Telehealth Expansion & Changes
April 10, 2020
Agenda

• Connecting by video:
  – Virtual Patient Room
  – Video On Demand Application
• Statistics and Current Requirements
• Lessons and Next Steps
• Store & Forward Options
• Considerations
• Q&A
• Announcement
Review of Virtual Patient Room (VPR) and New Features
Virtual Patient Room

• Streamlines/standardizes connection process
• Developed by ANTHC developers for ATHS
• No Vidyo account required
• Located in Cerner chart
  – Provider clinic must have Cerner Access
• Video room link unique to patient chart (and persists)
• Uses for provider to provider; provider to patient in clinic; provider direct to patient home
Using VPR

• Provider Clinic:
  – Calls patient side when possible
  – Sends link when needed (direct to patient, clinic equipment not in Vidyo address book)

• Clinic with patient:
  – Receives call directly (AFHCANcart, Polycom, Vidyo room system, etc.)
  – Use link only when equipment unavailable

• Patient at home: connects via link on own device (requires pre-testing from provider clinic staff)
VPR from Provider End

Generate a patient room link and/or join the room

- Get Link to Virtual Patient Room
- Start Virtual Visit

https://rooms.video/ZYMDZP

Call a room system and/or user into the Virtual Patient Room

Search for room or user...

**NOTE:** The link to the video appointment room is unique to the patient. Please DO NOT USE OR SHARE the link for anything other than the patient appointments and provider-to-provider consultations. Doing so could compromise the patient's personal health information. Thank you.

Questions or Support:

For Cerner assistance, please contact your Cerner Provider Hotline.
For assistance during video calls, please contact your AV/IT support team.
VPR From Receiving End
Video On Demand Application (VODA)
Using VODA

- Inpatient Settings
- No Account/Log In for either side
- Inpatient Staff sends link to recipient via text or email
- Recipient provides staff member organizing call with 10 digit phone number or email address
- Video room link unique to call; expires after 24 hours
- Connecting from Home: must have sufficient internet connection and device with camera/mic/speaker
VODA from Sending/Call Originating Side

- Virtual On Demand App
- Available to THOs
VODA From Receiving Side

Invite via Email:

You have been requested to join a video session. Please click the link below and follow the instructions to be connected. Message and data rates may apply.

https://rooms.video/HFCZJR

Clicking link prompts recipient to install Vidyo (if not already completed)

Close app/program and click link again to join the call

Vidyo runs in the background- no account needed

Invite via Text:

Request to meet over video from ANMC. You have been requested to join a video session. Please click the link below and follow the instructions to be connected. Message and data rates may apply.

https://rooms.video/YNUSLL

This is a non-monitored service number for the ANTHC Video On Demand Application.
When to Use VPR vs. VODA

<table>
<thead>
<tr>
<th>NEED</th>
<th>VPR</th>
<th>VODA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduled VTC (provider on shared domain)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Scheduled family care conferences (provider on shared domain)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Planned provider to provider consult (both providers on shared domain)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Planned or on demand inpatient virtual rounding (connects remote provider to bedside)</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Immediate inpatient family visits (social, end of life, etc.)</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
Available Support for VPR & VODA

• Telehealth department assistance
• Training available: clinical informatics, telehealth department
• Posted information
  – Cerner eCoach (Cerner related documents)
  – ANTHC.org Telehealth page (documents, session recordings)
    https://anthc.org/what-we-do/telehealth/telehealth-resources/
  – Signs & tags affixed to carts/devices
• Where to call
  – When using Vidyo – local AV/IT support
  – When in Cerner—Provider Hotline
Statistics & Current Use Requirements
-VPR Statistics

• VPR Calls 3/20 - 4/9 mid day
  – 1446 total

• Call is
  – 2 providers
  – At least 5 minutes
-VPR Statistics

• VPR Rooms Created 3/20 - 4/9 mid day
  – 2494 total
• Created means
  – Someone attempted to join a room
  – Test call
  – Real Patient visit
-VPR Statistics

• Providers Creating Rooms 3/20 - 4/9 mid day
  – High 102
  – This data is under inflated
In short – we have quadrupled the number of meetings, tripled the hours of use, and doubled the maximum number of simultaneous / concurrent calls. We expanded our capacity and are using about 65% of our available Vidyo “lines”.
Requirements for Vidyo / VPR Use*:

- Android 4.4 and up
- iOS 8.0 or later
- Windows 7 and above
- MacOS Sierra and above
- Use Chrome if possible

https://support.vidyocloud.com/hc/en-us/articles/115000347587-VidyoMobile-Supported-Devices
Lessons Learned, Next Steps & Future Requirements
*Current Issues Using Vidyo*

Technical Issues on Mobile Devices:
- “General Failure. Operation Failed.” – Vidyo is working on a new iOS release to fix a defect we have found.
- Blue screen / no video – camera access blocked, in use by another app, low bandwidth

Technical Issues on Macs:
- Catalina requires a special Vidyo installer. Available at [https://mac.connectvtc.com](https://mac.connectvtc.com) and we will be making it more widely available on all systems in the near future.

User Issues:
- Patients cannot remember their password to install an app / don’t want to install
- Not all patients want to use Vidyo; some would prefer to use telephone
*Current Issues Using Vidyo*

User Issues:

• Patients cannot remember their password to install an app / don’t want to install an app

• Not all patients want to use Vidyo; some would prefer to use telephone

• Adds a new process for providers and staff that may not be used to doing VTCs

• Pretesting with patients in their homes is a must – and hard to coordinate

• Inpatient confusion between when to use VODA and when to set up a Vidyo Desktop call
- VPR New Features

• TESTME – has run into technical difficulties. Currently delayed.
• Lock Room – Deployed Last night (4/9)
• Added General Performance fixes (see usage graph)
• Looking into clientless solutions (no patient app to download)
  – Web RTC (Video in a web page)
  – Zoom
  – Vidyo Cloud
• VPR in a Workflow mPage
“WebRTC” Requirements – an installation-free Vidyo client

- Known to work
  - Chrome
  - Firefox

- Should work with updates to Vidyo infrastructure
  - Safari
  - Edge

- Only works with a browser plugin
  - Internet Explorer

Also exploring options to integrate other platforms into the VPR system, such as Zoom and other direct-to-patient applications with APIs we can access.
Store and Forward
• Currently available (provider to provider):
  – AFHCAN only
  – AFHCAN and Cerner blend (lots of underutilized integration features)
  – Cerner only for cases where an image and documentation are all that is needed

• Other possibilities:
  – Telehealth looking at other options for S&F and for VTCs

*Current environment: AFHCANmobile and Camul could be very useful*
-AFHCANmobile

Login

Inbox

View/Create Case

Add Image
To use Camul from your mobile device:

1. Open your iPhone camera or Android QR code reader
2. Point the camera to the QR code
3. Open the notification displayed
4. Start using from the mobile web browser
Important Things to Consider
Delivery Mode Based On Need

- Will phone work?
- Video needed?
- In person needed?
- Store and forward?
- Is what I want to do actually possible with the people, equipment and connectivity I have?
Coordination

• Clinical, Technical & Administrative Leadership
• Pull in key people/departments
  – Clinical considerations – care provision and support
  – Revenue cycle & documentation
  – Regulatory considerations
  – AV & IT support
  – Reporting/monitoring
Training & Process Work

- **Who**
  - Providers
  - Support staff – *scheduling process is critical*
  - Other departments
  - Patients

- **What**
  - Technology
  - Workflow
  - Documentation
Questions
Announcement: Dr. Rowan Hurrell & Dr. Kyle Pohl
ANMC Telehospitalist Program

• On demand inpatient consultative services by video or phone

• Beginning as a pilot project with limited sites this week.
  – Planning rapid expansion of urgent consultative service to all THOs on shared Cerner domain in the coming weeks.
  – If not on the shared domain, the service will still be offered but due to technical limitations, will not be as robust.

• Initially starting with Provider-to-Provider consults with formal note written into the EHR.

• To request a consult: Contact ANMC operator and ask to speak to the on-call hospitalist (no change from previous workflow)
ANMC Telehospitalist Program

- Planning to quickly expand services to include full Telehealth Consultations with video and interviewing the patient as soon as feasible.
  - Dependent on regional hospital hardware/software along with workflow
  - Will preferentially utilize Vidyo if available
- Based on need and volume, can scale to fit the need of regional partners.
- Potential to utilize similar model/workflow in other subspecialties to provide improved consultative services to regional hospitals.
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