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Virtual Visits

Implementing Video Technology to Manage Chronic Conditions in a Family Medicine Residency Clinic

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December 7, 2019

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Goals & Objectives

After completion of this session, participants should be able to:

- 1. Identify qualifying conditions for virtual visits
- 2. Describe the scope of chronic care virtual visits
- 3. Imagine how they would start a virtual visit program in their practice

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Why Virtual Visits?

“It is the policy of the AAFP to support expanded use of telehealth and telemedicine as an appropriate and efficient means of improving health when conducted within the context of appropriate standards of care.”

- *AAFP Response to the CMS Proposed Rule on 2020 Part C/D - December 20, 2018*

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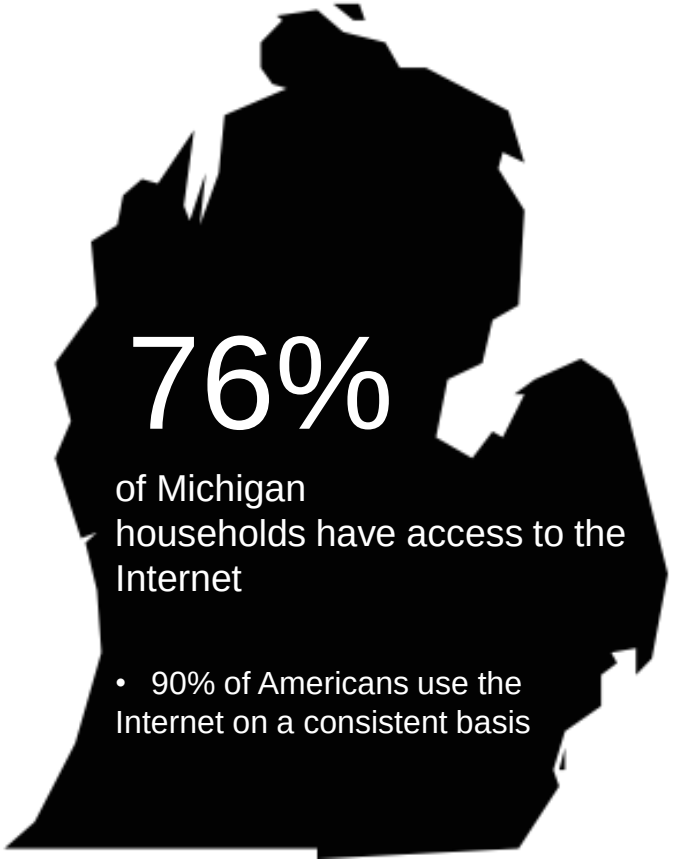

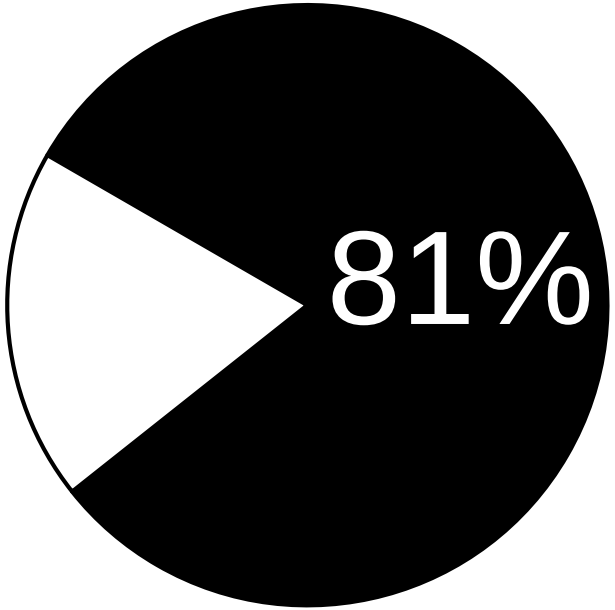

of Americans have smart phones

http://www.census.gov/content/dam/Census/library/publications/2014/acs/acs-28.pdf

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Spectrum Virtual Health in the News

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TELEHEALTH NEWS

Spectrum Health's DTC Telehealth Service Tackles the Polar Vortex

The Michigan health system's MedNow telehealth platform saw a 60 percent surge in traffic during the three-day weather emergency, when people were told to stay indoors. Officials say it proved its value as an emergency healthcare resource.

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https://mhealthintelligence.com/news/spectrum-healths-dtc-telehealth-service-tackles-the-polar-vortex

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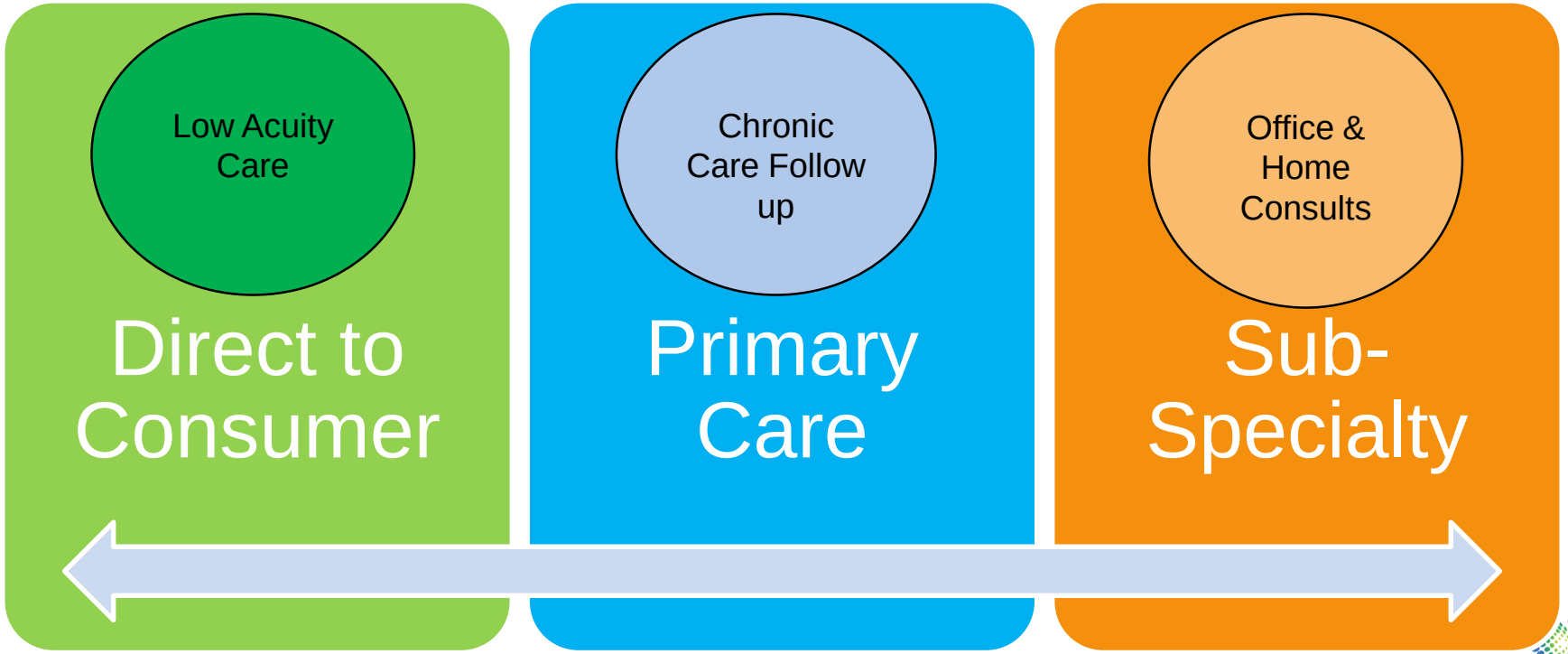
Spectrum Health Virtual Health



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Virtual Health in Primary Care: Overview

- Launched January 2018
- Currently in 15 primary care locations, including one Adolescent Medicine Clinic, and two Residency Clinics
- 1,632 visits seen since 2018 with small rollout
- 2 insurers covering visits, or patient can self-pay
- Virtual MA (from Spectrum Health) contacts patient, walks them through how to join, virtually rooms the patient including PHQ and GAD7 questions. After rooming the MA “passes” patient to provider.

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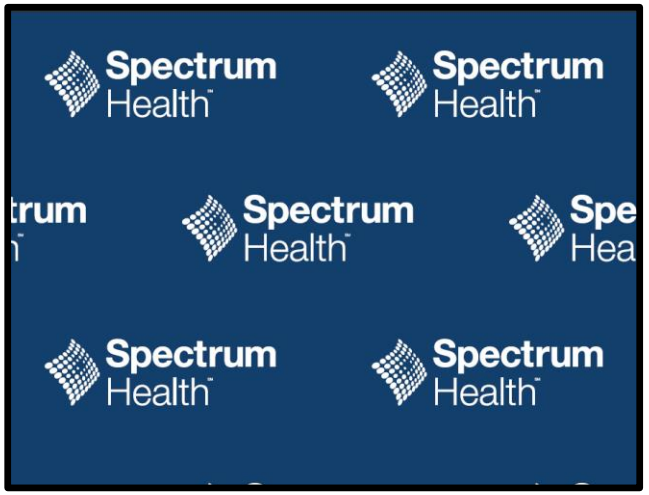
Equipment for Virtual Visits



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Scope of Visit

- Providers templated for Video visits two days per month in a two hour block
- Appointment times are 15-30 minutes in length
- Billing is reimbursed through codes 99211-99215

1	1:15 P	TeleMed PC
1	1:30 P	TeleMed PC
1	1:45 P	TeleMed PC
1	2:00 P	TeleMed PC
1	2:30 P	TeleMed PC
1	2:45 P	TeleMed PC
1	3:00 P	
1	3:15 P	
1	3:30 P	
1	3:45 P	COMPLEX FOLL
1	4:15 P	SameDay
1	4:30 P	SameDay

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Sample Schedule

	Time	Pri?	MRN	Name	Visit Type	Len	Appt Notes
1	8:00a		12345	Brown, Dan	OV	15	2nd NO SHOW/NO CALL mood
1	8:15a			COMPLEX FOLL			
			11111	Yellow, Terri	Complex F/U	30	physical
1	8:45a		321321	Orange, Joe	OV	12	monitoring
1	9:00a		654654	Purple, Kandi	OV	12	(1st NO SHOW/NO CALL) hand pain
1	9:15a		456456	Pink, Brad	OV	12	mood (fam1/2) QVV
1	9:30a			New PT			
				Grey, Ella	WCC Exam	30	15 mo wcc (fam2/2)
1	10:00a			COMPLEX FOLL			
			789789	Blue, Natalie	OV	30	Physical, htn QVV BP
1	10:30a			COMPLEX FOLL			
			985658	Green, Jake	Complex F/U	30	3-4 month f/u chronic conditions QVV BP
1	11:00a			SameDay			
			145145	White, Sharon	Ov	30	annual physical exam QVV
1	11:15a			SameDay			
1	11:30a			COMPLEX FOLL			
			78965	Teal, Mia	Complex F/U	30	3-4 month f/u chronic conditions
0	12:00p			Unavailable-Lunch			
1	1:15p			TeleMed PC			
			745745	Red, Ruby	OV	30	newborn
1	1:30p			TeleMed PC			
1	1:45p		125412	Black, Jessica	VIDEO VISIT	30	VIDEO adhd SENT Confirmed Android- already has both apps- MyHealth checked
1	2:00p		56895	Lime, Sam	VIDEO VISIT	30	VIDEO med check SENT/CONFIRMED MyHealth checked, Iphone, Advised to download SHNow

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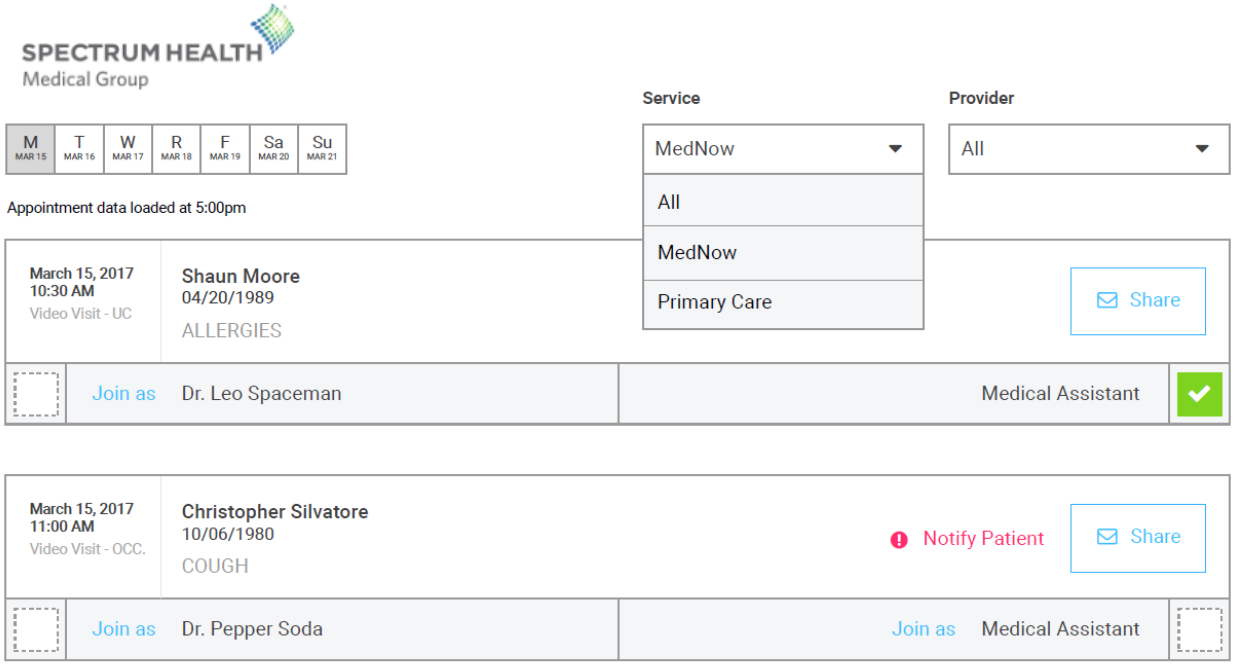
Provider Portal



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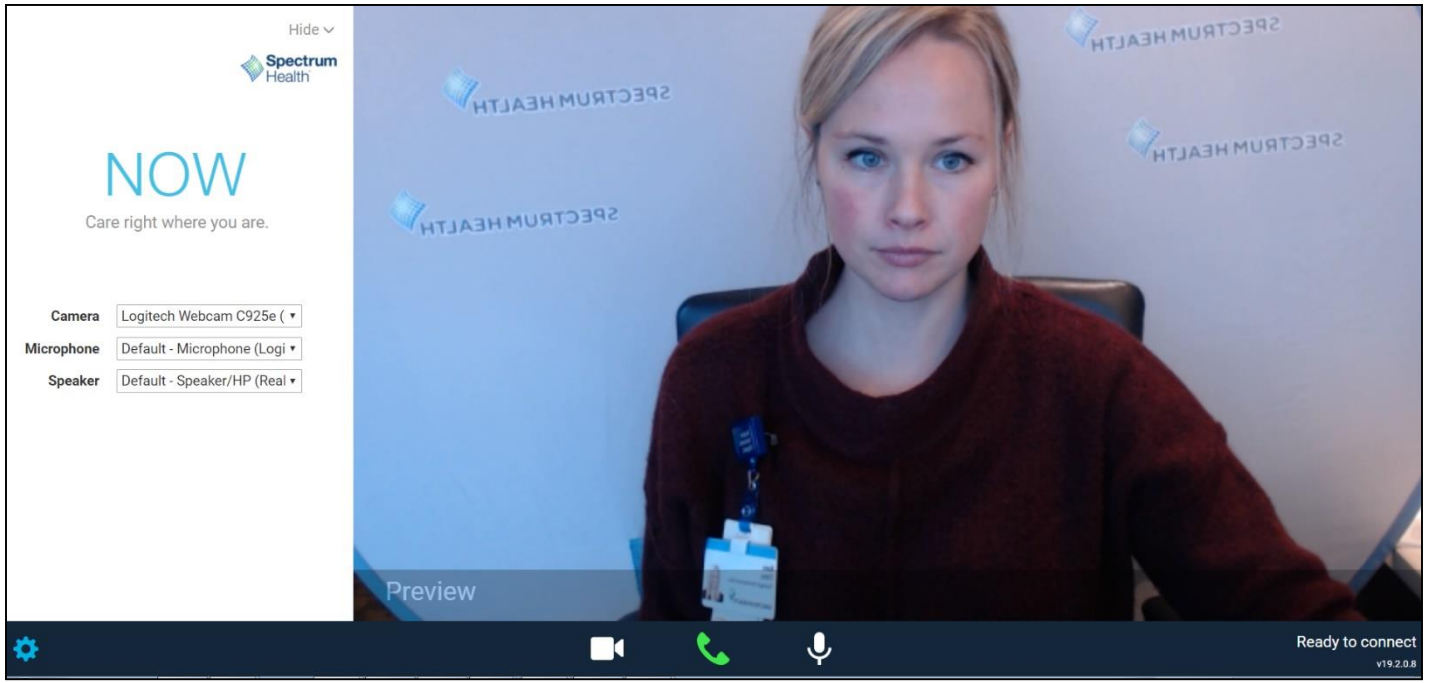
Provider Portal



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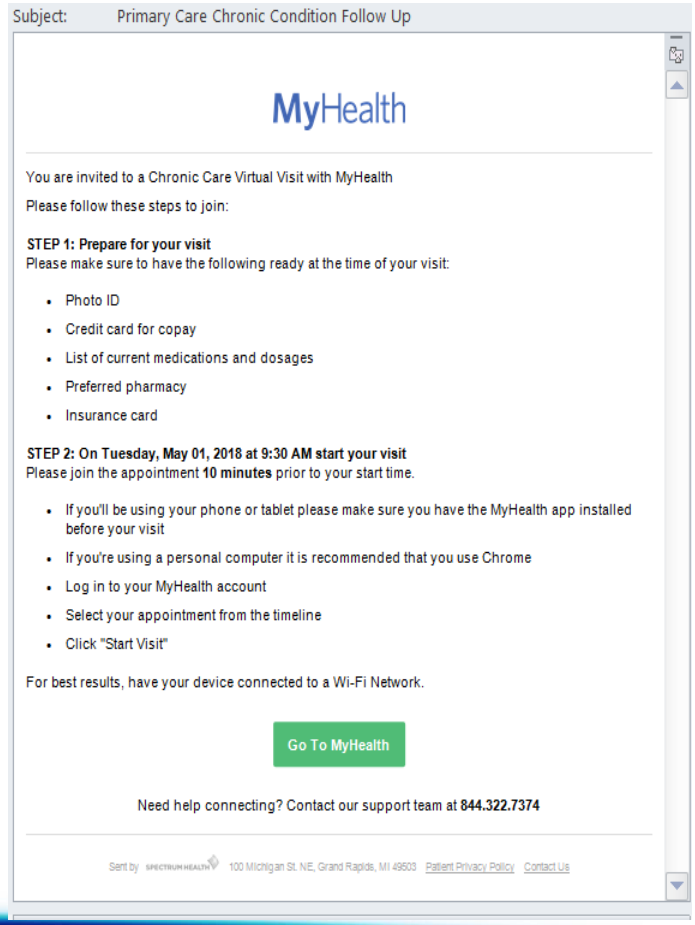
Patient Portal



Subject: Primary Care Chronic Condition Follow Up

MyHealth

You are invited to a Chronic Care Virtual Visit with MyHealth

Please follow these steps to join:

STEP 1: Prepare for your visit
Please make sure to have the following ready at the time of your visit:

- Photo ID
- Credit card for copay
- List of current medications and dosages
- Preferred pharmacy
- Insurance card

STEP 2: On Tuesday, May 01, 2018 at 9:30 AM start your visit
Please join the appointment **10 minutes** prior to your start time.

- If you'll be using your phone or tablet please make sure you have the MyHealth app installed before your visit
- If you're using a personal computer it is recommended that you use Chrome
- Log in to your MyHealth account
- Select your appointment from the timeline
- Click "Start Visit"

For best results, have your device connected to a Wi-Fi Network.

Go To MyHealth

Need help connecting? Contact our support team at **844.322.7374**

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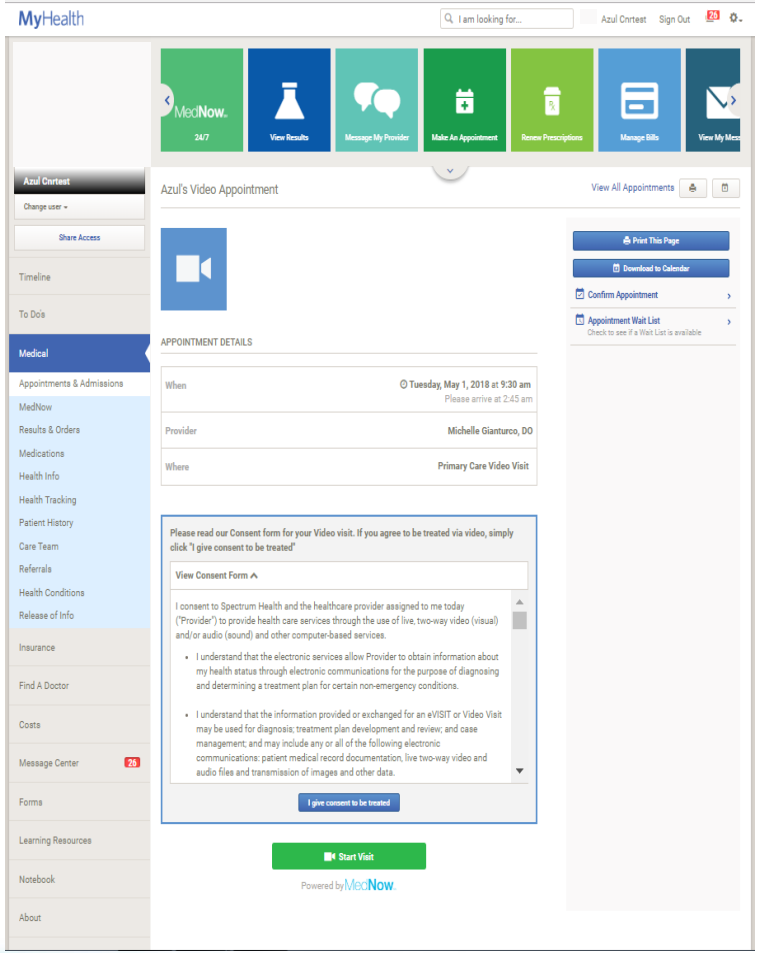
Patient Portal



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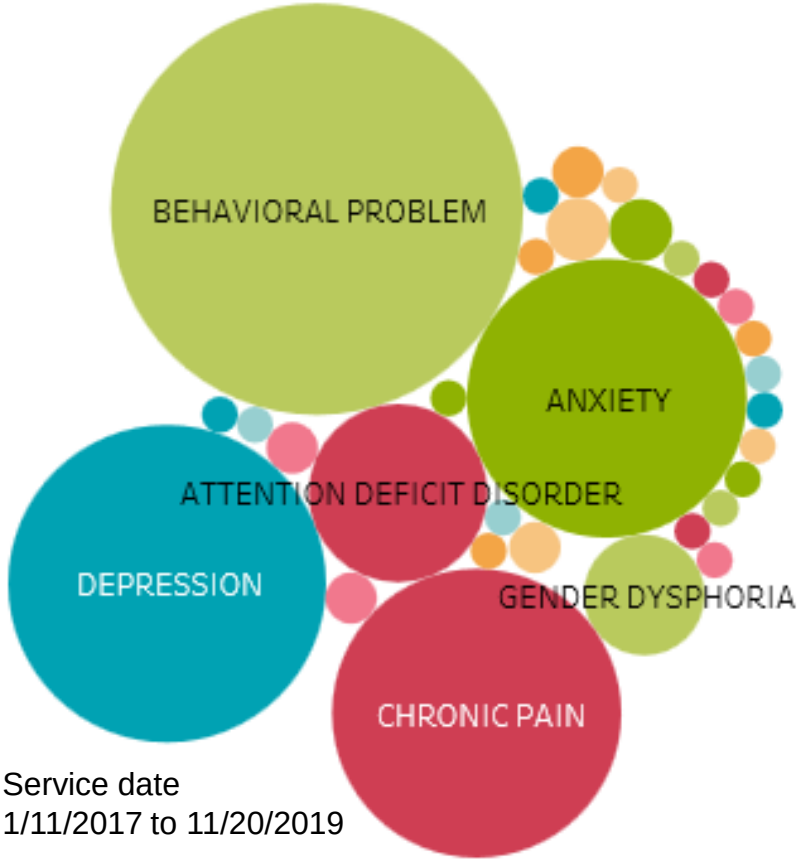
Conditions Treated

- All Clinics
  - Behavioral Problems
  - Depression/Anxiety
  - Chronic Pain
  - ADD/ADHD
  - Gender Dysphoria



Service date
1/11/2017 to 11/20/2019

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What do we treat?

- Contraception
- Osteoporosis
- Menopause
- GERD
- Constipation/Diarrhea
- ADHD
- Depression
- Anxiety
- Insomnia
- Chronic Pain
- Asthma
- COPD
- Hyperlipidemia
- Erectile Dysfunction
- HTN
- CHF
- Headache
- Anemia
- Hypothyroidism
- Diabetes

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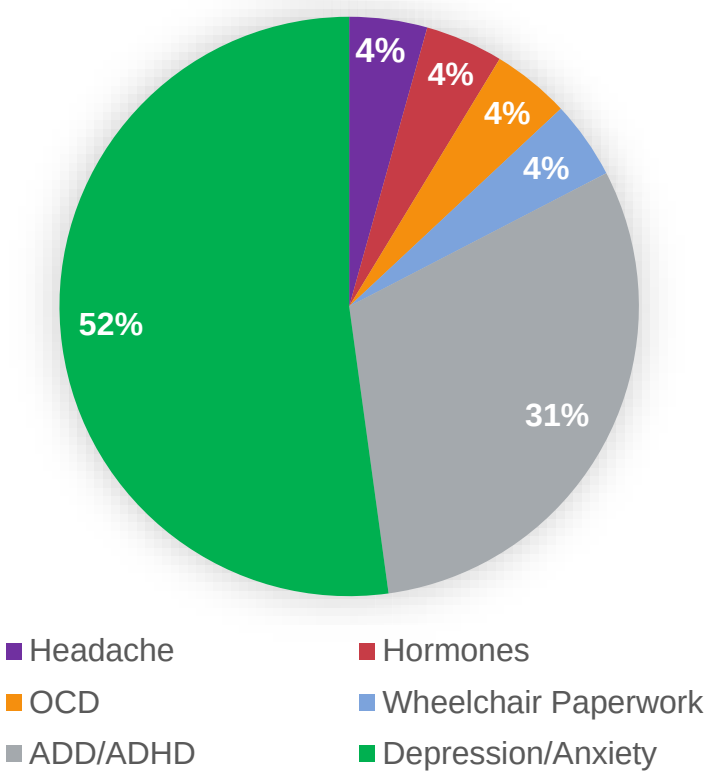
Conditions Treated

- Residency Clinic
  - Depression/Anxiety
  - ADD/ADHD
  - Hormones (Gender Dysphoria)
  - Headache
  - OCD
  - Wheelchair Paperwork



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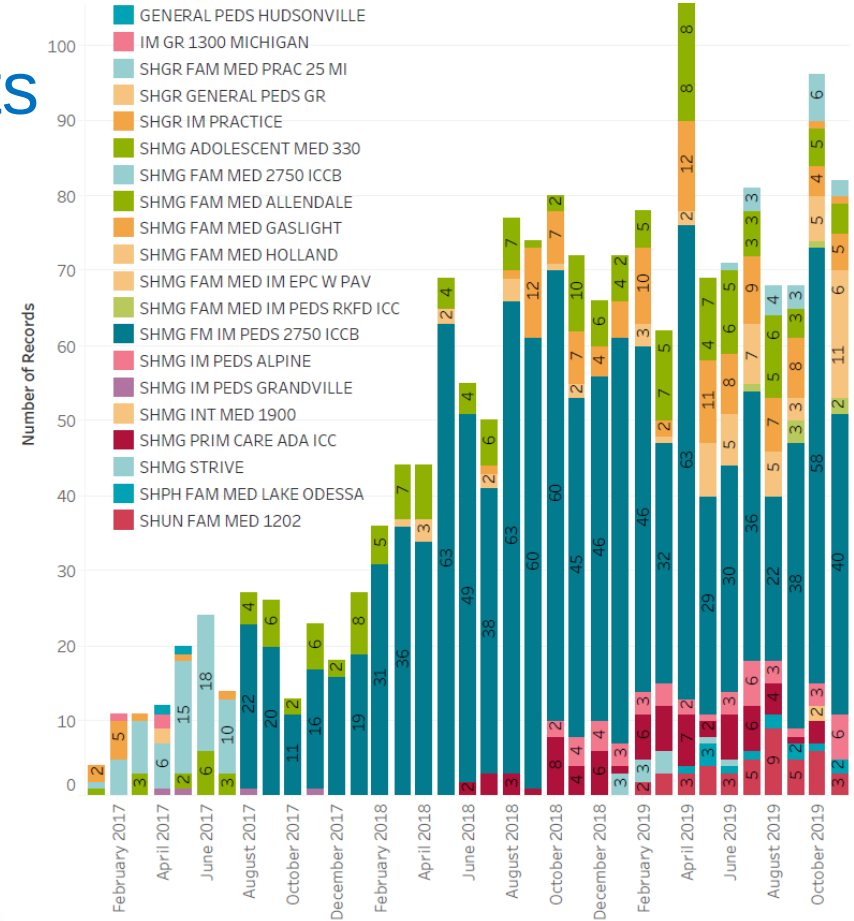
Number of visits

- All Clinics



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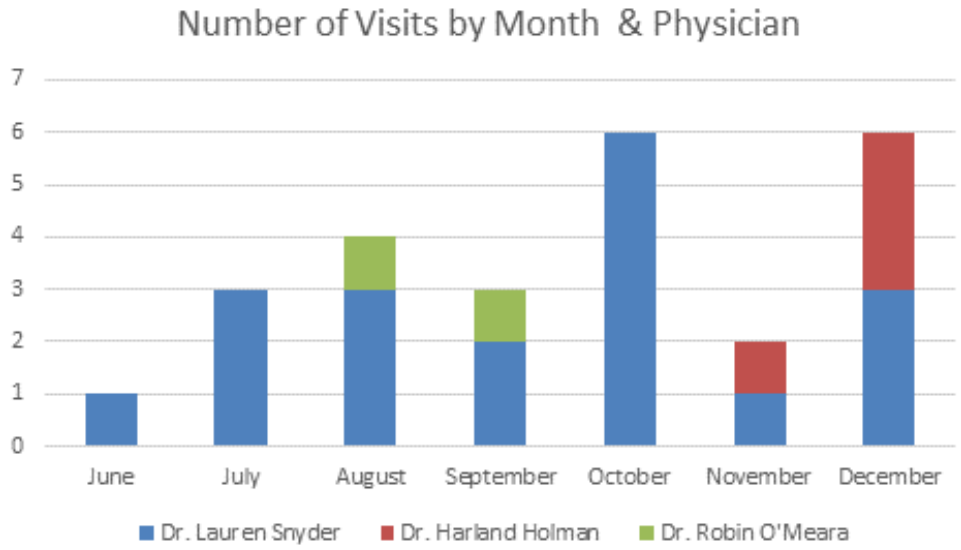
Family Medicine Residency Clinic

- Since June 2019
  - 3 Physicians participating
  - 25 completed visits
  - 6 no-shows (19%)
  - 9 scheduled



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Provider Satisfaction Survey

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
Felt well prepared before conducting first visit	50%	37.5%	6.25%	6.25%	0%
Experience thus far has been excellent	31.25%	50%	3.25%	12.5%	0%
Would recommend virtual visits to others	68.75%	18.75%	12.5%	0%	0%
Quality of medical care meets expectations	31.25%	62.5%	6.25%	0%	0%

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Benefits

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1,626,800+

Patient Miles Saved

Since 2014

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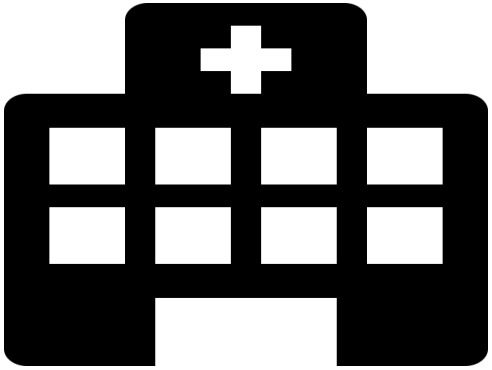

25,500+

Avoided ED or UC visits

20,300+

New patients to the system from video visits & eVisits

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Benefits

- Convenience
- Work from home
- Free up clinic space
- Patients seem to like it!

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Barriers

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Barriers

- Technology
- Insurance
- Home monitoring equipment
- Geography
- Practice inertia

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ACGME

IV.C.4.e)	Residents must provide care for a minimum of 1650 in-person patient encounters in the FMP site. (Core)
IV.C.4.e).(1)	The majority of these visits must occur in the resident's primary FMP site. (Core)
IV.C.4.e).(2)	One hundred sixty-five of the FMP site patient encounters must be with patients younger than 10 years of age. (Core)
IV.C.4.e).(3)	One hundred sixty-five of the FMP site patient encounters must be with patients 60 years of age or older. (Core)
IV.C.4.f)	Residents' patient encounters should include telephone visits, e-visits, group visits, and patient-peer education sessions. (Detail)

https://www.acgme.org/Portals/0/PFAssets/ProgramRequirements/120_FamilyMedicine_2019.pdf?ver=2019-06-13-073936-407

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Future Directions

- Expand to all physicians in clinic
- Incorporate residents
- Patient satisfaction data
- Productivity
- Visit duration

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Questions?

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