Are You Able to Assist Your Residents/Clients During Telehealth Appointments?

(Tips for Successful Appointments)

Presenter: Dayne DuVall, LMT, CAEd

Dr. Kiran C. Patel College of Osteopathic Medicine
NOVA SOUTHEASTERN UNIVERSITY
NSU Florida
South Florida Geriatric Workforce Education Program

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Project: Geriatrics Workforce Enhancement Program

PI: Naushira Pandya MD, CMD, FACP

Administrative Director: Sweta Tewary, PhD, MSW, MS

Dayne DuVall, LMT, CAEd

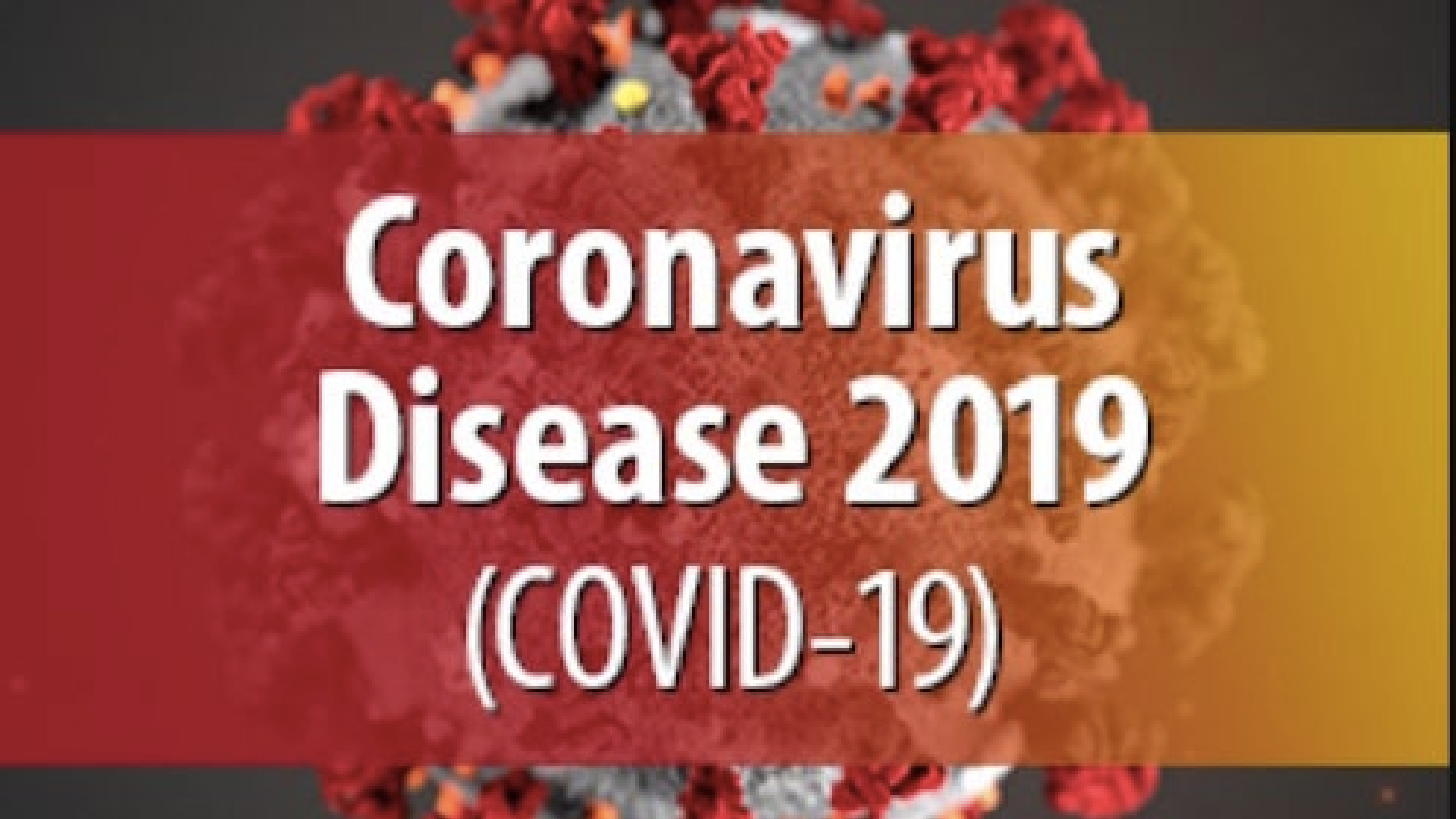
Alzheimer's Disease and Related Dementias (ADRD) Curriculum Coordinator
Kiran C. Patel College of Osteopathic Medicine
Nova Southeastern University

Nationally-Certified Alzheimer Educator

Florida-Certified Dementia Training Provider

Learning Objectives

- Learn what doctors can accomplish with telehealth visits
- Learn how to prepare for appointment
- Learn the step-by-step instructions on how to video chat with doctor’s offices


Coronavirus
Disease 2019
(COVID-19)

During COVID, residents/clients MUST:

- Continue to have regular doctor visits
- Have visits with doctors for new medical problems that do not require emergency department visits
- Have visits with doctors for existing medical conditions that change or worsen
- Realize ALL healthcare settings follow rigorous safety protocols (even more so during this pandemic)
- Understand telehealth provides peace of mind as we reduce an elder's risk of exposure to the coronavirus by eliminating unnecessary travel to a doctor's office.

What can be accomplished with telehealth?

- Urgent care, including evaluation of possible COVID-19 infection
- Quick diagnosis of conditions such as sinus infections, rashes or stomach virus
- Primary care, including medication management
- Management of diabetes, hypertension, arthritis and other chronic conditions
- Mental health counseling
- Consultation with specialists

-- MAYO CLINIC (5/2020 - edited)

How to Prepare BEFORE Appointment

- Follow instructions for downloading program or app
- Help resident/client make detailed notes to discuss with doctor
- Check that camera, speakers, microphone or headset is working
- If using smartphone/tablet, find area with strong Wi-Fi or mobile connection. Make sure there is enough battery power.
- Find quiet space where resident/client won't be interrupted.
- Set the device's camera at eye level
- Advise resident/client to wear loose clothing since the doctor or practitioner may want to see an area that needs further evaluation, such as the abdomen, lower legs, a skin lesion

DURING the Appointment

- Doctor appears on screen for appointment
- Inform doctor that you are helping the patient during the appointment
- Have the patient confirm they are giving permission for you to be present during the appointment
- Have good lighting in front of you and not behind you
- Make sure doctor can see patient at eye level
- During appointment, doctor may decide that the patient needs to be seen in person. Help set up that appointment.

DURING the Appointment (cont)

- Get prescriptions filled or request refills. Doctor will transmit prescriptions to pharmacy - make sure office has the correct info on current pharmacy.
- Make a follow-up appointment
- Get details for any specialist referrals
- Schedule lab work
- Write down all future appointments
- If patient is unclear on anything, help them ask questions or get answers. Don't be rushed – refer to all their previous notes.

STEP-BY-STEP INSTRUCTIONS FOR VIDEO CHAT WITH THE DOCTOR

DOWNLOAD APP

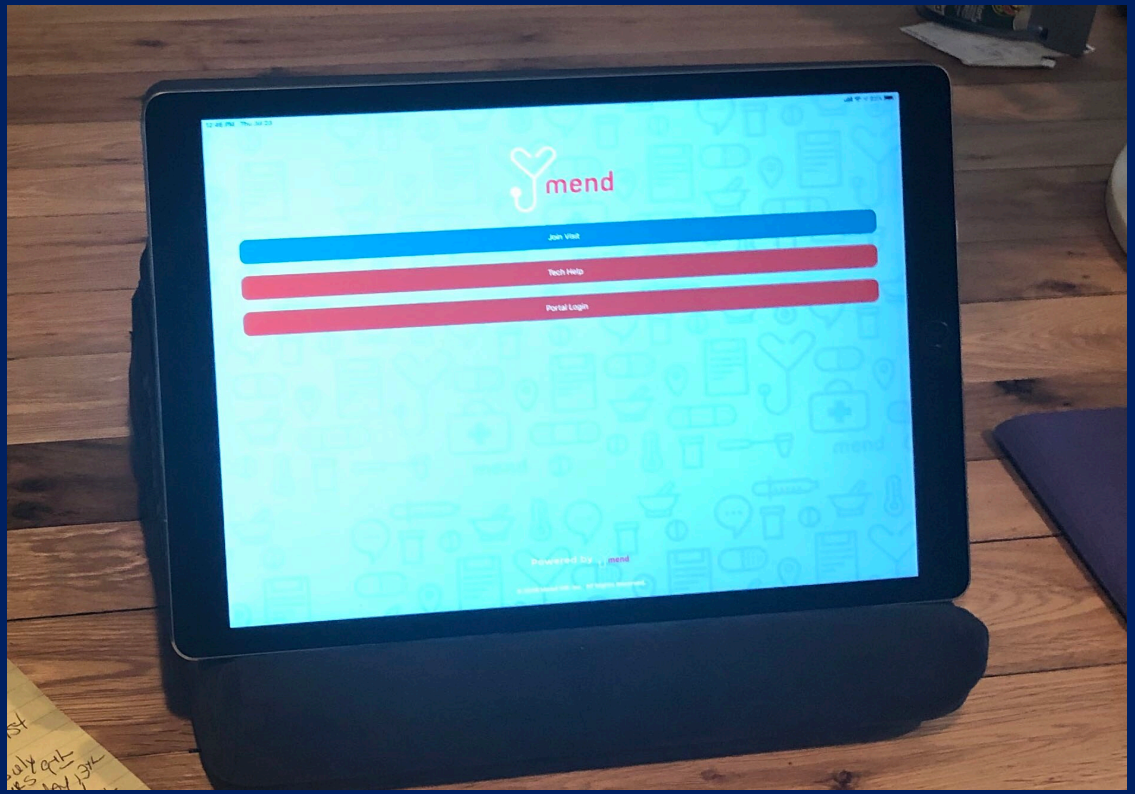
Dear Patient:

Your telehealth appointment is about to begin. To begin your Secure Video Chat with Dr. Applebaum, please click the link provided here:

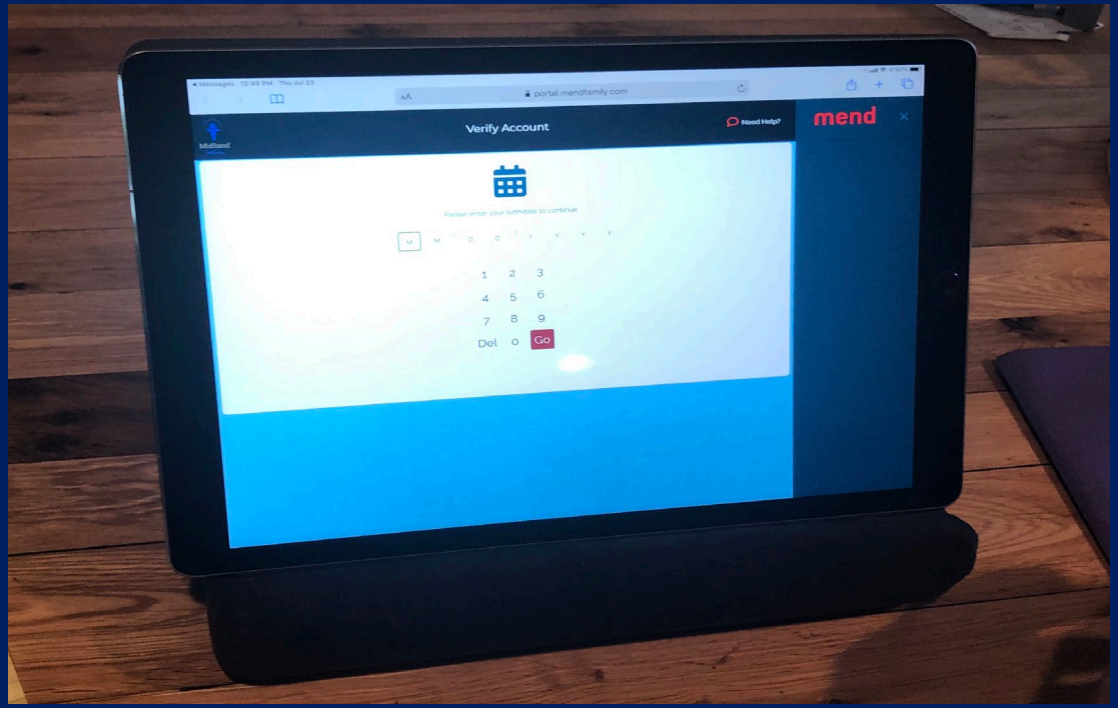
http://getmydoc.dr/myappointment/today

(this link is for EXAMPLE only)

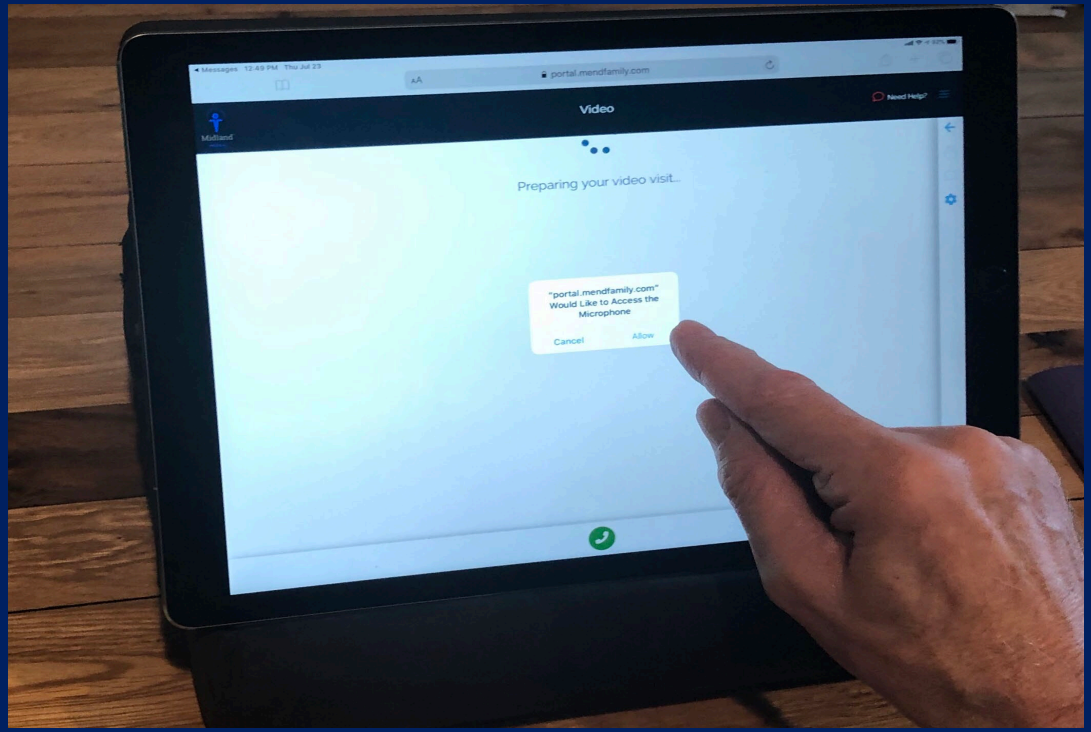
CLICK ON LINK PROVIDED IN TEXT OR EMAIL FROM DR. OFFICE



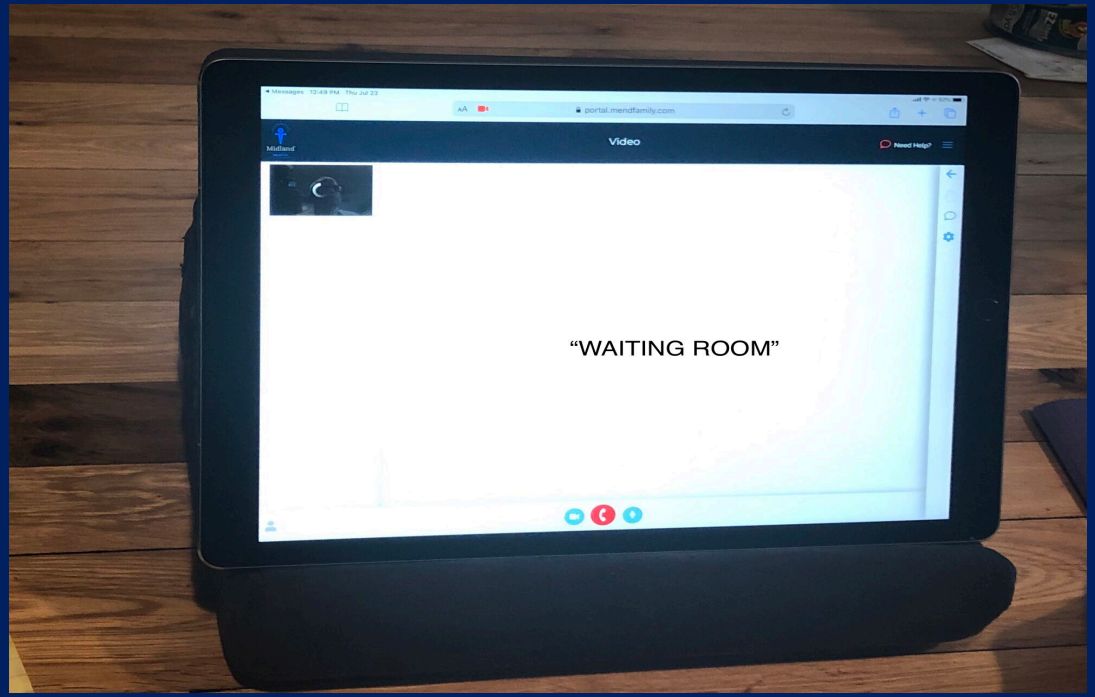
CONNECT TO VIDEO CHAT
(each system will look different)



SYSTEM REQUEST TO CONFIRM IDENTITY
(usually patient date of birth)

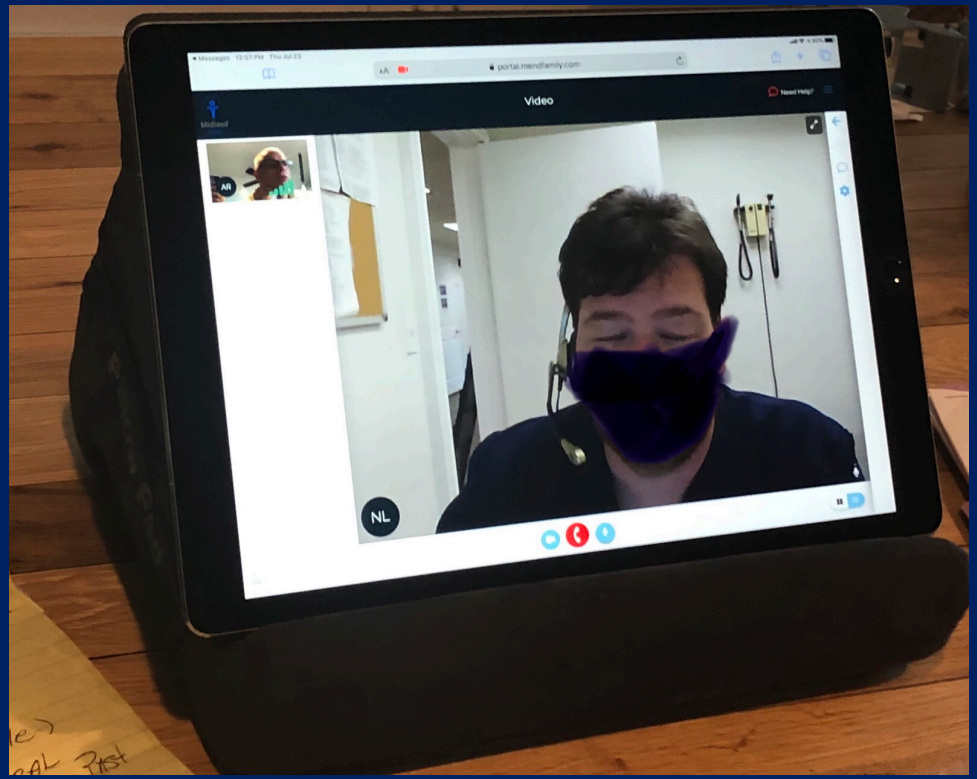


SYSTEM: ALLOW ACCESS TO CAMERA & MICROPHONE
(test prior to appointment)



ENTER “WAITING ROOM”

(Do all previous steps before appointment time and be prepared to wait)



DR. APPEARS – START VIDEO CHAT JUST LIKE AN IN-PERSON APPOINTMENT

Additional Steps:

- Connect through WiFi
- Use the correct app or connect to the appointment through a link provided by the doctor's office

  OR
- If you don't have access to WiFi, use a smart phone or tablet to connect to the internet through a cellular connection.
- Use the correct app or connect to the appointment through a link provided by the doctor's office

Technical Difficulties

- Make sure there is a back-up way to connect to the doctor's office.
- Make sure the doctor has a cell phone number for your resident/client.
- If a connection is bad or is lost, the doctor can call and continue the appointment.

Common Platforms

In addition to programs or apps that doctors use, they may use more common platforms that you might be familiar with:

- Face Time
- Duo
- Facebook Messenger
- Google Meetings (formerly Google Hangouts)
- Zoom
- Skype

IF YOU DON'T HAVE ACCESS TO INTERNET, TELL DOCTOR'S OFFICE AND THEY WILL CONDUCT THE APPOINTMENT OVER THE PHONE.

INFORMATION:

Additional Tips

- Make sure doctor has all updated info and any lab results
- Make sure resident/client has notes jotted down for discussion with doctor; go over notes in case you need to assist
- Check and double check equipment!
- Have pen and paper ready to take notes to discuss after appointment
- Make sure you're in a quiet area with no interruptions
- Be prepared for back-up plan – there will probably be technical difficulties.

NOTE:

People have suffered serious health decline and some have died from non-COVID health concerns because they didn't seek medical attention!

NOTE:

Please don't let your resident/client be that person who didn't receive medical care because of worry of COVID!

NOTE:

Hospitals and doctor's offices are very careful to protect ALL PATIENTS from COVID.

SURVEY:

https://redcap.nova.edu/redcap/surveys/?s=JP4YM388FH

Presentation Title:

“Assist Residents/Clients with Telehealth”

Please answer 6 questions

Contact info:

Dayne DuVall, LMT, CAEd

Dayne@DayneDuVall.com

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