

# TELEHEALTH WEBINAR 4: MEDICAL



The Los Angeles Trust  
for Children's Health



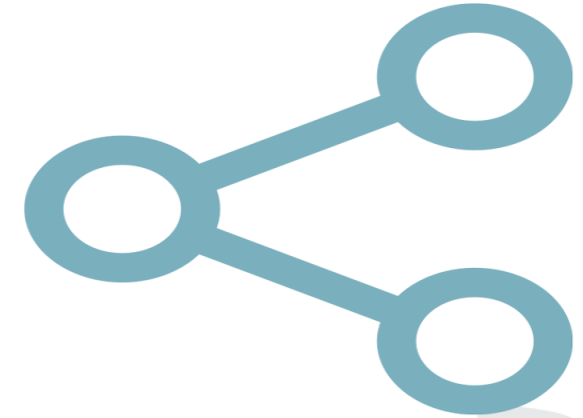


For audio, dial  
**(415) 655-0003**

Access code  
**666 223 237**



The webinar is being  
recorded



Supporting materials will  
be shared



# Putting Health Care in Schools

The California School-Based Health Alliance is the statewide non-profit organization dedicated to **improving the health & academic success** of children & youth by **advancing health services in schools**.

Learn more:

[schoolhealthcenters.org](http://schoolhealthcenters.org)





# Become a member, get exclusive benefits

- Conference registration discount
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Sign up today:

[bit.ly/CSHAMembership](https://bit.ly/CSHAMembership)



# THANK YOU MOLINA HEALTHCARE FOR SUPPORTING THIS SERIES

## New Telehealth Webinar Series:

### Telehealth Webinar 5: Youth Engagement

Wednesday, June 3<sup>rd</sup>, 1:00 PM – 2:00 PM

### Telehealth Webinar 6: Consent & Confidentiality and Mandated Reporting

Thursday, June 11<sup>th</sup>, 10:00 AM – 11:00 AM



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# Telehealth Policy to Support All Students

**Mayra E Alvarez MHA**

**California School-Based Health Alliance Webinar #4**

**May 27, 2020**



# Telehealth During COVID-19: What We've Shared:

- Key Medi-Cal Policy Changes
  - Telehealth can be provided to both new and established patients
  - The patient and the provider can be located at their homes, at the clinic sites, or at community sites
  - Visits are paid at parity with in-person visits, including telephone
  - Guidance issues on acceptable platforms including Zoom, Skype, and Google Hangouts





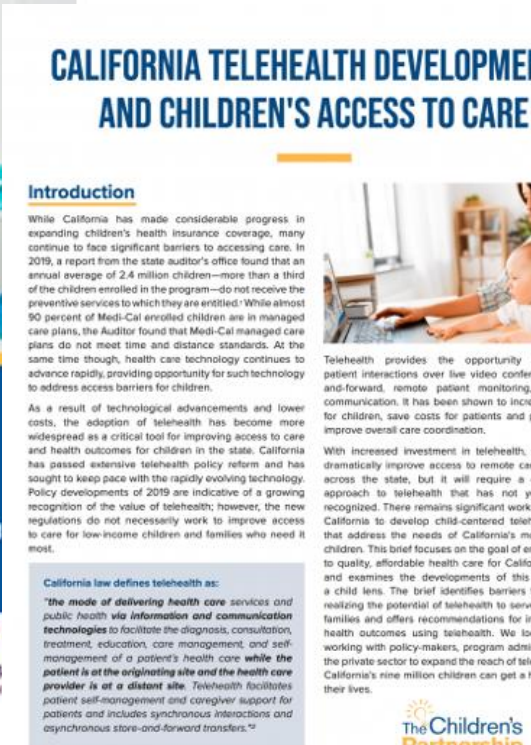
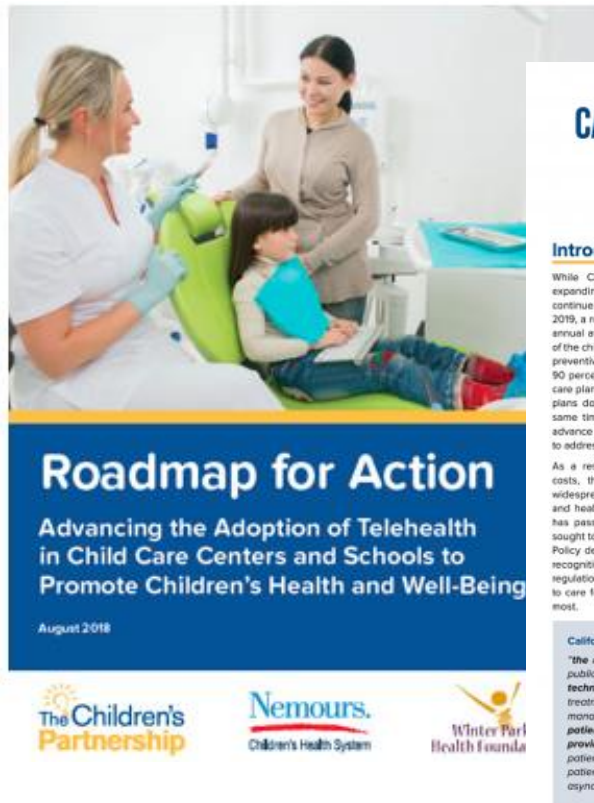
# Where Do We Go From Here?

- Access to telehealth services remains unequal across the state
  - In a recent poll conducted by Ed Trust West, The Children's Partnership & partners, **94% of parents would like to access their child's doctor using telehealth, but only 18% are currently able to do so**
- Expanding and Sustaining Access to Telehealth:
  - Ensure that telehealth guidance and flexibilities remain in place
  - Provide schools additional resources for student mental health supports
  - Invest in strategies that close the digital divide





# Resources and Contact Information



**COMING SOON:  
Translated & Family-  
Friendly Material!**

Website: [www.childrenspartnership.org](http://www.childrenspartnership.org)  
Email: [malvarez@childrenspartnership.org](mailto:malvarez@childrenspartnership.org)



# Delivering Medical Care Via Telehealth

Mario Bialostozky, M.D.

# Introduction

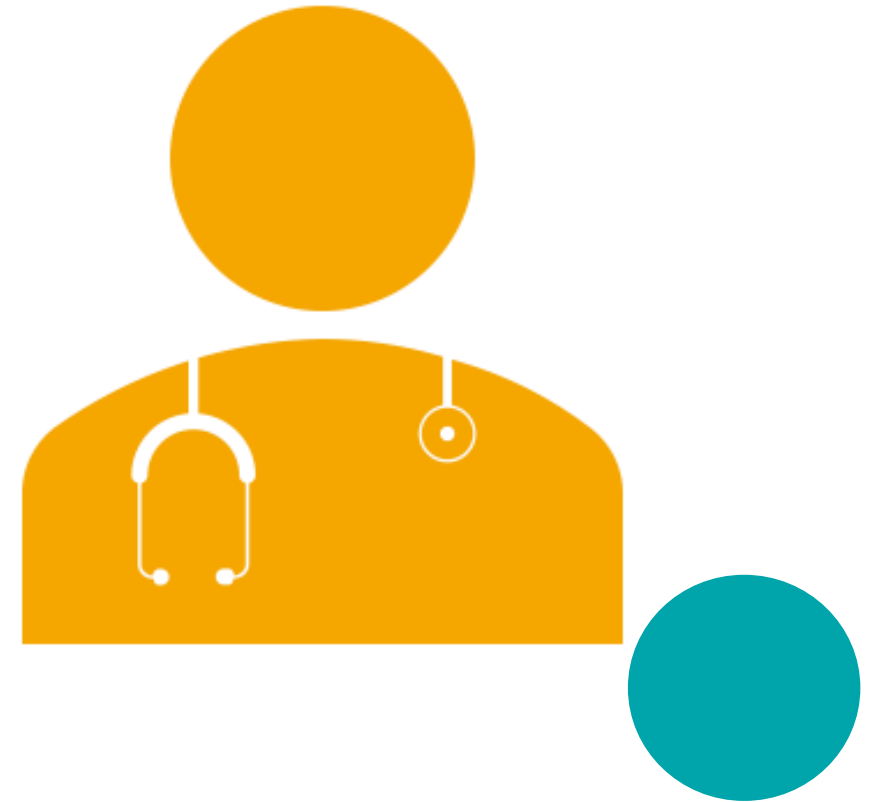
Mario Bialostozky, M.D.

- Practicing general pediatrician - Urgent Care in San Diego
- Former primary care pediatrician
- Physician Informaticist at Rady Children's Hospital San Diego
- Director of Quality and Informatics for Urgent Care at Rady Children's Hospital San Diego
- Assistant Clinical Professor of Pediatrics at the University of California, San Diego




# Agenda

- What is Telehealth
- What can you do via Telehealth + limitations
- What do you need to get started
- Modifying workflows
- Well-child care / Immunizations
- Confidentiality / HIPAA
- Dealing with urgent and emergent situations
- Q&A





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- Defined by CMS as “a two-way, real-time interactive communication between a patient and a physician or practitioner at a distant site through telecommunications equipment that includes, at a minimum, audio and visual equipment.”<sup>1</sup>
  - A way of delivering medical care when the parties involved are not in the same location.



Telehealth =  
Telemedicine



# What can you do via Telehealth?



ROUTINE OFFICE  
VISIT FOR A NEW OR  
ESTABLISHED  
PATIENT



SICK VISITS / SAME  
DAY VISITS FOR NEW  
PROBLEM



BEHAVIORAL  
EVALUATIONS



MEDICATION  
MANAGEMENT



THERAPY (SPEECH,  
PHYSICAL,  
PSYCHIATRIC)



EVALUATE FOR NEED  
FOR A REFERRAL



CONSULT SPECIALIST

# Limitations of Telehealth

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Unable to perform point of care (POC) tests virtually such as a urinalysis, rapid strep, rapid flu

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Unless you have special hardware/devices you would not be able to listen to heart and lungs or look inside ears





# Getting started

## Provider


- Remote access to your EHR (unless you will be at the physical site)
  - Videoconferencing platform
  - ?EHR integration
  - Advertising
  - Re-connecting with your patients
- 

## Patients

- Ensure that your families have access to technology
- Wi-Fi is recommended but not required
- Good cell reception
- Mobile phones work great



# Available Platforms

- Zoom for healthcare
  - Cisco Webex
  - Google G Suite Hangouts
  - Skype for Business
  - Doxy.me
  - Doximity (not in HHS site)
- Relaxation of existing rules and regulations
  - Try to ensure you are complying with regulations
  - Enter into a Business Associate Agreement (BAA)
- 

# Workflows



## May need to adjust your existing workflows

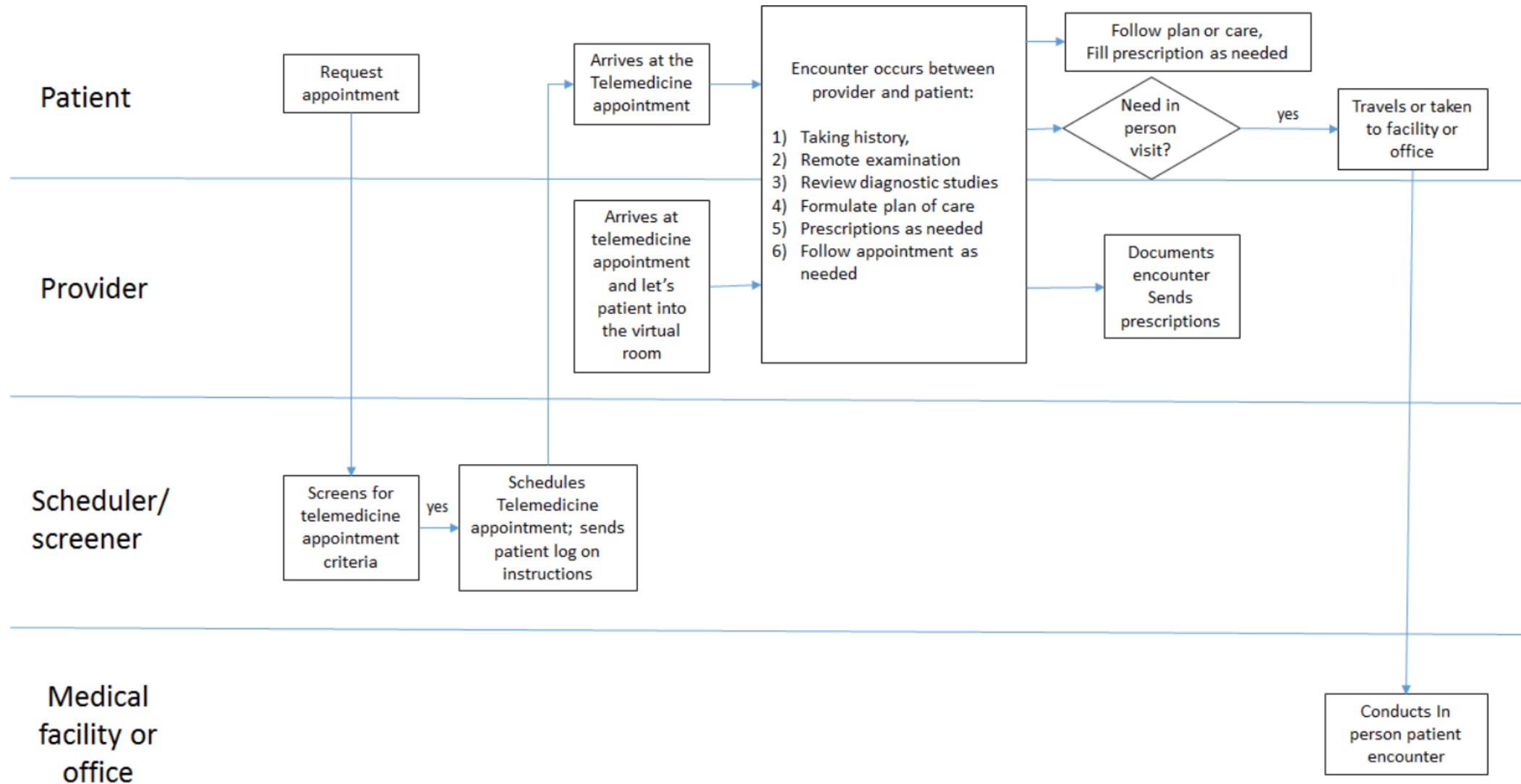
- MA/LVN/RN can still perform “rooming” tasks
- How will screenings be performed
- How will patients get scheduled

## Design specific telemedicine workflows

- Obtain consent to treat
- How will patient/family obtain vital signs
- How will you handle patients that after the visit need to be seen in person



• **Provider - patient (during office hours)**



# Scheduling Workflows



Who will determine whether the patient can be seen via telemedicine



Will you develop a list of acceptable chief complaints/reasons for visit



Dedicated screener



Separate sick vs. not sick (both time and space)

# Physical Examination

<b>General:</b>	Well developed, well nourished, well-groomed, male child
<b>Skin:</b>	No rashes, lesions, ulcers or macules
<b>Eyes:</b>	Sclera clear, lids normal, EOMI, no discharge
<b>Ears:</b>	Ears normal position and shape, no drainage
<b>Nose:</b>	Normal shape without lesions or scars, no drainage
<b>Mouth:</b>	Moist, lips normal, teeth intact, gums normal, no erythema, no petechia, no exudates
<b>Neck:</b>	Symmetrical, no visible masses, trachea midline, full range of motion
<b>Respiratory:</b>	Normal respiratory effort without use of accessory muscles
<b>Abdomen:</b>	No apparent tenderness with parent palpation, no distension
<b>MSK:</b>	Normal stance and gait, no cyanosis
<b>Neuro:</b>	Awake, alert, moves all extremities, no apparent neurological deficits



# Well-Child Care

- Children less than 2 years of age should be seen in person
- Whenever possible well-child visits should still be done in person
- Visits “may be initiated through telehealth, recognizing that some elements of the well exam should be completed in-person”<sup>1</sup>

# Immunizations

- Vaccination rates have dropped during the pandemic
- Make sure to contact families with missing immunizations
- Consider drive-by immunization offerings
- Critical part of well-child care
- Could be done in conjunction with a virtual visit

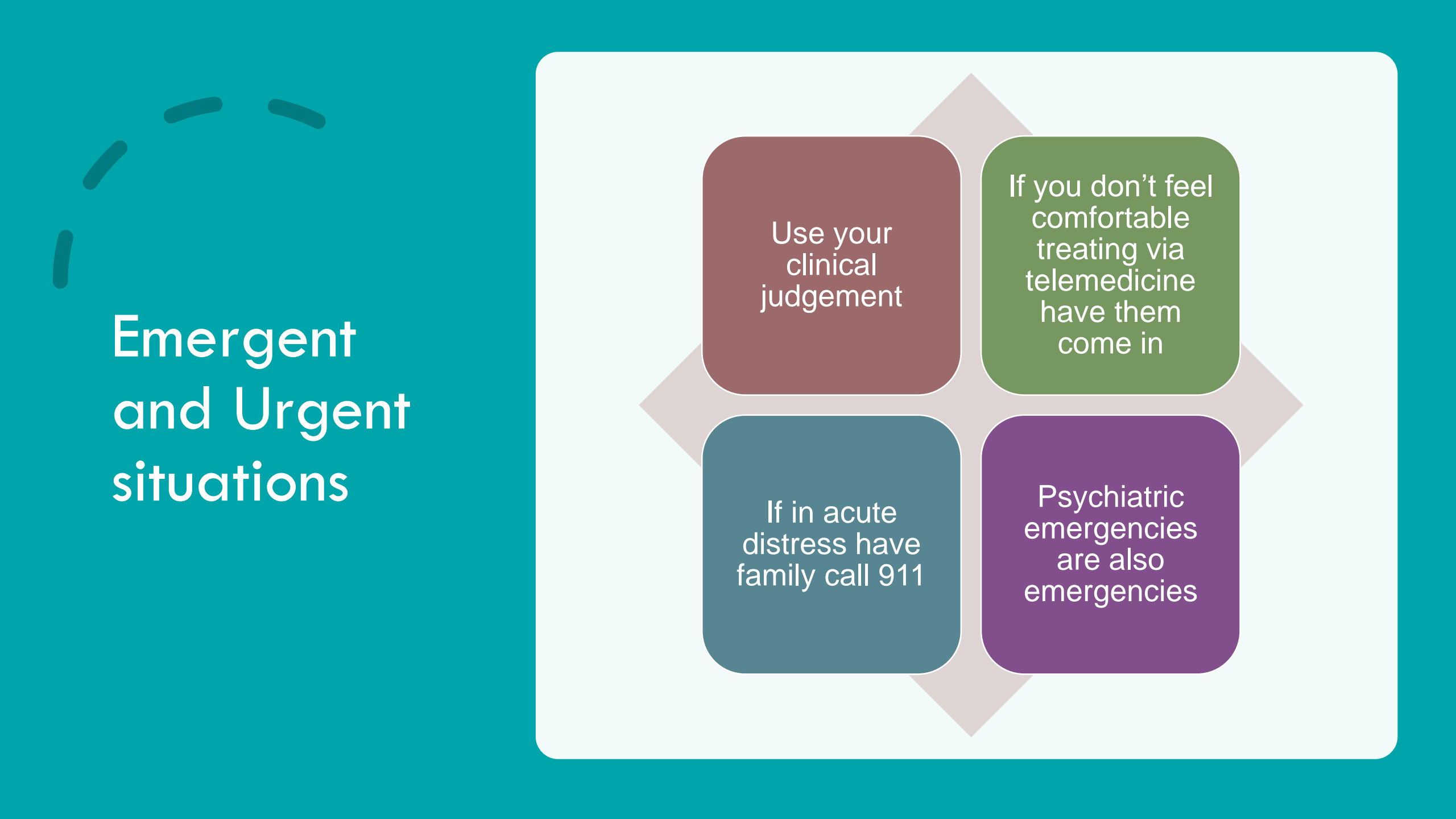




# Confidentiality / HIPAA / Teens

- Encourage them to use headphones
- Ensure you have parental consent when required
- Warn families in advance that you may need some private time with the teen
- Ensure you continue to practice according to HIPAA





# Emergent and Urgent situations



Use your  
clinical  
judgement

If you don't feel  
comfortable  
treating via  
telemedicine  
have them  
come in

If in acute  
distress have  
family call 911

Psychiatric  
emergencies  
are also  
emergencies

# Additional Resources

- [https://www.aap.org/en-us/Documents/coding\\_factsheet\\_telemedicine.pdf](https://www.aap.org/en-us/Documents/coding_factsheet_telemedicine.pdf) (Coding and billing)
- [https://www.dhcs.ca.gov/Documents/COVID-19/Telehealth\\_Other\\_Virtual\\_Telephonic\\_Communications\\_V3.0.pdf](https://www.dhcs.ca.gov/Documents/COVID-19/Telehealth_Other_Virtual_Telephonic_Communications_V3.0.pdf) (Medi-Cal)
- <https://www.dhcs.ca.gov/Documents/COVID-19/EPSDT-Well-Child-Visits.pdf> (DHCS, well-child guidelines)
- <https://services.aap.org/en/pages/2019-novel-coronavirus-covid-19-infections/> (AAP complete list)
- <https://www.aap.org/en-us/professional-resources/practice-transformation/managing-patients/telehealth-care/Pages/default.aspx>

Questions?



**Thank You!**







# Contact Information

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# STAY CONNECTED

 [schoolhealthcenters.org](https://schoolhealthcenters.org)

 [info@schoolhealthcenters.org](mailto:info@schoolhealthcenters.org)

 [schoolhealthcenters](https://www.facebook.com/schoolhealthcenters)

 [sbh4ca](https://twitter.com/sbh4ca)

 [sbh4ca](https://www.instagram.com/sbh4ca)



Gracias

謝謝

Thank you

Cảm ơn

Salamat

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