Understanding Clinical Telemedicine for Rural Applications

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Clinical Telemedicine Benefits for Rural Health

- Patient care remains in their home community
- Increases access to additional medical specialties
- Reduces out-of-pocket travel expenses
- Immediate and real-time access to healthcare
Understanding Clinical Telemedicine for Rural Applications, March 2016

Featured Presenters

Clinical telemedicine encounters

Bringing healthcare closer to the community

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Clinical telemedicine encounters

- What is a clinical telemedicine encounter?
- How a telemedicine encounter works
What is a Clinical Telemedicine Encounter?

A **clinical telemedicine encounter** is the delivery of remote clinical services using various electronic communication and telemedicine technologies.

- Medical devices
- Face-to-face telecommunications
- Live exchange of medical images, documents and data
- Workflow that adapts to current clinical practices
- Tool to extend care
A Clinical Telemedicine Encounter: How it Works
A Typical Workflow

Patient Check-In

ExamFlow

Patient Work-Up

Exam Complete / Document

Remote Exam
Real-Time Access to Exam Site
Bringing Healthcare Closer to the Community:

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Physician Assistant,  
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Personal experience with their clinical telemedicine program
Adoption of Telemedicine

- About Mercy...
  - Mercy Medical Center, MercyCare Community Physicians, MercyCare Business Health Solutions
  - Located in Cedar Rapids, Iowa and surrounding communities

- Mercy’s Telemedicine Journey
  - Procurement of technology for the network, provider endpoint, patient endpoint, diagnostic video software (AGNES)
Current Telemedicine Use Cases

- MercyCare Telehelath Clinic at Rockwell Collins
- MercyCare Telehealth Clinic at Edgewood Hy-Vee
Building a Comprehensive Program

- Physician Champion/Provider Buy-In
- Consumer buy-In, Satisfaction
- Efficient workflow for patients, nurses and providers
- IT infrastructure – bandwidth, network security, privacy, firewalls
- Continuity of care between both endpoints and Primary Care Provider
- Robust Training
- Clear follow up (After Visit Summary)
- Licensure – Board of Medicine, Compact
- Reimbursement guidelines, parity
MercyCare Telehealth Clinic at Edgewood Hy-Vee

- On-site telehealth clinic
- Staffed by Telehealth RN (Triage)
- Coverage provided by pool of local MercyCare providers
- EPIC electronic health record
- Urgent Care visits with set diagnosis list
- Point of care testing
- Retail pharmacy next door
Metrics Tracked

- Patient, Nurse & Provider Satisfaction
- Quality Metrics
- Two day follow up
- Diagnoses
- Reutilization
Other Use Case Scenarios

- Worker’s Compensation Triage and Follow-up
- EAP and Counseling Services
- Provider Controlled Follow up
- Nursing Home Visits
- School based health centers
- Diabetic education
- Dietician counseling
A Telemedicine Patient Visit

- Patient visit workflow
- Nurse perspective
- Provider perspective
Examples of Clinical Telemedicine for Rural Health
Community Clinics:
Addresses doctor shortages in rural areas, and extends services offered locally.

Schools:
Provides healthcare access to children at school so they don’t have to leave for appointment.

Rural Hospitals:
Increases physician utilization and bring specialists to smaller community hospitals.
Telemedicine in Patient Home Visits:
Allows patients to be “seen” by a healthcare provider in the comfort of their own home.

Telemedicine in Long Term Care:
Provides follow up care to reduce hospital readmissions.

Telemedicine in Medical Missions:
Treating patients in underserved areas, and consulting with top U.S. specialists.
Contact Information

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