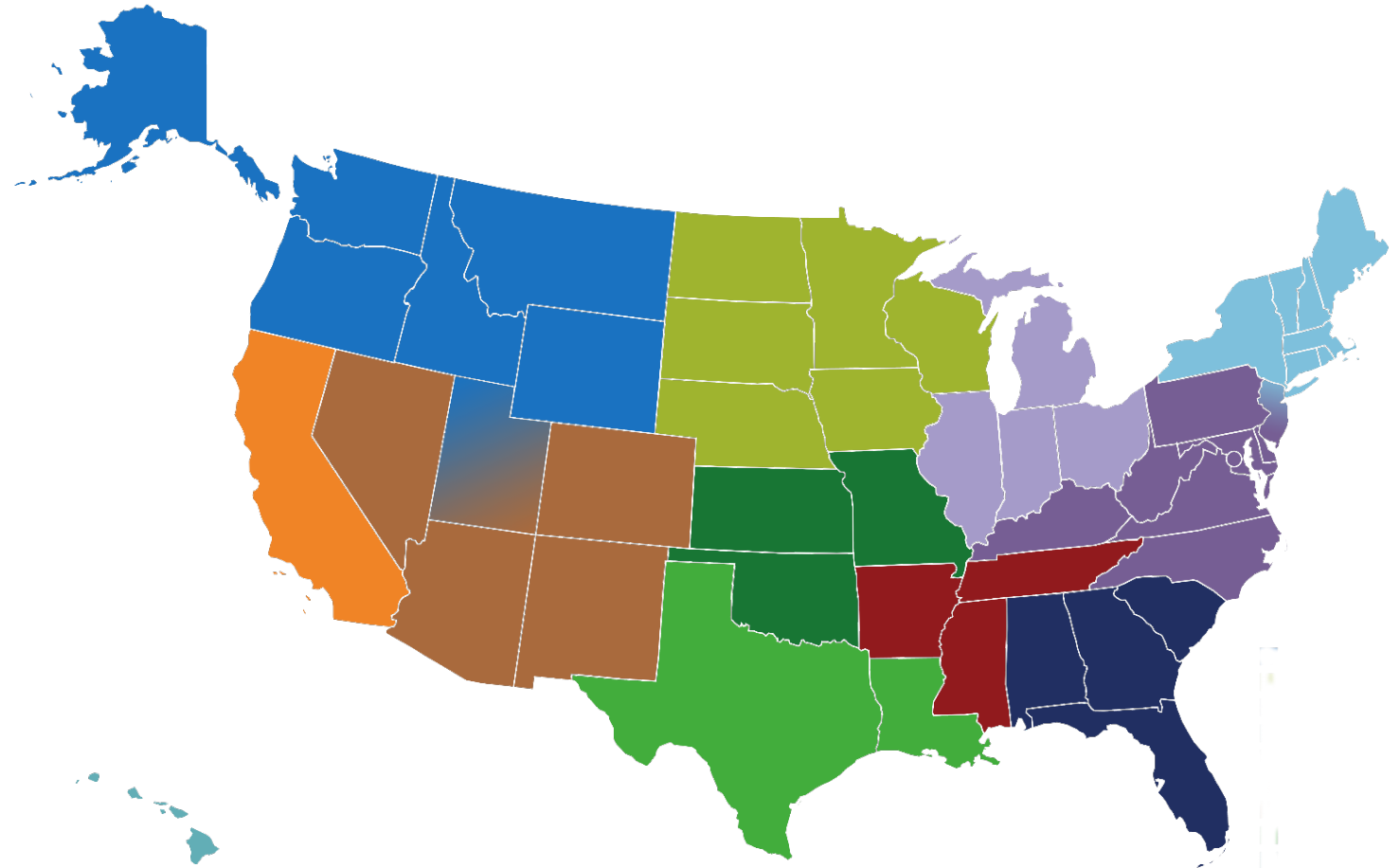




Funded by the U.S. Health Resources and Services Administration (HRSA), The National Consortium of Telehealth Resource Centers (NCTRC) consists of 14 Telehealth Resource Centers (TRCs). As a consortium, the TRCs have an unparalleled amount of resources available to help virtual programs across the nation, especially within rural communities. Each TRC is staffed with telehealth experts to who are available to provide guidance and answer questions. As telehealth continues to gain more visibility and recognition in healthcare, the TRCs will remain positioned to provide assistance for all.

REGIONAL

NRTR		SCTR	
CTRC		SETR	
SWTR		MATR	
TexLa		NETR	
HTRC		UMTR	
PBTR		gpTRA	



NATIONAL

CCHP		TTAC	
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What services do TRCs provide?

The National Consortium of Telehealth Resource Centers is a collaboration of 12 regional and 2 national Telehealth Resource Centers (TRCs). As a federally funded program, TRCs assist health care organizations, networks, and physicians/health providers in implementing cost-effective telehealth programs.

We also assist with:

- Equipment
- Policy
- Practice Guidelines
- Program Development
- Business Models
- Much more!



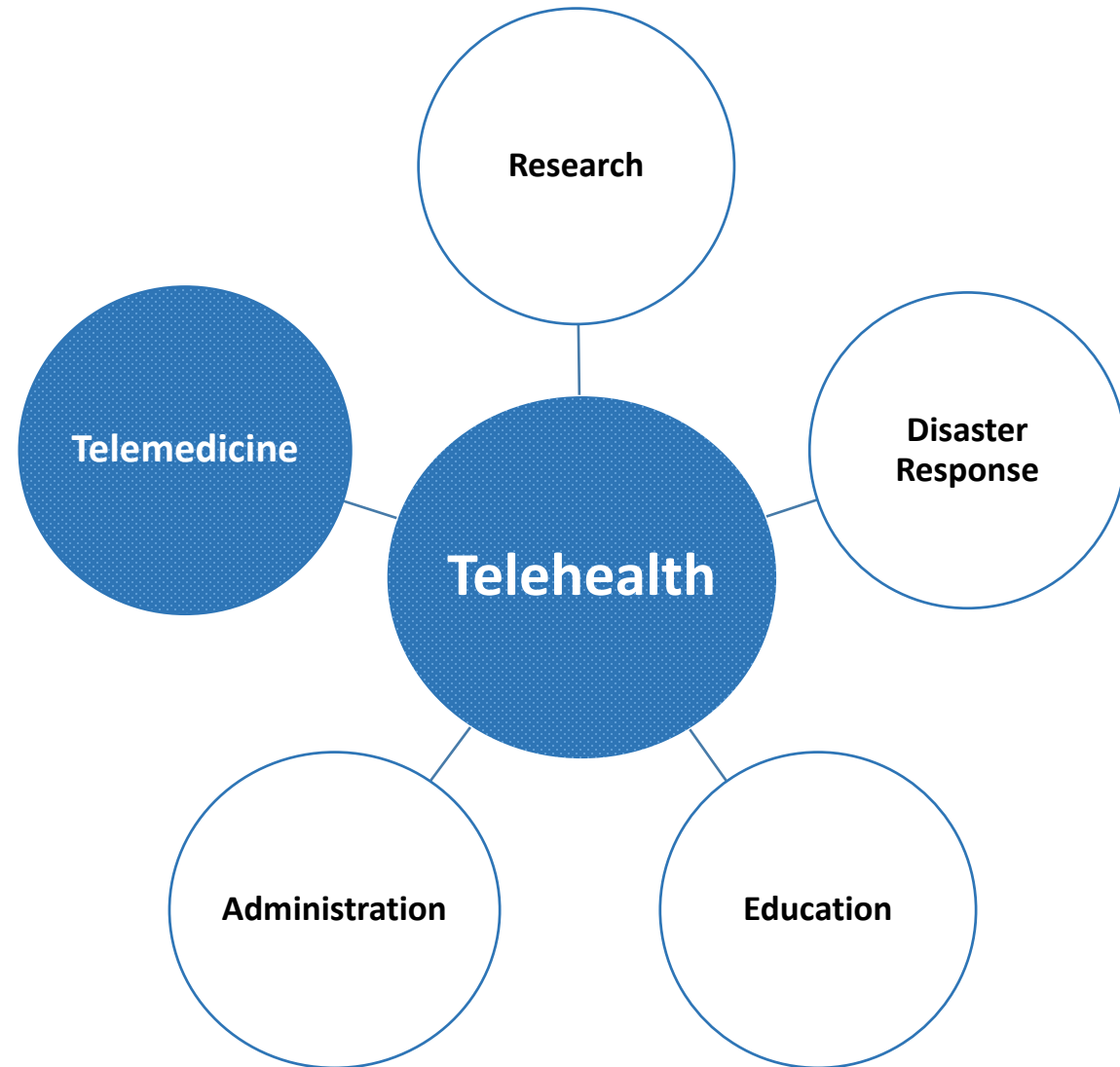
What is Telehealth? - Terminology

You'll often hear **Telehealth** and **Telemedicine**. These terms are sometimes used interchangeably. What's the difference?

- **Telehealth:** Telehealth is an umbrella term, which includes telemedicine and other modalities of communication. It encompasses a broader spectrum of healthcare delivery.
- **Telemedicine:** Telemedicine is direct clinical care provided from a distance using electronic communication to provide/support clinical care.



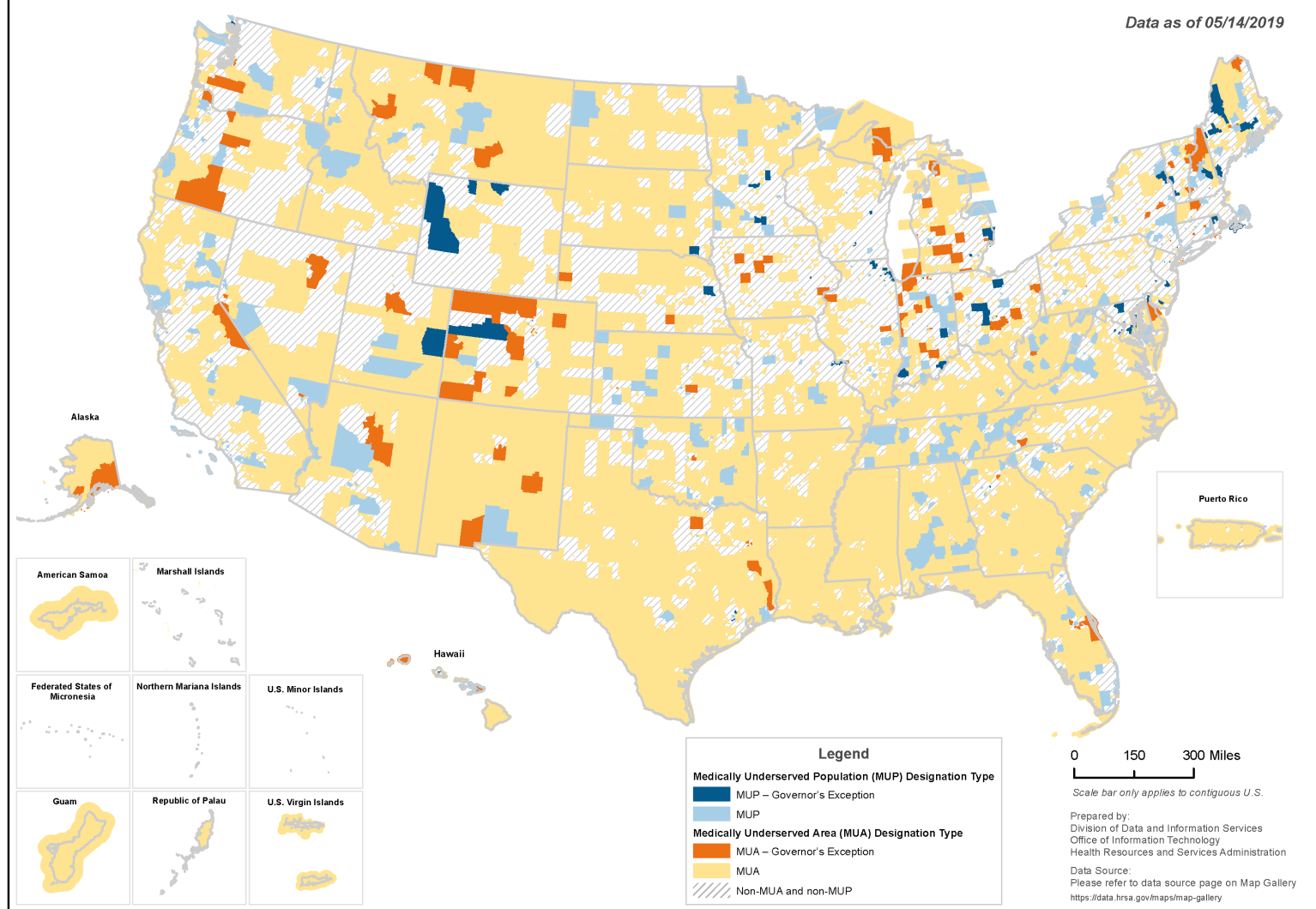
Telemedicine
is part of the solution!



Immerging Vernacular: Digital Health



Data as of 05/14/2019



What is Telehealth? - Modalities

There are 4 primary modalities of telehealth recognized by the NCTRC:

1. **Synchronous:** A term used to describe a live, interactive communication because the transmission of information among parties is happening at exactly the same time period. This is also known as “live” or “interactive” telemedicine.
2. **Asynchronous:** A term used to describe “store-and-forward” transmission of medical information. The information is often stored from one platform to another for later review by provides. This is also known as “store-and-forward”.
 - a. **eConsult:** eConsult is a sub-category of “store-and-forward”. eConsult is used to classify consultations between providers, often between a primary care physician and a specialty provider, to assess and determine a care plan for patients.
3. **Remote Patient Monitoring (RPM):** RPM utilizes technology to collect medical and other forms of health data from patients in one location and securely transmit the information to health care providers in another location.
4. **mHealth:** Use of smart devices (phones, tablets) to access care and to provide care.



Live (synchronous)

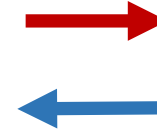
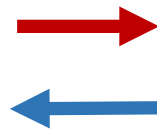
Originating Site

Location of Patient

Video + Audio Imaging

Distant Site

Location of Clinician



Store and Forward (asynchronous)

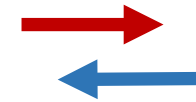
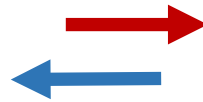
Originating Site
Location of Patient



Digital or Video Imaging

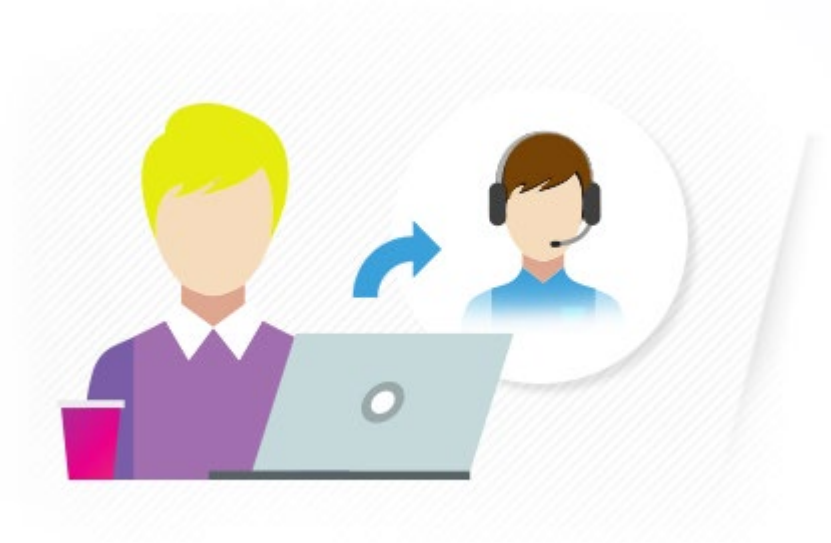


Distant Site
Location of Clinician



eConsult

eConsult is a sub-category of “store-and-forward”. eConsult is used to classify consultations between providers, often between a primary care physician and a specialty provider, to assess and determine a care plan for patients.

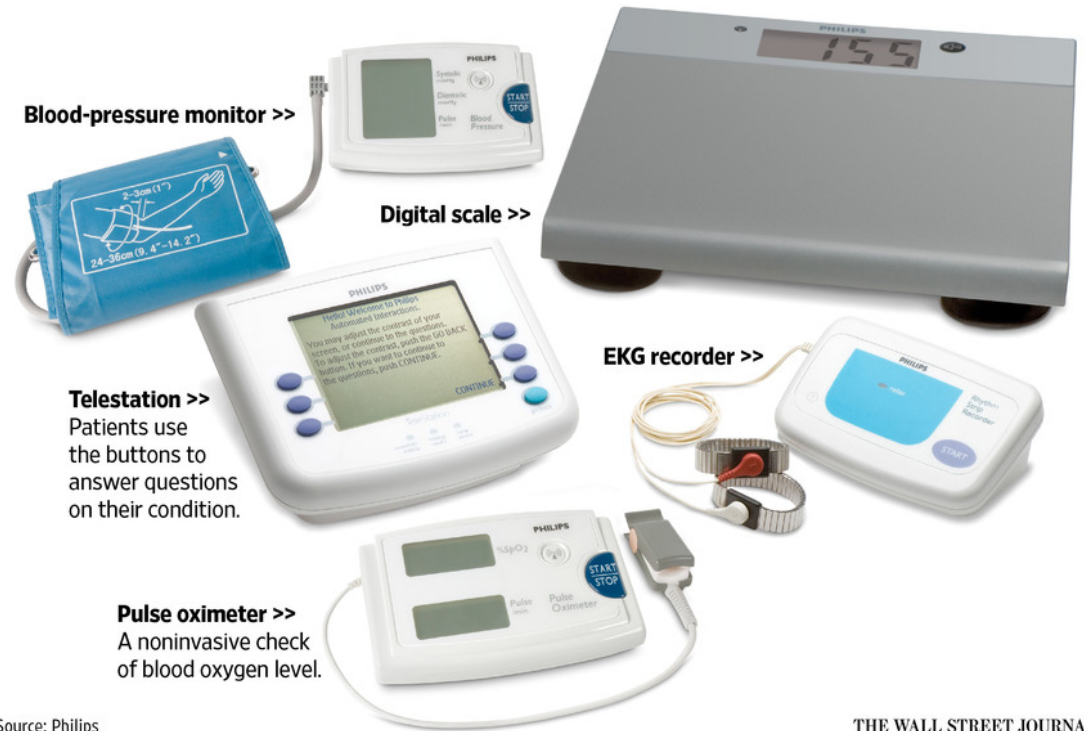


Remote Patient Monitoring (RPM)



Long Reach

Wireless devices for remote patient monitoring



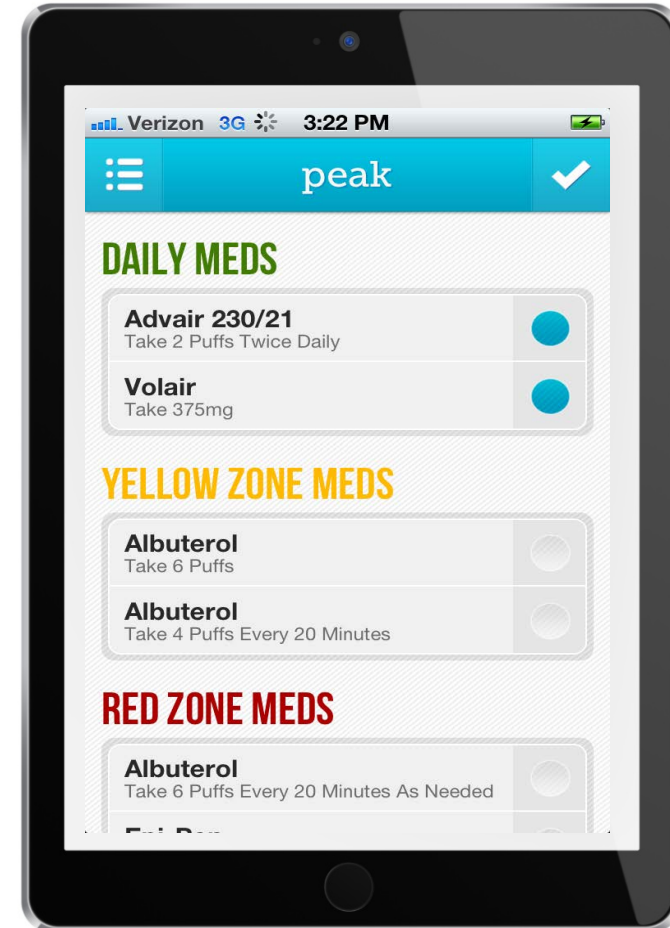
Source: Philips

THE WALL STREET JOURNAL



mHealth Devices

- Mobile Phones
- Tablets
- Wearables



Benefits of Telehealth

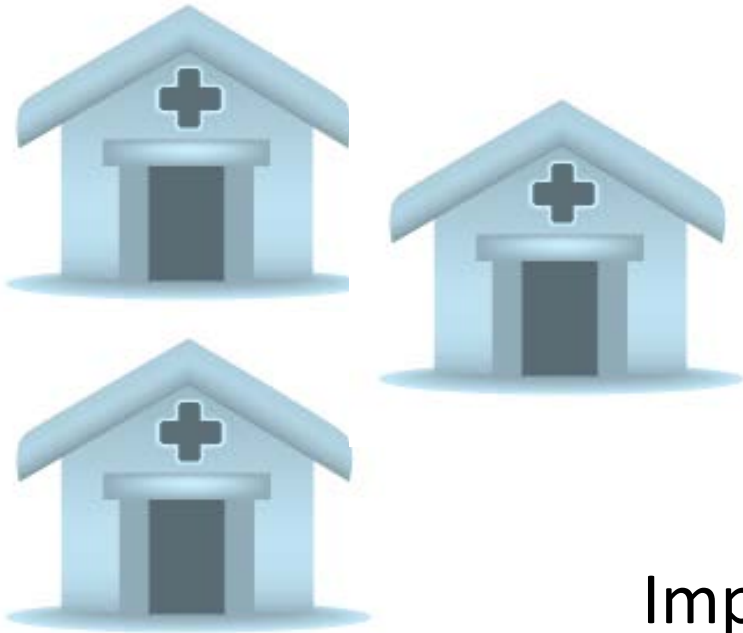
- Reduced unnecessary patient/provider travel.
- Addresses health care provider shortage.
- Patients can receive healthcare locally, especially in rural/heavily populated areas.
- Improved access to health care.
- Increased access to specialists.



Improved Access to Health Care

Originating Sites

Location of Patient



Digital, Audio or Video Imaging



Distant Site

Location of Provider or Clinician



Important Information can be viewed more timely!

Broader Access to Specialists and Sub-Specialists

OB | eICU | Psychiatry | Cardiology

- Connects patients to appropriate specialists
- Promotes coordination of care
- Can reduce errors
- Can improve quality of care



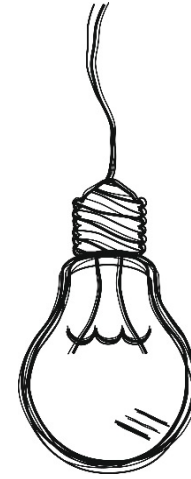
Applications of Telehealth

- Clinical
- Educational
- Administrative



Clinical Applications

- Trauma
- High-Risk OB/GYN
- Dermatology
- Diabetic Retinopathy
- Mental Health
- Tele-ICU
- Pediatrics
- Burn
- Telestroke



Areas of Growth

- Schools
- Work Places
- Language Interpretation
- Home Health
- Prisons
- Dentistry



Education

- Distance Learning
- Hands-On Virtual Training
- Research
- Community Education



Administrative Applications

- Virtual Meetings
- Multi-Location Interviews

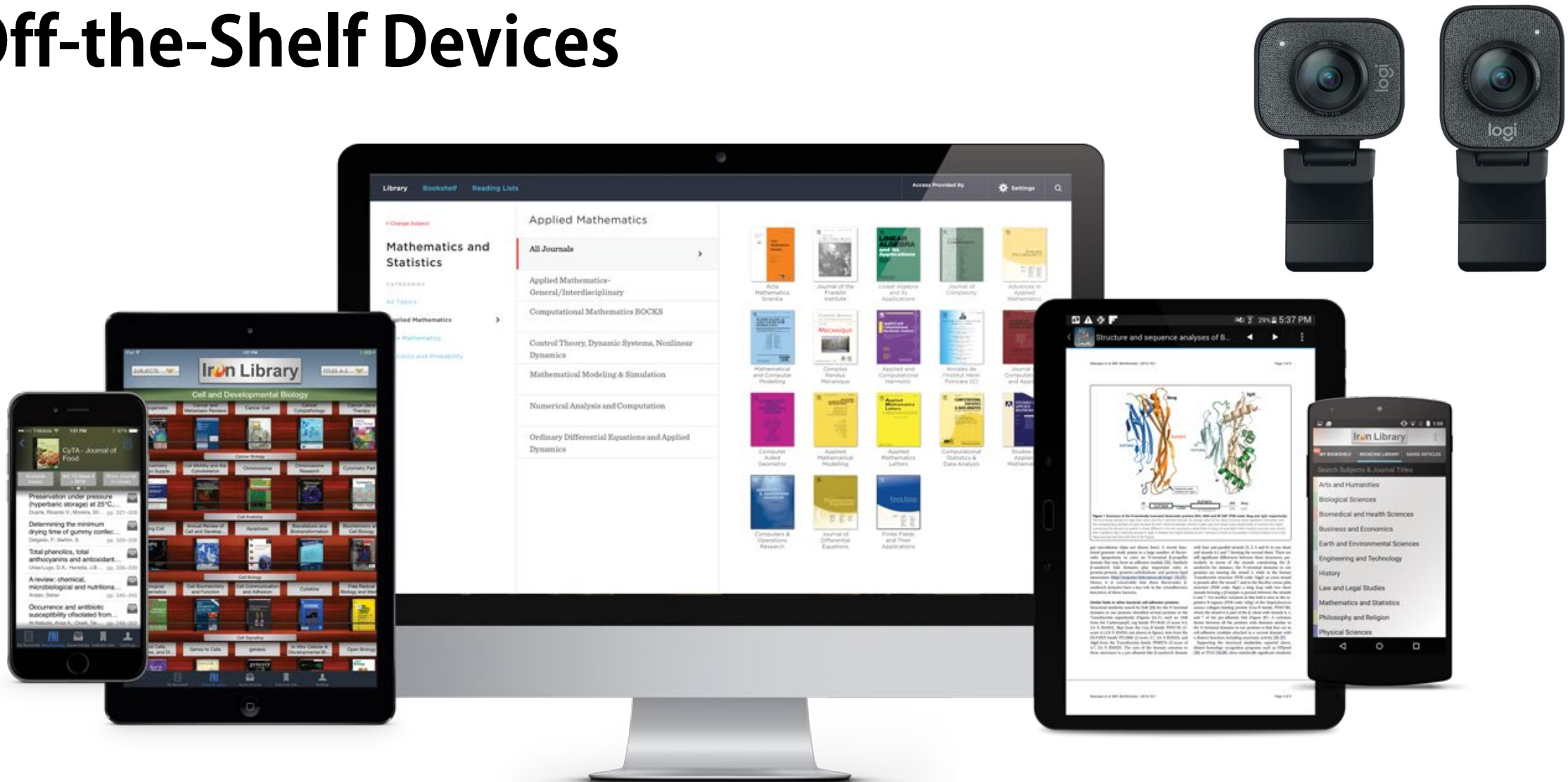


Telehealth Technology

- Off-the-shelf products
- Components
- HIPAA
- Encryption
- Broadband
- Video platforms



Off-the-Shelf Devices



Telehealth and Telemedicine Technology Components



Clinical/
Non-Clinical
Carts



Desktop Unit



Room System



mHealth
(Mobile Health)

Clinical Cart



HD Video Camera
Monitor
Microphone
Encryption Software
Peripheral Connection

Non-Clinical Cart



- HD Video Camera
- Monitor
- Microphone
- Encryption Software

Peripherals



Desktop Unit

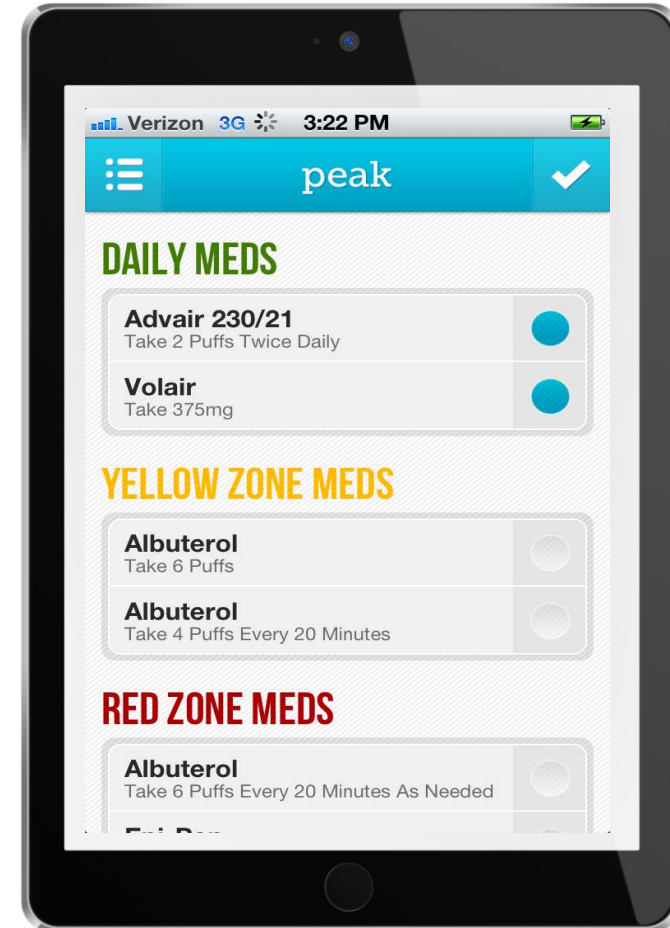


Room System



mHealth Devices

- Mobile Phones
- Tablets
- Wearables



HIPAA Compliant

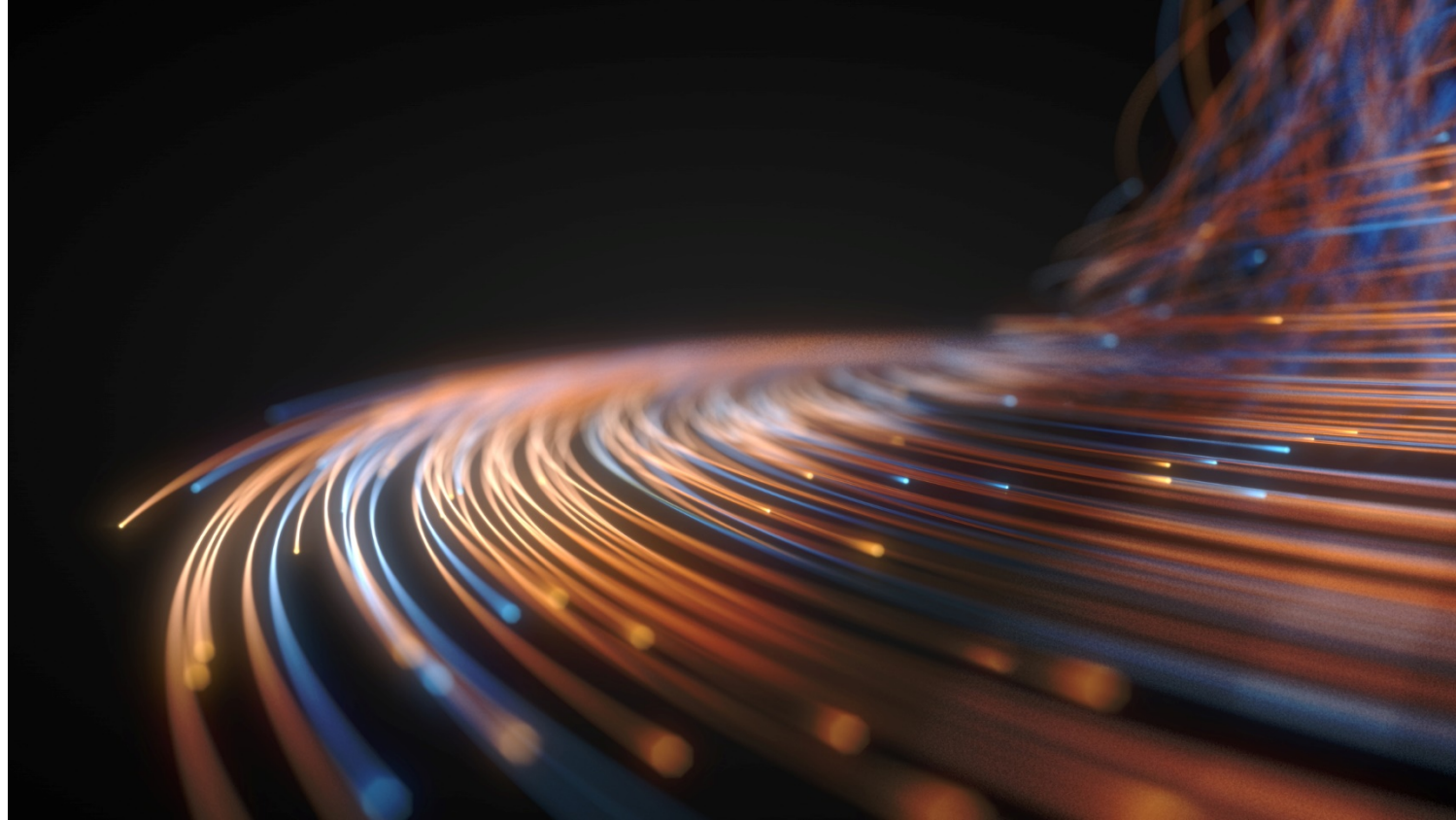
- HIPAA regulations are followed as if consultation is taking place face-to-face
- Encryption software helps to protect a patient's health data



Encryption



Broadband



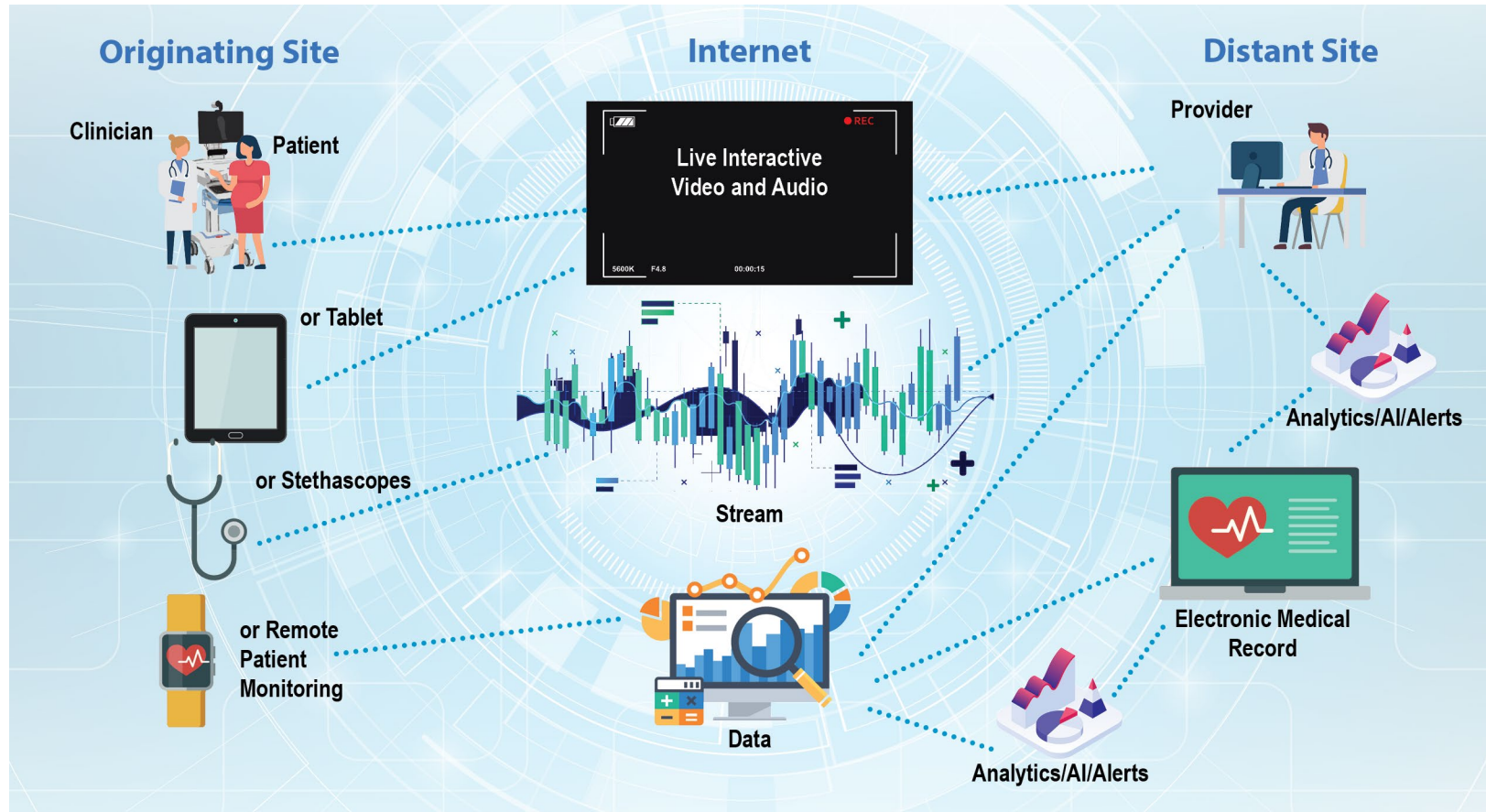
Broadband



Video Platforms



Telehealth in Action

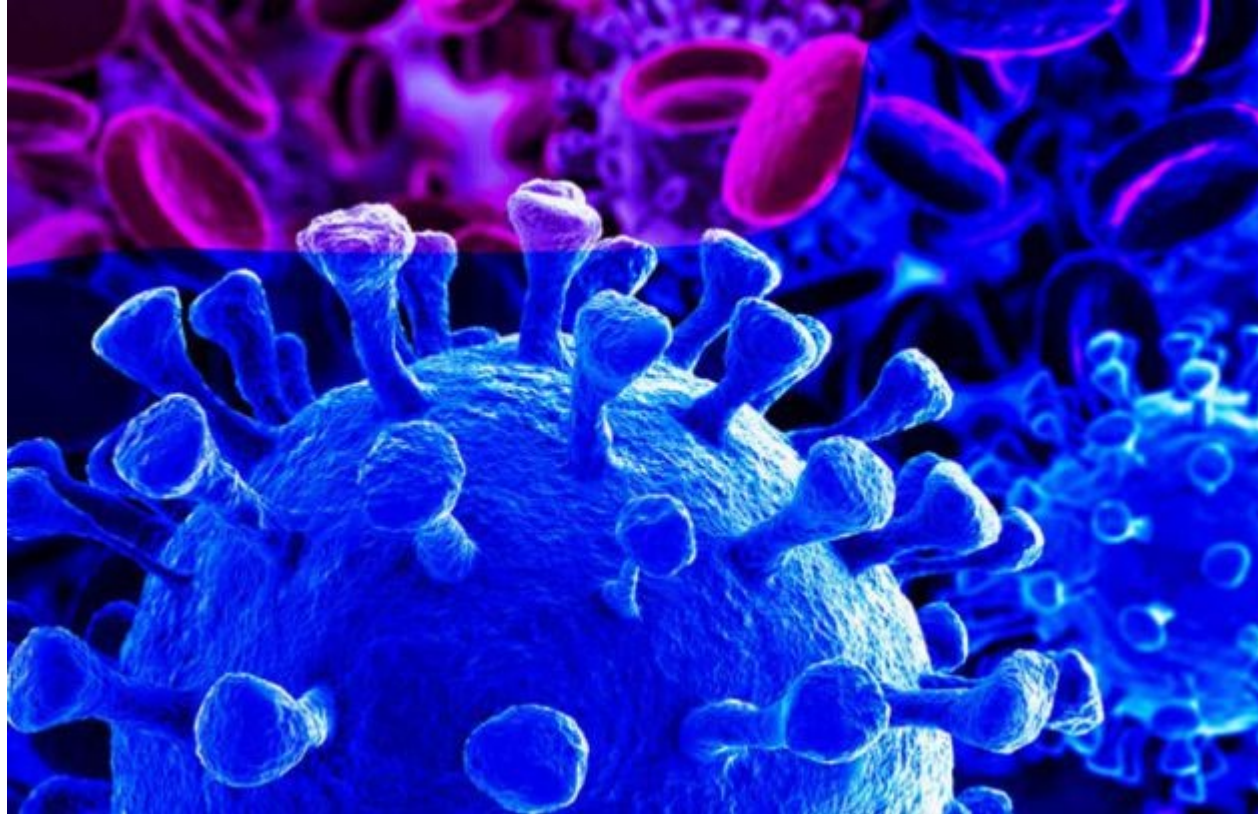


Things to Consider

- COVID19 - Coronavirus
- Where to begin?
- Payers
- Telehealth etiquette
- Champions needed



COVID19 (coronavirus)



Where to begin?

- **What are you trying to accomplish?**
- **Start small**



Know your payers



Telehealth Etiquette



Champions Needed



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Thank you!



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