ANTHC Telehealth News Bulletin: October 2026

AFHCAN Telehealth Solutions

ALASKA NATIVE TRIBAL HEALTH CONSORTIUM

TELEHEALTH
https://anthc.org/telehealth/

Welcome To the Quarterly Telehealth News Bulletin

Thank you for being part of our Telehealth community. This bulletin shares news, accomplishments, and updates from ANMC and Tribal partners with a spotlight on a specialty clinic or staff person each quarter. Have something you'd like us to feature? Reach out to us at: **Telehealthprgm@anthc.org**.

Telehealth Clinic Spotlight "Did You Know"

Did you know that the Behavioral Health and Wellness Clinic (BHWC) is 100% telehealth?

BHWC is open to all tribal health beneficiaries 18 years and older within the state of Alaska.

BHWC offers:

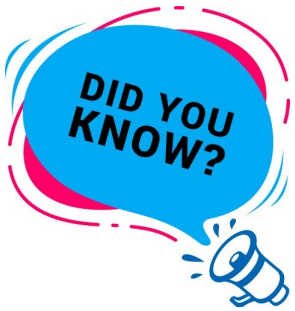
Individual Counseling for: Anxiety, depression, post-traumatic stress disorder (PTSD), grief and loss, family and relationship difficulties, life changes, substance use, body image, sexual health, feeling stuck in life and more.

Group Counseling for: Anxiety, depression and stress, act on your recovery, Ayuq parenting and caregiving skills, mindfulness for health and resilience, trauma recovery and empowerment, healthy relationships, grief loss and bereavement

Health Behavior Coaching in the following: Sleep, weight management, pain, tobacco cessation, and exercise.

Contact:
P: 907- 729-2492 (BHWC)
Toll-free: 1-833-642-2492 (BHWC)
F: 907-729-3950

Clinic Hours:
Mon–Thu: 8 a.m.–5 p.m.
Fri: 8 a.m.–4 p.m.



Registration Link: ANTHC Behavioral Health Wellness Clinic – Forms

The Digital Care and Operations Team are checking in patients for their video appointments and uploading pre-visit test results to the EHR, for the following clinics:

- Cardiology
- Ear Nose and Throat
- Imaging Clinic
- Outpatient Pharmacy for certain clinics
- Urology
- Vascular Surgery

For questions call 729-2260 or email Telehealthprgm@ANTHC.ORG

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Provider's Corner

This edition focuses on Best Practices for conducting a video visit.

At ANMC we use a Hybrid model of Telehealth care, seeing patients in person as well as from a village clinic or their home.

Best Practices:

- **Communication**—It is essential to ensure that quality of care is the same regardless of whether care is provided in-person or using Telehealth. This includes good communication skills and encouraging patient engagement.
  - Look at the camera when speaking.
  - Let the patient know if you are in an area where others can hear what you are saying. Best practice is to find a private place.
  - Wait patiently while patient forms an answer to the question asked.
  - Do not eat during the video visit.
  - Connect to the patient in a timely manner.
- **Technologies**- Make sure you are comfortable with the technologies used on campus. If you would like training reach out to Telehealthprgm@anthc.org
  - Have a camera, speaker or microphone to use that are not integrated into your laptop.
  - Be aware of how your clinic connects to the patient and what is available for your use. Many regional clinics have access to video devices that can be used during the visit, such as: otoscopes, exam cameras, EKGs, and more!
- **Digital literacy**– All members of the care team should be comfortable with the technologies that are being used. Call Digital Care Ops Team at 729-7599 if you or your patient needs assistance with getting or staying connected.
- **Documentation**– Be aware of the needed items to include in your notes. Even if you miss just one item your documentation may become non-billable and rejected by Insurance, Medicare or Medicaid.
  - Current requirements include the following:
    - Method (live video)
    - Security and type of Connection (Secure Zoom platform)
    - Patient Consent (must state consent was given for visit)
    - Patient's location (clinic, home, car, work, school **IN ALASKA**)
    - Providers location (clinic, home, state where you are at i.e. Alaska, Washington etc.)
    - If patient is being presented from a clinic, state who collected the vitals (or provided any other assistance) and their credentials, if any.
    - Overview of medical discussion to support medical necessity.
    - Start and Stop Time (if applicable).

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Staff Corner

This edition is focused on scheduling a Clinic-to-Clinic video visit.

Best Practices for scheduling a video (VTC) Clinic to Clinic (CTC) patient care visit:

1. Determine if a CTC appointment is appropriate.
2. Gather visit requirements:
    - Any pre-visit testing needed?
    - Does staff need to be present during visit?
    - Are the use of any peripherals needed during visit such as an otoscope?
    - Are vital signs required?
    - How much time is needed for the appointment?
3. Find an approved VTC clinic closest to the patient's home.
4. Call the clinic to verify if staffing and space are available for your visit.
    - You are calling to ask if they have space and staff. **DO NOT** state you are calling to schedule; some of our THO village staff cannot schedule appointments. The DCOP's team will schedule with either the village clinic or the HUB (whichever is appropriate) when they receive your VTC coordination request in our EHR.
5. Verify VTC patient consent status in the EHR. If incomplete, rescinded or declined, make sure to obtain patient consent when you call.
6. Call the patient once you have gathered all the required information. Discuss reason for visit and pre-visit testing requirements. Remind them to bring a list of their medications and arrive a few minutes early to check-in at their local clinic.
7. Confirm chosen date and time with the THO clinic.

DO NOT Schedule

Within 30 minutes of the clinic opening
Within 30 minutes before the clinic closes for lunch
Within 30 minutes of the clinic reopening from lunch
Within 30 minutes of the clinic closing for the day

8. Schedule appointment in EHR.
9. Send coordination message to **ANMC VTC Coordination** pool in EHR.

Prior to scheduling, staff must establish direct communication with both the patient and the clinic. Voicemails should not be considered confirmation, as they do not verify receipt of the information or agreement to the appointment. Good communication helps ensure a smooth and successful visit.

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Important Links

How to Conduct a Professional Telemedicine Visit Using Good Webside Manner:

Wearable Medical Devices Resources:

Wearable Medical Devices Resources – TTAC

Telehealth Resources: and Handy Guides:

Telehealth – for Providers – Alaska Native Tribal Health Consortium

Community Health Aide Program:

Community Health Aide Program | CHAP Alaska

CMS.gov: Physicians Fee Schedule:

Physician Fee Schedule | CMS

CCHP Center for Connected Health Policy :

Home | Center for Connected Health Policy

For Tribal Partners completing Pre-visit Testing for VTC patients with ANMC

Once pre-visit requirements are complete: Send Completed results to ANMC Digital Care Team
Cerner Pool: ANMC VTC Coordination
AFHCAN Group: ANMC VTC Coordination
DSM (Direct Secure Messaging): ANMC_VTC_Coodination@direct.anthc.org
FAX: 907-729-4756

For questions call 729-2260 or email Telehealthprgm@ANTHC.ORG

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