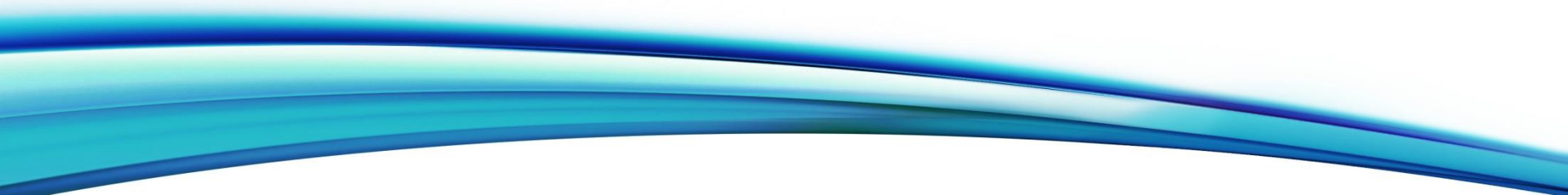


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Virtual Visits

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

Lauren Snyder, MD
Kara Tibbe, MBA

December 7, 2019

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

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.”

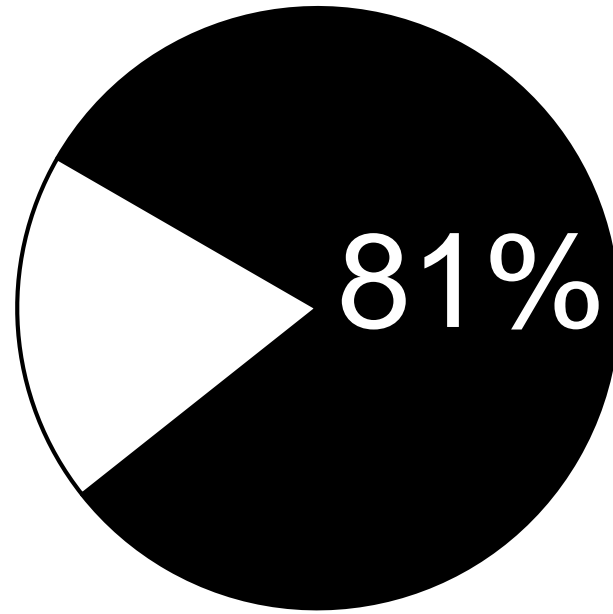
- AAFP Response to the CMS Proposed Rule on 2020 Part C/D - December 20, 2018



76%

of Michigan
households have access to the
Internet

- 90% of Americans use the Internet on a consistent basis



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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- MHEALTH DEVICES
- AND MORE

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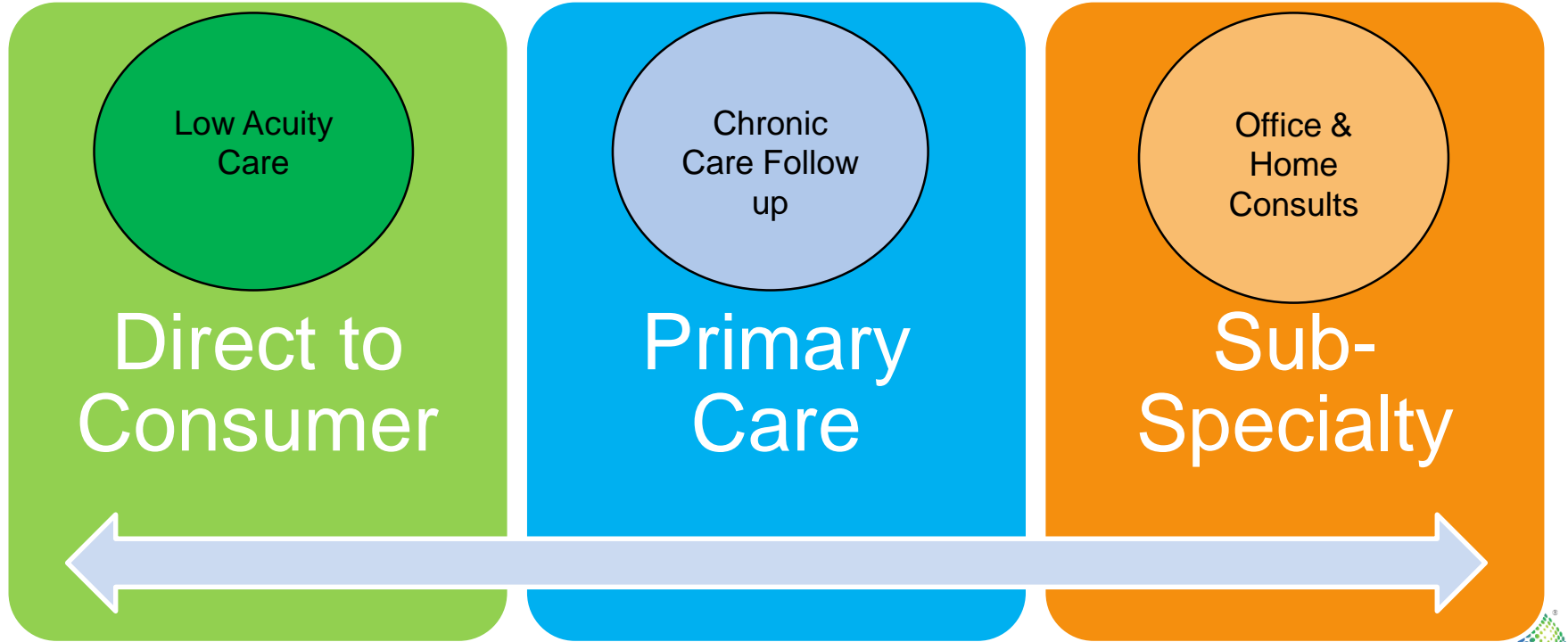
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<https://mhealthintelligence.com/news/spectrum-healths-dtc-telehealth-service-tackles-the-polar-vortex>


Spectrum Health Virtual Health



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

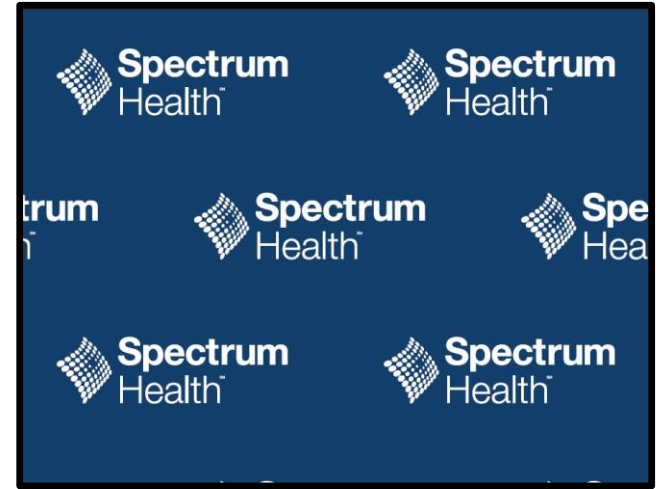


2 insurers covering visits, or patient can self-pay




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.


Equipment for Virtual Visits



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

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



Provider Portal



M MAR 15	T MAR 16	W MAR 17	R MAR 18	F MAR 19	Sa MAR 20	Su MAR 21
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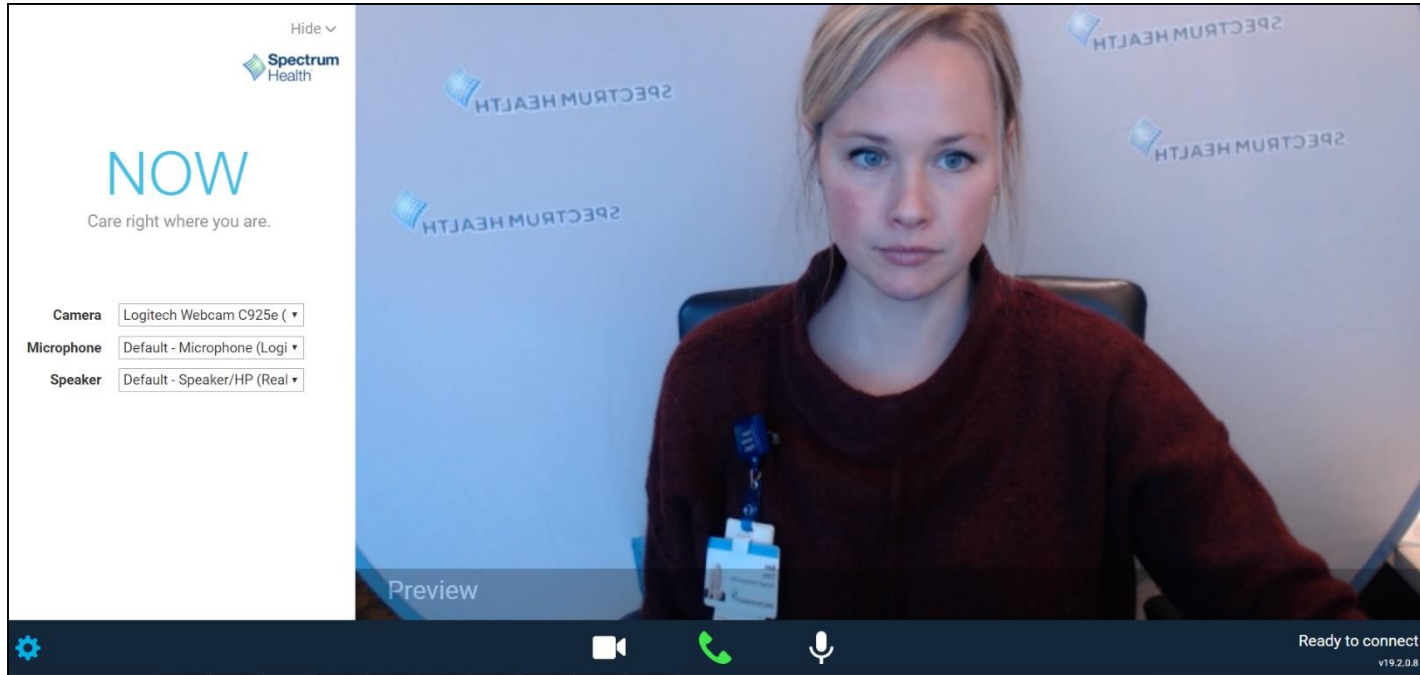
Appointment data loaded at 5:00pm

March 15, 2017 10:30 AM Video Visit - UC	Shaun Moore 04/20/1989 ALLERGIES	Service MedNow All MedNow Primary Care	Provider All	Share
	Join as Dr. Leo Spaceman		Medical Assistant	

March 15, 2017 11:00 AM Video Visit - OCC.	Christopher Salvatore 10/06/1980 COUGH	Notify Patient	Share
	Join as Dr. Pepper Soda	Join as Medical Assistant	



Provider Portal



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**

Sent by SPECTRUM HEALTH 100 Michigan St. NE, Grand Rapids, MI 49503 [Patient Privacy Policy](#) [Contact Us](#)

Patient Portal

The screenshot displays the MyHealth Patient Portal interface. At the top, there is a search bar with the text "I am looking for..." and user options for "Azul Cortes", "Sign Out", and a profile icon. Below the search bar is a row of seven colorful tiles: "MedNow" (24/7), "View Results", "Message My Provider", "Make An Appointment", "Renew Prescriptions", "Manage Bills", and "View My Message".

On the left side, there is a vertical navigation menu. The top section is for the user "Azul Cortes" with options to "Change user" and "Share Access". Below this are sections for "Timeline", "To Do's", and "Medical". The "Medical" section is expanded, showing a list of links: "Appointments & Admissions", "MedNow", "Results & Orders", "Medications", "Health Info", "Health Tracking", "Patient History", "Care Team", "Referrals", "Health Conditions", "Release of Info", "Insurance", "Find A Doctor", "Costs", "Message Center" (with a red notification badge showing "25"), "Forms", "Learning Resources", "Notebook", and "About".

The main content area is titled "Azul's Video Appointment" and includes a "View All Appointments" link. It features a large video camera icon. To the right of the icon are buttons for "Print This Page", "Download to Calendar", "Confirm Appointment", and "Appointment Wait List" (with a note to "Check to see if a Wait List is available").

Below the icon is the "APPOINTMENT DETAILS" section, which includes a table with the following information:

When	○ Tuesday, May 1, 2018 at 9:30 am Please arrive at 2:45 am
Provider	Michelle Gianturco, DO
Where	Primary Care Video Visit

Below the table is a consent form section titled "Please read our Consent form for your Video visit. If you agree to be treated via video, simply click 'I give consent to be treated'". It includes a "View Consent Form" link and a scrollable area containing the following text:

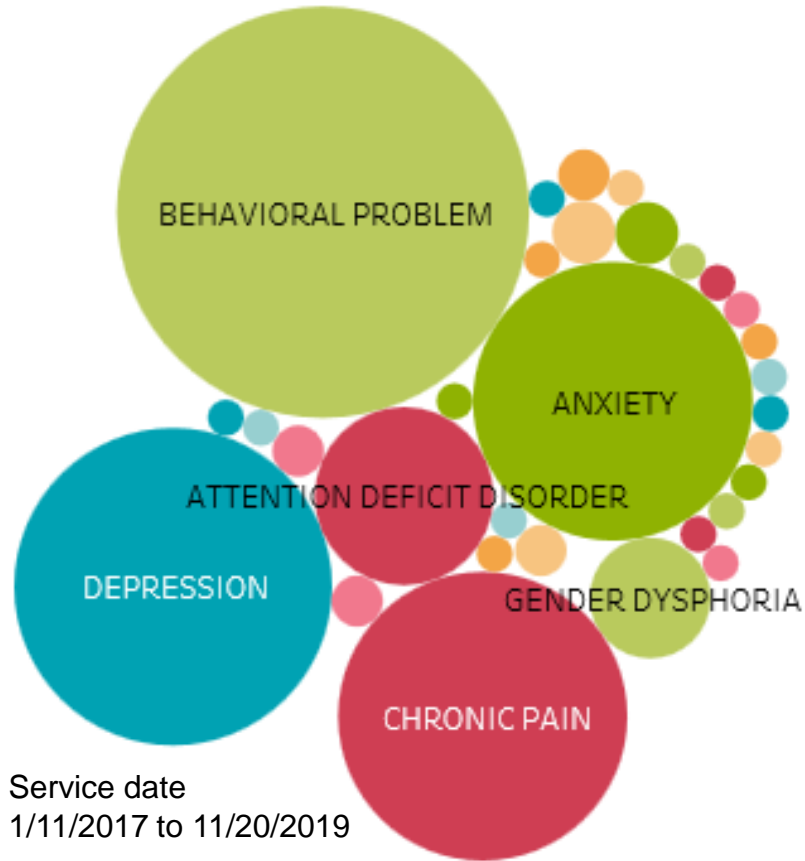
I consent to Spectrum Health and the healthcare provider assigned to me today ("Provider") to provide health care services through the use of live, two-way video (visual) and/or audio (sound) and other computer-based services.

- I understand that the electronic services allow Provider to obtain information about my health status through electronic communications for the purpose of diagnosing and determining a treatment plan for certain non-emergency conditions.
- I understand that the information provided or exchanged for an eVisit or Video Visit may be used for diagnosis, treatment plan development and review, and case management, and may include any or all of the following electronic communications: patient medical record documentation, live two-way video and audio files and transmission of images and other data.

At the bottom of the consent form is a button labeled "I give consent to be treated". Below the consent form is a large green "Start Visit" button and the text "Powered by MedNow".

Conditions Treated

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



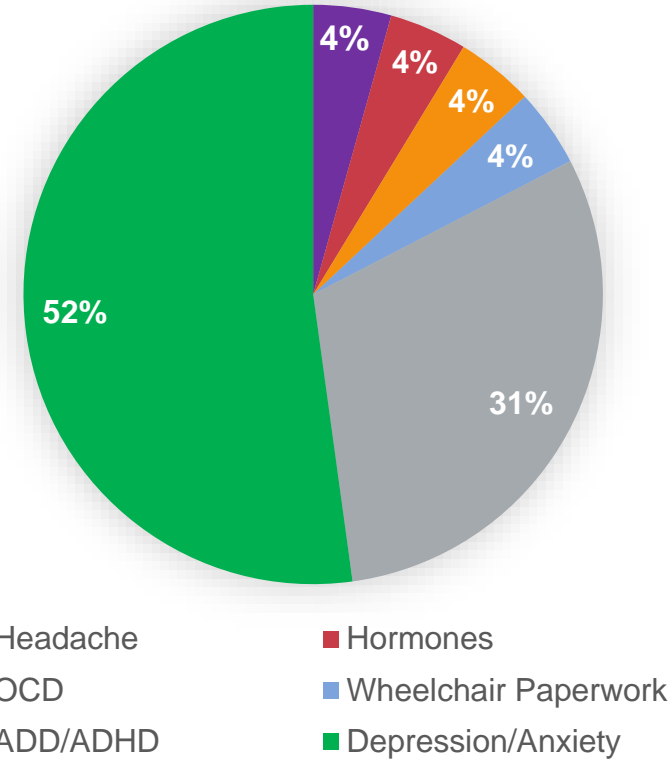
Service date
1/11/2017 to 11/20/2019

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

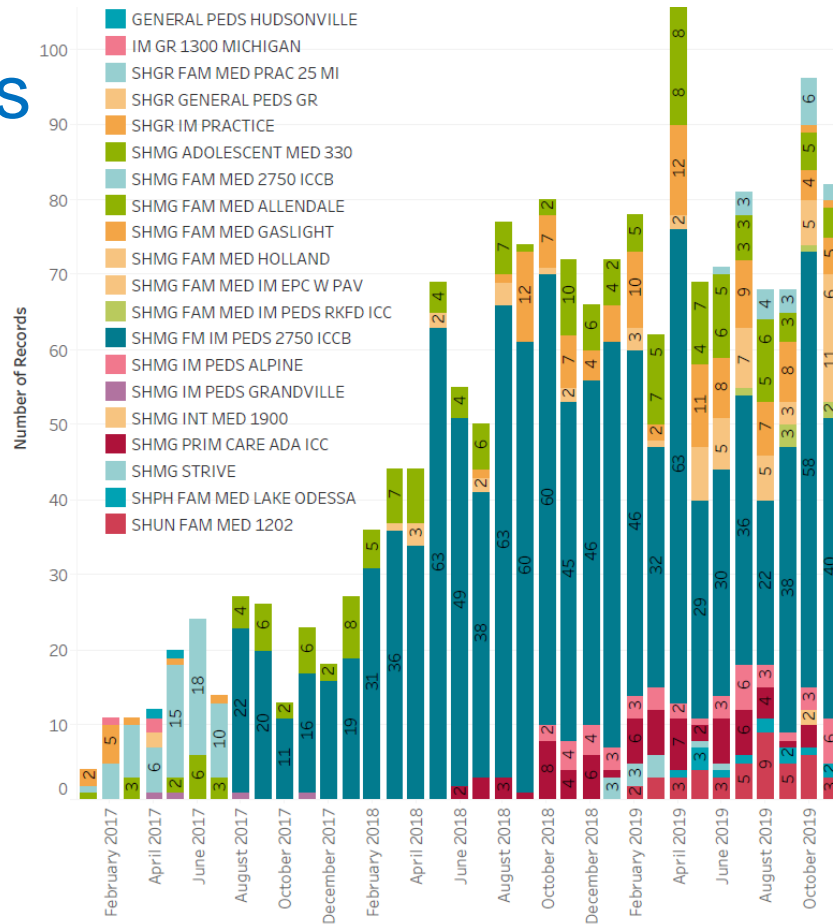
Conditions Treated

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



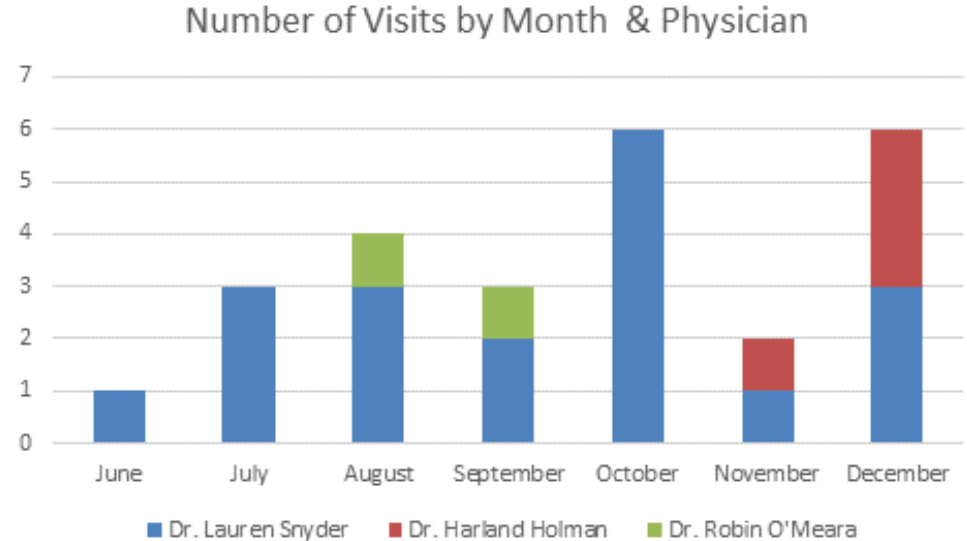
Number of visits

- All Clinics



Family Medicine Residency Clinic

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



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%

Benefits

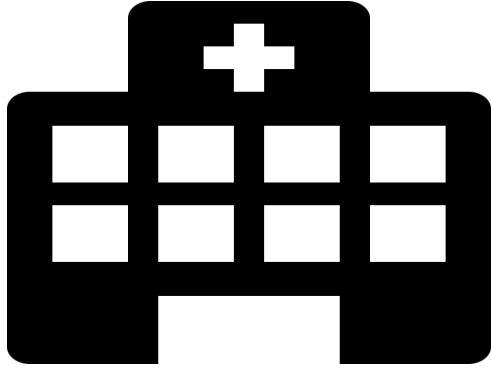


1,626,800+

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



Benefits

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

Barriers

Barriers

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

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

Future Directions

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

Questions?

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