

# Facilitating a Meaningful Telehealth Visit for Older Adults

(For clinicians and support staff of  
health care practices and health systems)

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South Florida Geriatric Workforce Education Program

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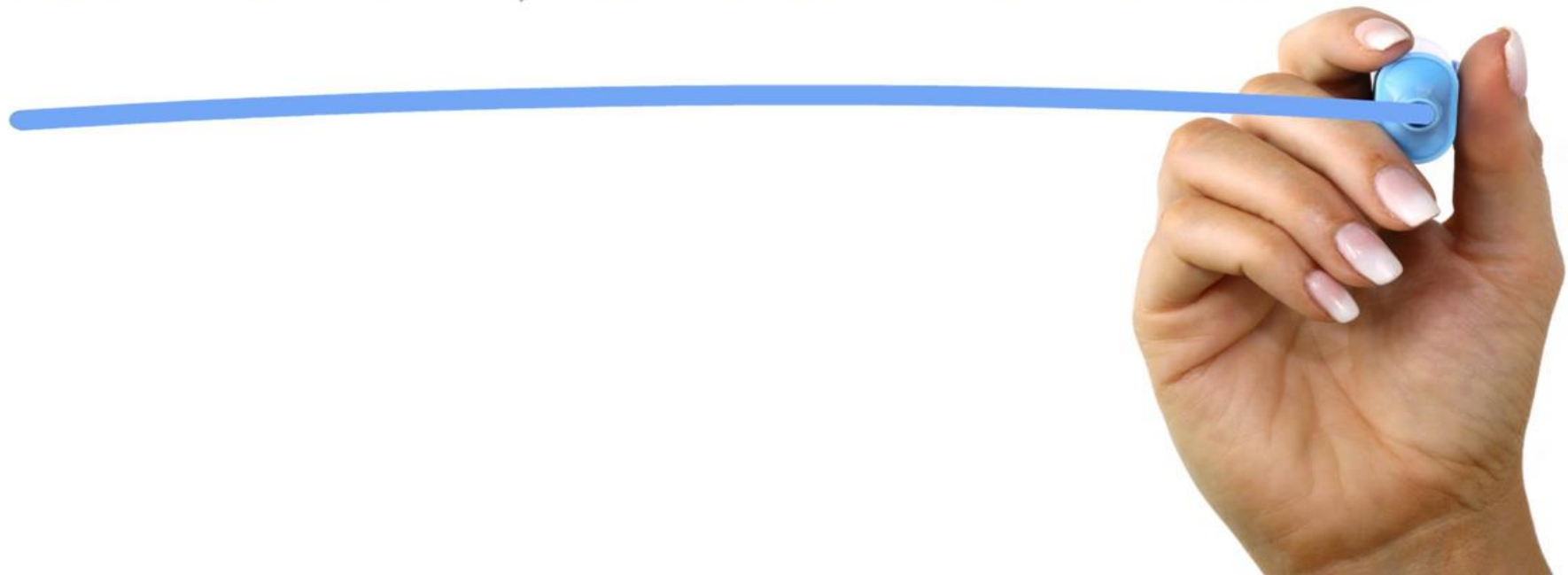
Florida-Certified Dementia Training Provider



# Learning Objectives

- Understand relevant statistics concerning older patients and telehealth
- Learn about important telehealth guidelines from HHS & CMS
- Learn from case studies on how to and how NOT to

STATISTICS



# Statistics

- 65% 65+ have access to internet via computer, smart phone, tablet
- 38% video chats with family/friends
- Audio-only via phone benefits 32% of 65+ who don't have internet-connected devices

# Statistics

- 24% have used telehealth
- 91% reported favorable experience
- 78% likely use again

Better Medicare Alliance 5/2020

- 52% comfortable with telehealth
- 30% uncomfortable

amwell (provider of telehealth), 5/2019





# CASE STUDY #1:

- 78-year-old female
- Lives alone
- Full-time employee
- Pre-diabetic, hypertension, sleep apnea, chronic pain, mobility issues (cane & rollator)

# First Appt (w PCP):

- Received email with link to download app
- Confirmed appointment via email
- Nurse called 5 minutes before appointment
- Set up tablet and was in “waiting room” for 15 minutes
- Dr. had tech difficulties - finally resolved after 10 minutes of appointment
- Patient unhappy with experience - confusing, Dr. didn't know the system

## 2nd Appt (GI Specialist, first time consult):

- Asked if patient was familiar with FaceTime
- Appt confirmed via phone day before
- Nurse called said Dr. was early, please wait, FaceTime Started, 15 min consult
- Patient stated “everything worked perfect”



1000faces • GregPC

# CASE STUDY #2

- 68-yr-old male
- Retired – disabled
- Live-in care provider
- HIV+ (managed), Chronic pain from back surgery, neurogenic bladder, chronic peripheral neuropathy

## First Appt (w PCP):

- Confirmed appointment via email with instructions
- Time of appointment Dr. called and used FaceTime
- Patient was in extreme pain, managed the visit with help of care provider
- Spent 15 minutes; Dr. added additional Rx and referral to pain specialist
- Patient (with help of care provider) had no complaints with experience; instructions provided helped

## 2<sup>nd</sup> Appt (neuro pain specialist):

- Received email to download app
- Confirmed appointment via email
- Received text with link to app to enter “waiting room” 30 minutes before appointment
- Entered waiting room (thinking Dr. was early) waited for over ONE HOUR before Dr, showed up on screen
- 5-minute appointment for new prescription
- Patient very disappointed with experience – long wait time for 5 minute appointment, confusing instructions

# Helpful Guidelines



# HHS:

During COVID utilize apps (even if app doesn't fully comply with HIPAA rules):

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

# HHS:

DO NOT USE public-facing platforms:

- Facebook Live
- Instagram Live
- Twitch
- TikTok

# CMS Telehealth Waivers During COVID

- Conduct telehealth with patients located in their homes and outside of designated rural areas
- Practice remote care, even across state lines, through telehealth
- Deliver care to both established and new patients through telehealth
- Bill for telehealth services (both video and audio-only) as if they were provided in person

# CMS Expansion of Telehealth Services

- Emergency department visits
- Initial nursing facility and discharge visits
- Home visits (new & established)
- Therapy (PT, OT, SLP) services
- Behavioral health and education services

# TIPS

- **Emphasize benefits to patients: Less exposure = less worry**
- **Explain how it works: Someone from office contacts Patient with info and steps for successful connection**
- **Language: “online appointment” “phone appointment” “video chat”**
- **Tell patients what equipment/technology they need**
- **Choose user-friendly system for older adults**

**KNOW YOUR TECHNOLOGY**

**AND**

**BE ON TIME!**

# References

## HHS General Telehealth Info

<https://www.hhs.gov/coronavirus/telehealth/index.html>

## CMS General Provider Telehealth and Telemedicine Tool Kit

[https://www.cms.gov/files/document/general\\_telemedicine\\_toolkit.pdf](https://www.cms.gov/files/document/general_telemedicine_toolkit.pdf)

## CMS MLN Booklet Telehealth Services

<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/TelehealthSrvcsfctsh.pdf>

# SURVEY:

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



Presentation Title:

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Please answer 6 questions



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