

Telemedicine....
a great way to connect



Objectives:

1. Identify several telehealth services provided in the state of Minnesota
2. Understand issues of importance in telehealth program development
3. Understand some of the challenges experiences during an interactive telehealth session



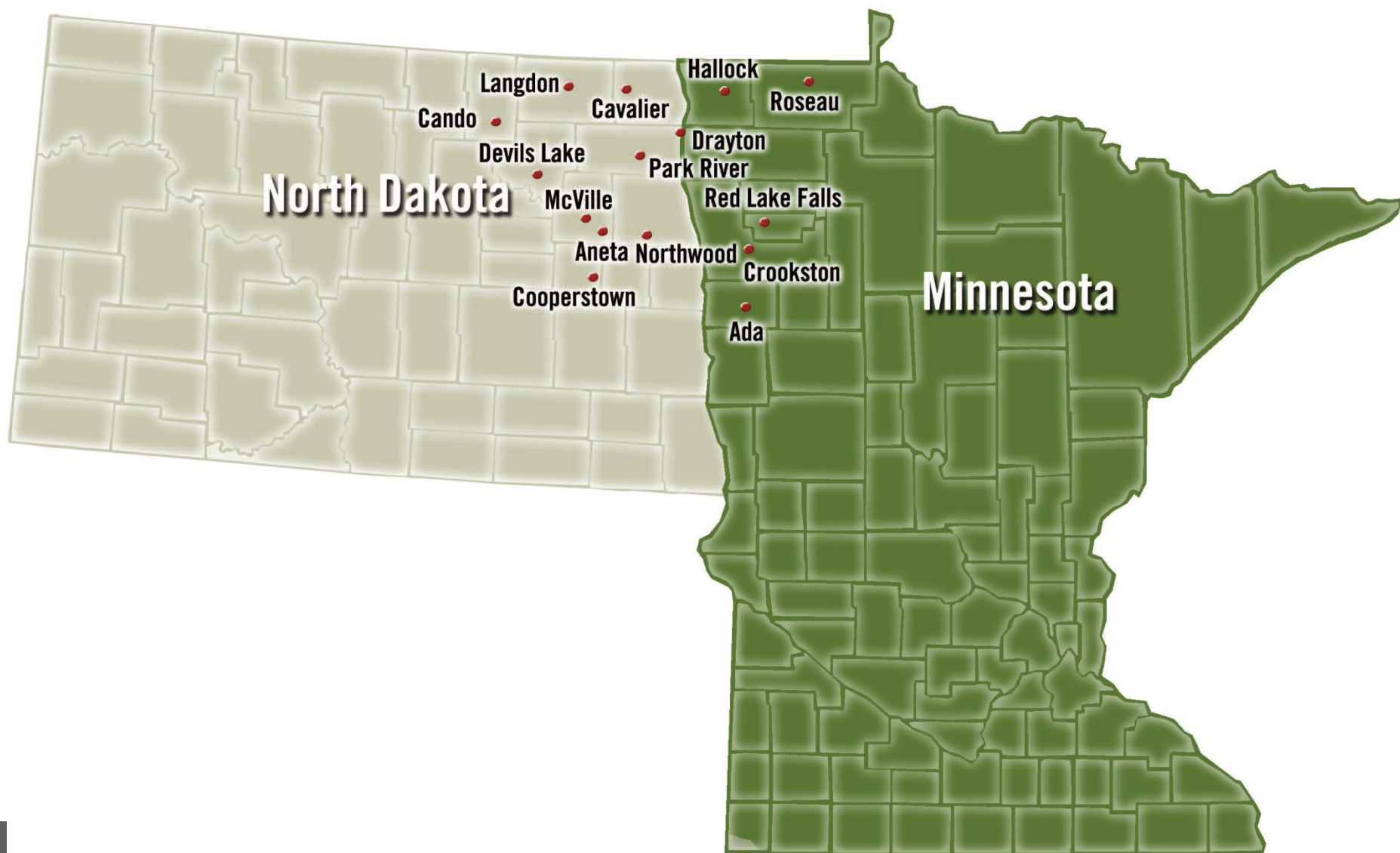
North Dakota

Altru Health System, Grand Forks
 Cavalier County Memorial Hospital, Langdon
 Cooperstown Medical Center, Cooperstown
 First Care Health Center, Park River
 Mercy Hospital, Devils Lake
 Nelson County Health System, McVile
 Northwood Deaconess Health Center, Northwood
 Pembina County Memorial Hospital, Cavalier
 Towner County Medical Center, Cando
 Unity Medical Center, Grafton

Minnesota

Kittson Memorial Health Care Center, Hallock
 LakeWood Health Center, Baudette
 LifeCare Medical Center, Roseau
 North Valley Health Center, Warren
 Northwest Medical Center, Thief River Falls
 Riverview Healthcare, Crookston





Wide options and opportunities

- Outpatient visits
- ER
- Telestroke
- Hospital Inpatient
- Telepharmacy
- Remote Patient Monitoring

*Don't think of it as a
specialty service—
It is a way to deliver
care efficiently*

Its about Quality:

Avera eEmergency

NICU Transport team

Remote patient monitoring

Telepharmacy: Grafton, Park River,
Langdon, Cando, Cavalier

Telemedicine Services

- **Specialist referral services/ Patient consultations**
 - involves a patient "seeing" a specialist over a live, interactive audio/video connection

Altru Telemedicine Services

- Dermatology
- Mental health
- Cardiology
- Wound care
- Pulmonology
- Pediatric Insulin pts
- GI
- Neurology
- Oncology
- Orthopedics
- Diabetes teaching
- Amputee care
- Renal
- Post-Surgical

Any Office Visit without a procedural component

Services may be dependent on available peripheral equipment, such as, stethoscopes, spirometry, hand cameras, ENT scopes and other connected services, such as, teleradiology, EMR.

Why? For the Patients.....

- Improving access to medical services
- Improving patient outcomes
- Reducing duplicated procedures
- Reducing patient and family stress
- Improving follow-up care

Why? For the local facility

- Keeps the patients in home community
- Keeps the testing in home medical center
- Allows family members to attend visit
- Keeps the ambulance in town
- Reduces cost to facility for travel
- Reimbursable

+50 Providers

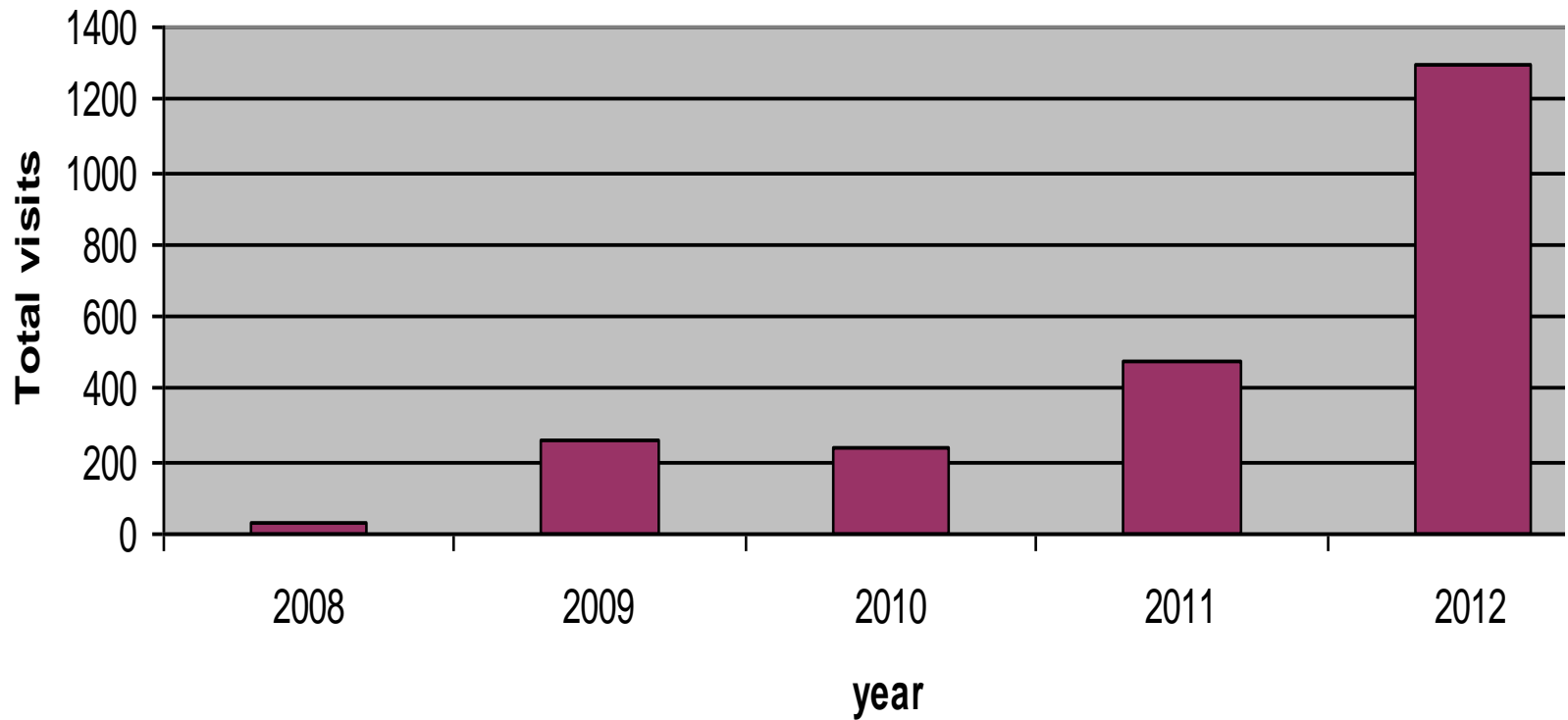
Extra exam room

Helps with discharge
Situations

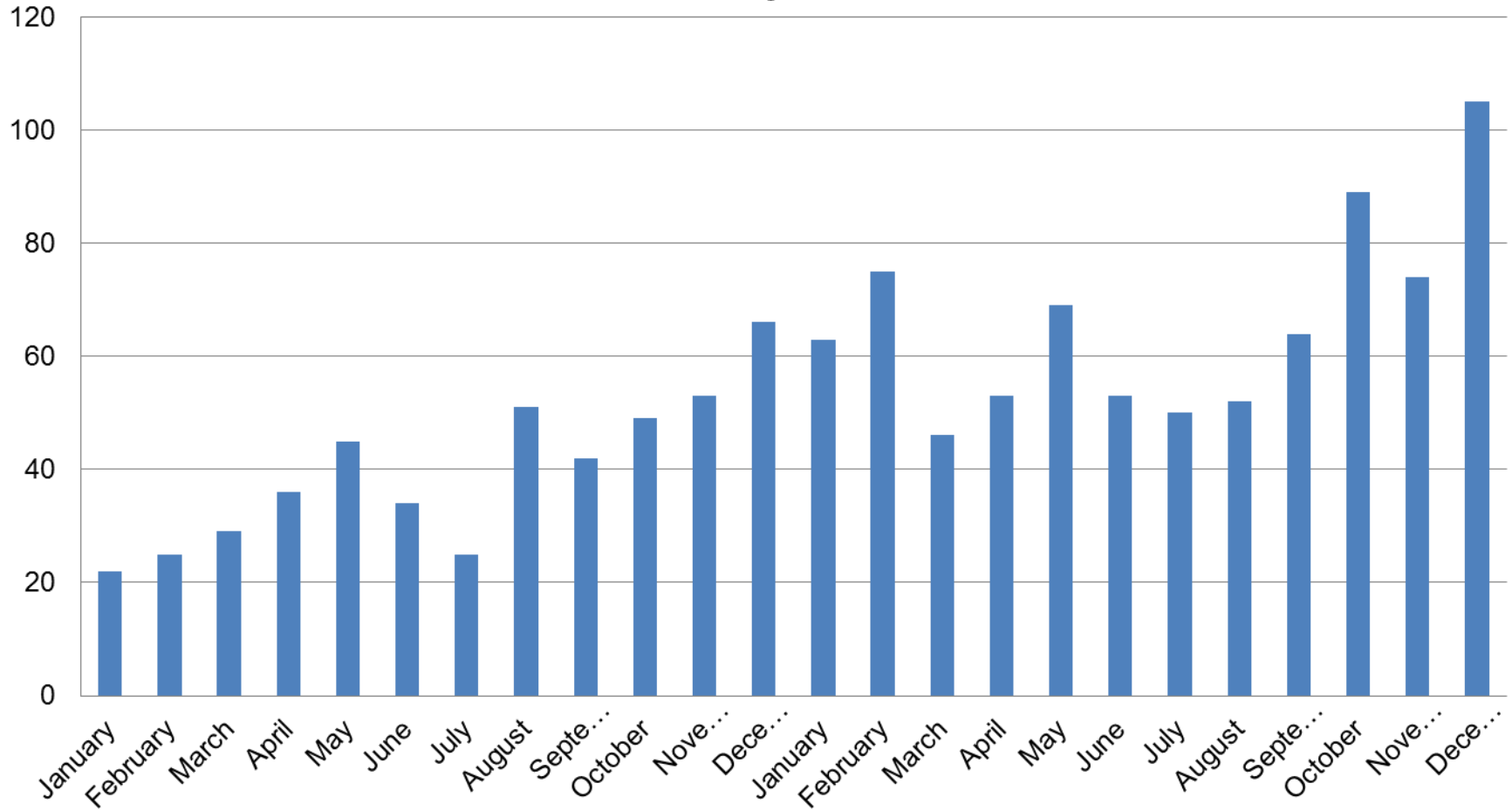
Timely follow-ups



Altru Health System Telemedicine 2008-2012



Telemedicine Visits by Month in 2011-2012



Why? Extra benefits...

- Local nurse 'presents' the patient, better information for the patient visit and better communication flow back to primary provider
- Training/connections
- **RELATIONSHIP BUILDING**

Lessons Learned

- Coordination
- Communication
- Flexibility
- Communication
- Communication
 - (good Video connection helps)
- Communication
 - (same working EMR platform ideal)
- Communication
 - Administrative support & Champion

Provider Rules Apply

- Medical providers are providing patient care
 - Need to be licensed in the state the patient is in
 - Need to be privileged for telemed services at the originating facility (patient end)

Clinical Visit Rules Apply

- HIPAA
- Medical record
- Infection control
- Standards of care
- Protocols
- Performance improvement
- AGREEMENT
- CREDENTIALING
- TRAINING

Rural Side Resources

- Connectivity \$
- Space \$
- Equipment \$
- People \$
 - Administrative support
 - Physician support and referrals
 - Telemed presenter
 - People interested in seeing it succeed

Lessons Learned

- Telehealth network requires skilled human resources to run successfully.
- Telehealth requires building external relationships among providers, administrators and other clinical staff at distant sites.
- Telehealth services should be integrated as much as possible into the every day way that medicine is practiced at your location.





Altru's Telemedicine provides a clear connection between your hometown healthcare facility and your Doctor...

Providers here offer Telemedicine connections.

Ask your provider for details.



Telemedicine Marketing Toolkit

- Scripting

Mr. Patient, I think you will benefit from more frequent visits with me but I don't want to burden you with the drive. We offer telemedicine which means I can monitor your condition from here while you stay in your hometown. We use a secure connection and transmit video and audio over a monitor. Can we set your next visit up like this?

- Flyer

- Patient & provider letters



Makes Good Sense!

- Improves the quality of patient care
 - Increase opportunity for necessary consults
 - Advances care plan at timely moments
- Strengthens relationships
- Supports local facility and community
- Patients and families LOVE it

Telemedicine

Improve Access

Improve Efficiencies

Improve Outcomes

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