Emerging Changes in the Post-COVID Telehealth Landscape

Speakers

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Telehealth landscape changes post COVID-19

Telehealth efforts accelerated exponentially by COVID19

Advance pandemic-related solutions across inpatient, outpatient and post-acute settings:

- Improve access, triage and better manage patient care
- Reduce patient and provider exposure, conserve PPE
- Backfill both primary care and specialty visits virtually
- Expand remote patient monitoring for acute and chronic conditions
- Expand eConsults, eVisits and other solutions

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COVID-19 Emergency Waivers

Federal and State

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Federal COVID-19 Emergency Waivers

- Medicare: elimination of 1834m restrictions
  - Home an eligible patient originating site
  - Not just rural
  - Expanded CPT codes
  - Expanded providers
  - Added telephone codes
- Relaxation of OCR enforcement actions for HIPAA
- Relaxation of Stark provisions

- DEA waivers for prescribing (waived in-person requirement)
- Licensure waivers for Medicare providers
  - must be enrolled in the Medicare program
  - must possess a valid license to practice in the state related to Medicare enrollment
  - furnishing services in a state in which the emergency is occurring
  - is not excluded from practice in the state or any other state that is part of the PHE

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State COVID-19 Emergency Waivers

- State Medicaid programs expanded coverage to the home
  - Many added audio only telephone coverage
  - Some added coverage for RPM, store forward and eConsults
- Licensure waivers via executive orders
- COVID-19 special sessions of legislatures
- Commercial plan waivers

*For national, regional and state policy related information, please see the **Telehealth Resource Centers**

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Making Changes Permanent

Federal

- 2021 Medicare Physician Fee Schedule
- Consolidated Appropriations Act of 2020
  - Mental health in person visit requirement for Medicare patients (!!!)
- Telehealth Modernization Act
- Protecting Access to Post-COVID-19 Telehealth Act
- Connect Act
- TREAT Act (COVID-19 PHE)
- Equal Access to Care Act

Making Changes Permanent

State

- Legislative actions
  - Payment
  - Prescribing
  - Licensure (ILC, Reciprocity)

Grant Opportunities

- **FCC COVID-19 Telehealth Grants**
  Round 1 (2020 concluded)
  Round 2 (2021 upcoming)
- **FCC Connected Care Pilot Program**
- **HRSA grants**
  TNG program
  TRC
- **CARES Act funding to the states**
- **NIH**
- **NSF**
- **CDC**
- **PCORI**
- **AHRQ**

UVAHealth

About TytoCare

About TytoCare

Founded in Israel
Raised **$100M+** in funding

FDA Cleared in 2016
for Adult & Pediatric use

Expanded to **150+** partners

14

For the 1ˢᵗ time
A comprehensive exam and diagnosis at home

- **Any consumer** can perform the visit exams

- AI driven patented **navigation & guidance** technology

- **Modular design** – for additional home examinations

- First of its kind valuable clinical big **data repository**

- Unique cloud platform for **enhanced remote** visit & diagnosis

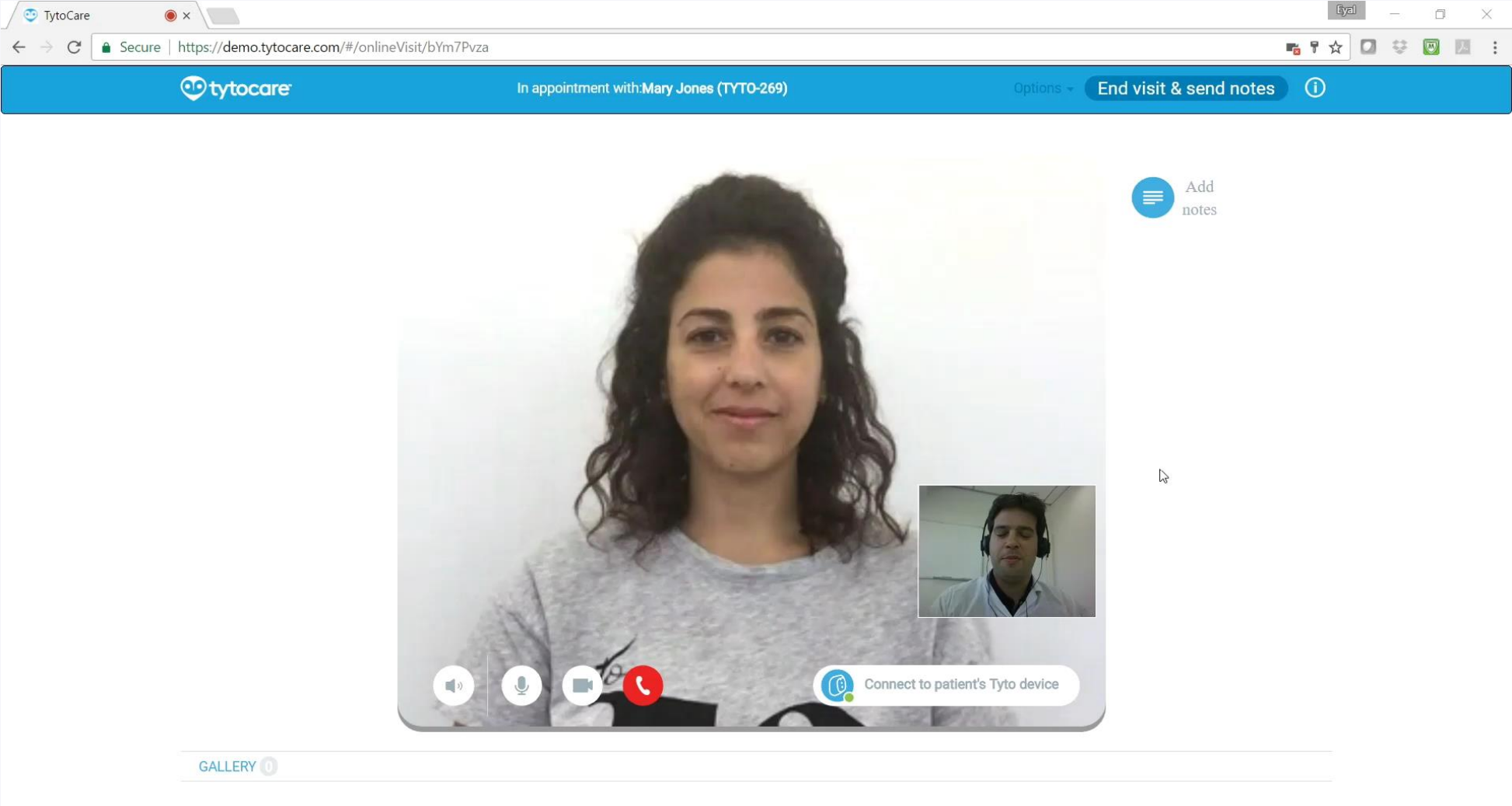Blood Ox   Throat   Heart   Heart Rate   Temp   Lungs   Ear   Abdomen   Skin
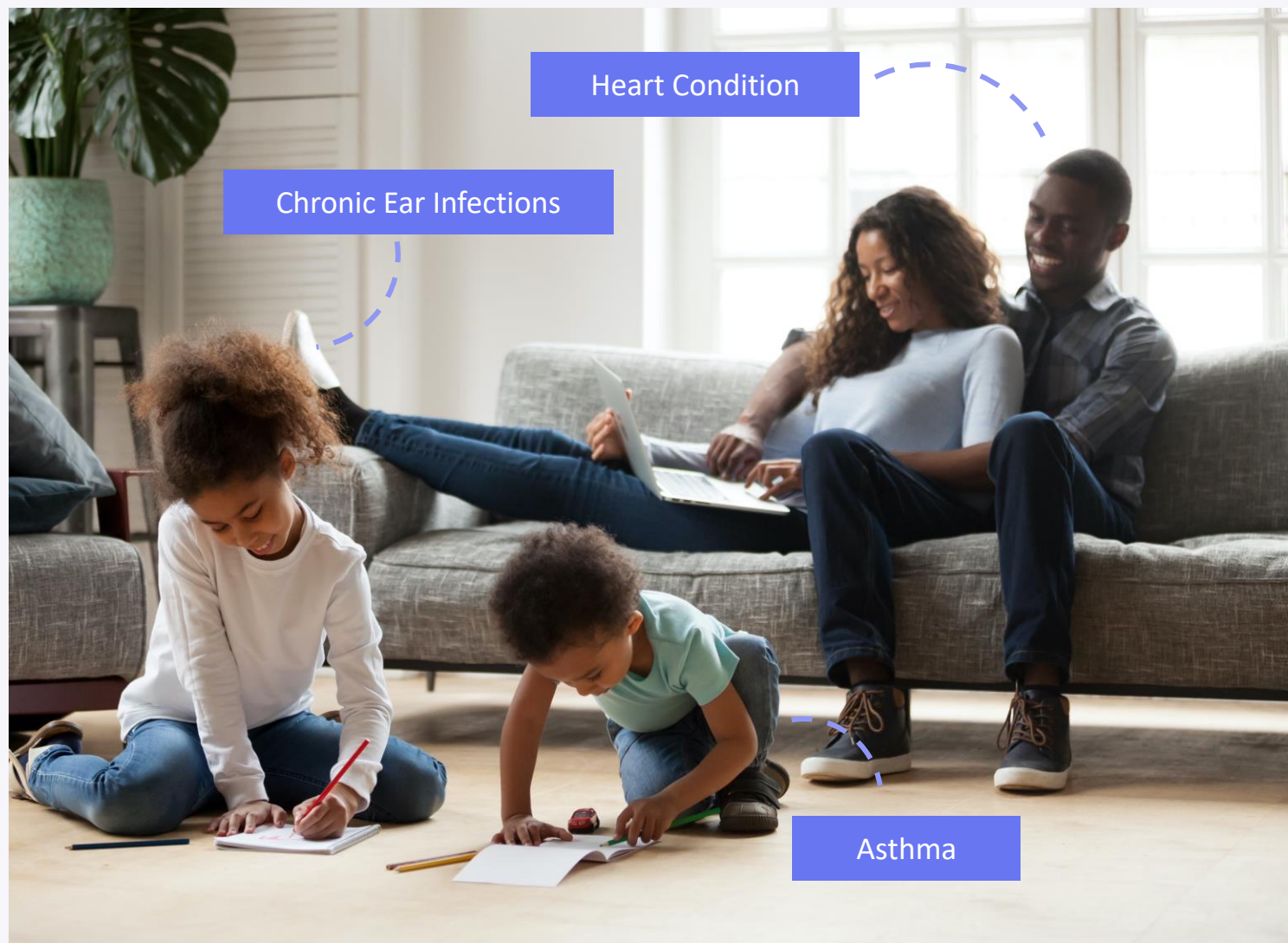
tytocare™

How it works: Live Telehealth Exam   Video

Health as a Household Appliance

Deploying effective **Virtual Care** across a rich continuum of use cases and conditions

- Adoption
- Utilization
- Depth and breadth of use cases
- Quality of care
- Patient and Clinician satisfaction

Heart Condition

Chronic Ear Infections

Asthma

Product Offering

TytoHome™

Enables consumers to perform medical exams with a healthcare provider, receive diagnosis and prescriptions, all from the comfort of home.

Target demographics:

- Families with kids

- Risk Populations (Medicare / Medicaid)

- Chronic Patients

- Infectious Diseases (COVID-19)

TytoPro™/ Clinic ™

Enables health professionals to provide remote care at the community level.

Use Cases:

- Traveling Nurses/ Case Managers

- Retail pharmacies / clinics

- School Clinics

- Worksites

- EMS

- Infectious Diseases

TytoCare During COVID-19

Ease the burden on providers and prevent exposure by:

ED/UC Triage & Screening

Senior Care Facilities

Quarantined Patient Monitoring

Virtual Primary Care

ED/UC Triage Screening

As cases increase emergency rooms and clinics can be overwhelmed. Tyto can be used for patient screening.

Quarantined Patient Monitoring

Enable professionals to assess patient health at home, as well as high risk locations prior to discharge.

Senior Care Facilities

Enable non-clinical staff and residents to conduct remote examinations in their rooms.


Virtual Primary Care

Patients can be cared for remotely without needing to come into the hospital or physically interact with healthcare professionals.

Grant-Funded Programs

Johns Hopkins, UMMC Receive FCC COVID-19 Telehealth Program Funding

The two health systems are among 53 providers included in the latest round of awards from the telehealth program, which has so far earmarked $68.22 million for 185 providers in 38 states and Washington DC.
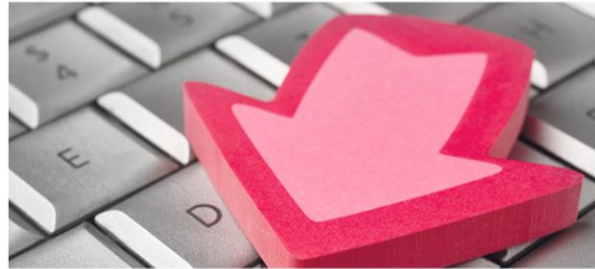
HOSPITALS, TELEMEDICINE, POLICY

Ochsner, Mount Sinai among first to get grants from FCC's Covid-19 telehealth program

Six hospitals received grants from the Federal Communications Commission to expand their telehealth programs to prevent the spread of Covid-19. The first six grants are just a portion of the $200 million the FCC will distribute through the program.

By ELISE REUTER

Post a comment / Apr 20, 2020 at 3:44 PM

Pike County, Ky. students who feel sick seen by a doctor sooner rather than later

by GIL MCCLANAHAN | Monday, October 19th 2020

High definition video technology allows doctors to evaluate students from the hospital while the student is still at school. (Courtesy of Pikeville Medical Center)<p>(/p>

Telehealth enables health center to tackle rural and COVID-19 challenges

At Jordan Valley Community Health Center, a $740,000 award from the FCC meant it was able to deploy clinic-based telemedicine kiosks and home-based virtual care units, all while a NextGen EHR integration is in process.

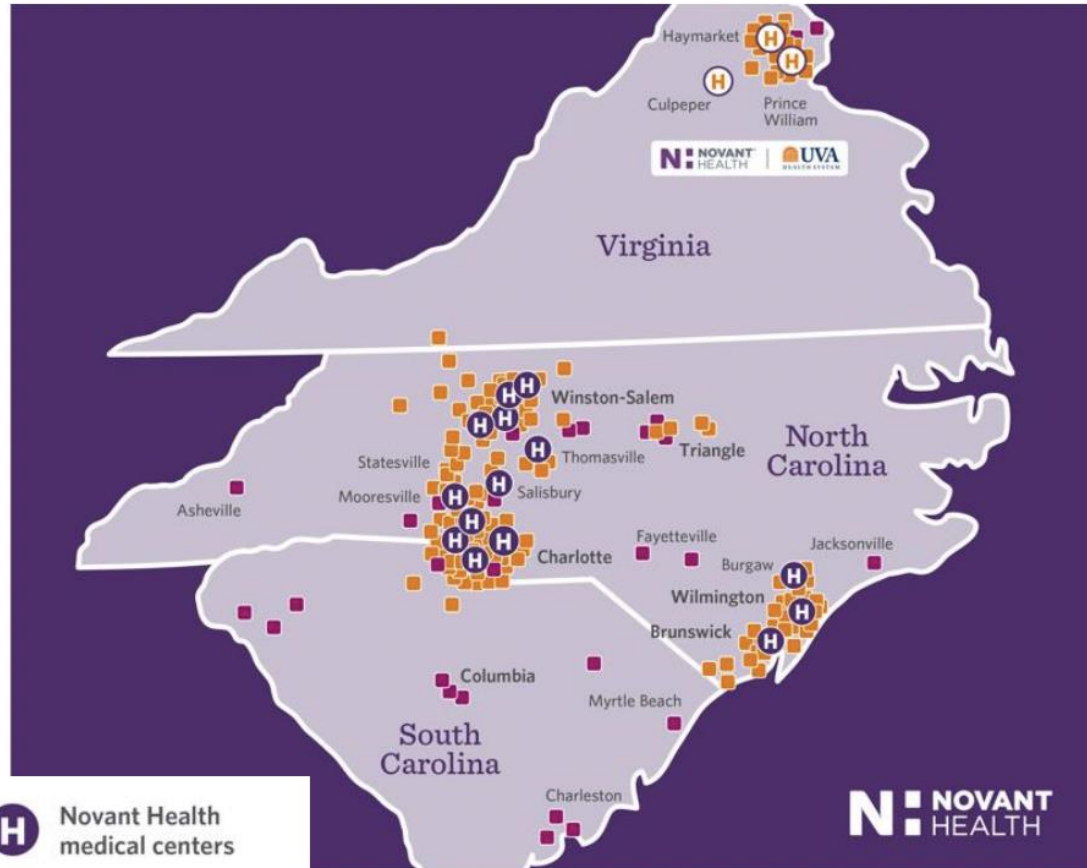By Bill Siwicki | October 05, 2020 | 12:01 PM

Novant Health Background

Map legend:
- **H** Novant Health medical centers
- **H** Novant Health UVA Health System medical centers
- ■ Physician offices
- ■ Imaging centers

Mission

Novant Health exists to improve the health of communities, one person at a time.

Vision

We, the Novant Health team, will deliver the most remarkable patient experience in every dimension, every time.

Safety • Quality
Authentic personalized relationships
Voice & choice • Easy for me
Affordability

Values

Diversity and Inclusion
Teamwork
Personal excellence
Courage
Compassion

Our people

We are an inclusive team of purpose-driven people inspired and united by our passion to care for each other, our patients and our communities.

Our promise

We are making your healthcare experience remarkable. We will bring you world-class clinicians, care and technology — when and where you need them. We are reinventing the healthcare experience to be simpler, more convenient and more affordable, so that you can focus on getting better and staying healthy.

Digital Health Pre-Pandemic

- In January of 2020, we had 1 million MyChart patients, now have **1.4 million across the organization**

- **2nd in the country to go-live** with integrated Video Visits in MyChart over 7 years ago

- **1st in the country** to go-live with FitBit integration

- Prior to March 2020, **Novant Health completed 2,400 Video Visits** total across the system over six years

- Prior to March 2020, **Novant Health completed 1,400 E-visits monthly, now 4,300 E-visits monthly**

- 56% of current patients had MyChart; **now 67% of patients have MyChart accounts**

Digital Health Global Pandemic Response

'In just 48 hours, digital health adoption advanced 5 years into the future'

725,000+ total number of video visits and Tyto visits since the start of pandemic. This is more than the total number of video visits Novant Health did in the 6 years prior.

**103** Age of oldest person who completed a video visit

- **1,600 team members** trained on virtual visits and **490+ providers trained** to provide Tyto visits in one week

- **50,000+ new MyChart** signups in one month

- On Demand Video Visits and E-visits **expand 24/7** care access to care

- Scheduled Video Visits are now **available for all ages** across all institutes

- Demand for access to care during Covid-19 crisis **accelerated use of existing capabilities**

- **Patients and providers learned new tools in real-time** to empower care delivery of the future today

250+ visits per week in April 2019
7,000+ visits per day in April 2020

Digital Health Visits
(Video, Tyto, Telephonic and E-Visits)
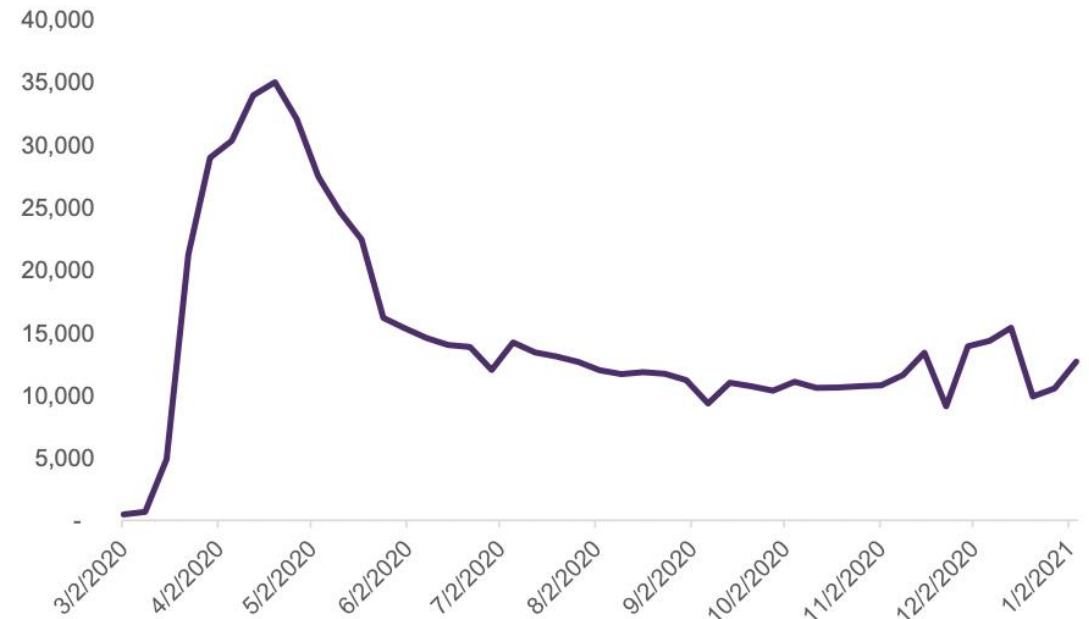
Digital Health Service Offerings

- On Demand Video Visits and E-visits are available 24/7/365 in North Carolina and South Carolina

- 5 dedicated APP on-demand providers

- Scheduled Video Visits are now available for all ages across all institutes

- 2,500+ providers are now available via digital health services

- 60+% of all ambulatory care delivered through digital health channels during crisis

- 10-minute average wait time in on-demand visits

- 2,000+ TytoHome kits now in the community

Leveraging TytoCare to Enhance 24/7 On-Demand Virtual Primary/Urgent Care and Pediatric Care

- Patients can be cared for remotely without needing to come into the hospital or physically interact with healthcare professionals

- FCC grant will provide 1,500 TytoHome devices to at-risk populations in multiple markets

- Developing care plans around specific conditions to leverage capabilities of Tyto device

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Leveraging Tyto Clinic for Remote Access to Care
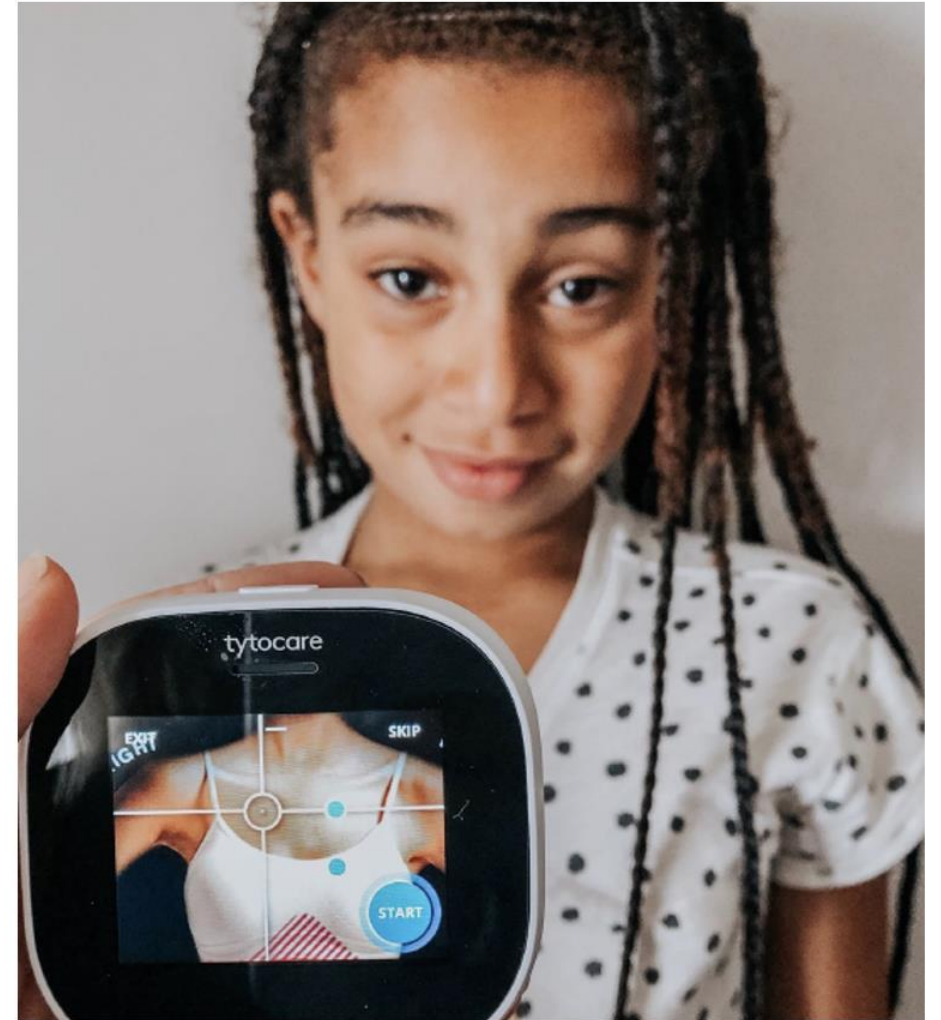
"Transforming Specialty Care"

Novant Health Hematologists and Medical Oncologists in the Greater Winston Salem Market wanted to provide virtual consultative options for patients in our rural clinic locations

- Saves patient's time

- Increases appointment adherence

- Improves overall patient satisfaction

- Reduces barriers to care for those without transportation, childcare, or limited time off work

TytoClinic™

iPad® and stand

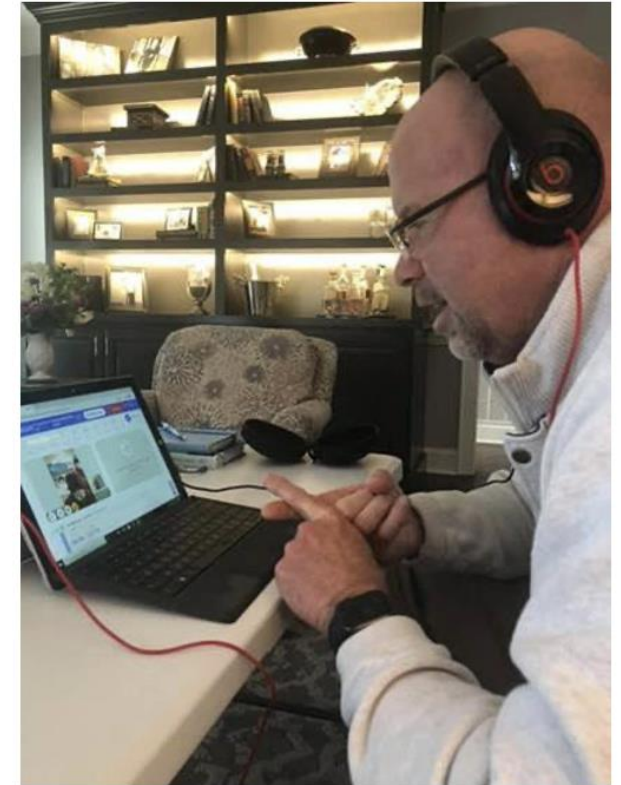Headphones

BP cuff

SPO2

TytoPro

NOVANT HEALTH

Leveraging Tyto Clinic for Remote Access to Care

- Purchased by the Carolina Honduras Health Foundation (CHHF)

- Since COVID-19 and travel restrictions, medical volunteers for CHHF needed virtual options to deliver medical and pharmaceutical care

- Delivers care to patients in Limón and the surrounding villages by providers over *1,400 miles away*

"It was exactly like listening to the patient with a stethoscope." – Dr. Morgan

Dr. Lon Morgan, long-term volunteer for CHHF, performing a Tyto visit

Each morning patients line up and wait to be seen by the medical volunteers; some have walked for hours

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Digital Health Feedback

Net Promoter® Annual Score

Comments about video visits from our patients and our team members:

Clinical staff:
"I wish all visits could be this easy."

"This is awesome that we can offer this option to our patients."

Clerical staff:
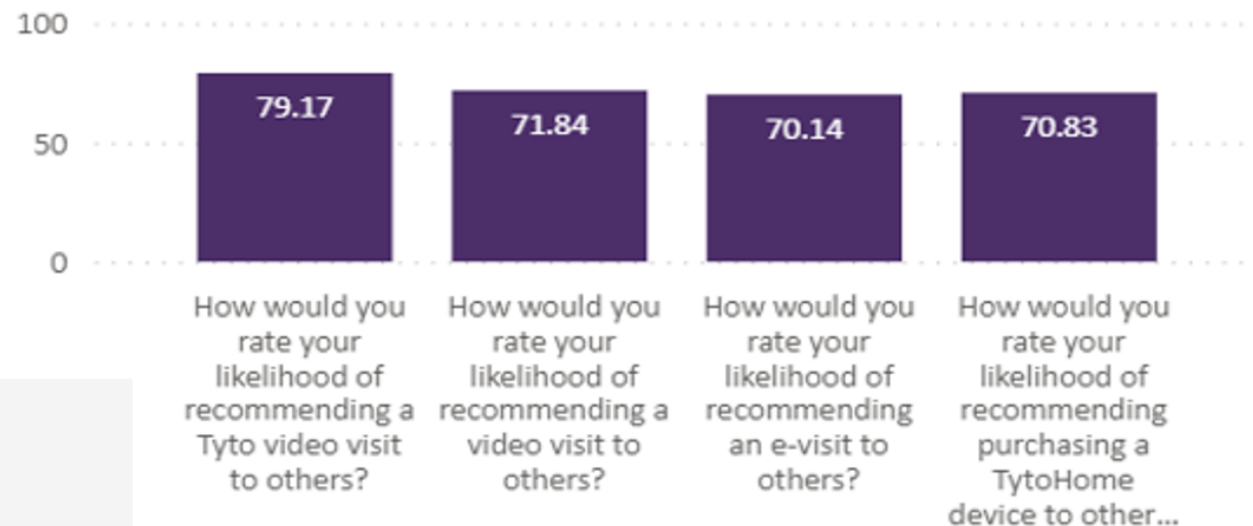*"I'm so glad we are able to do this for patients."*

"It is so easy scheduling these visit types."

Patients:
"These visits are great- I can stay in my PJs and not have to worry about leaving the house!

"I'm thankful that you all are so patient with me and help me through changes like this!"

N: NOVANT HEALTH

Digital Health Playbook

Perfect your *webside manner*

While virtual visits can make access to care more convenient, it's important to remember that they can significantly change the clinician-patient relationship. A positive patient experience in person isn't the same as one on screen. Please see some of the tips to keep your patient at the center of the visit—even from afar.

Beginning the visit

Get up and running
- Be sure to have a strong internet connection and full battery. Close extra tabs.
- Have information for tech support on hand.

Set the stage
- Place the webcam at eye level
- Choose a quiet, private place and eliminate any distracting items in your background such as windows or bright lights behind you. Solid backgrounds are best.

Be aware of time
- Once you have completed the patient's intake, check to see if there is anything else you can do for them. Then, provide a warm hand-off to the provider and inform the patient of expected wait time.

> ▶ Step-by-step videos to help patients

> 📖 Learn about backgrounds in your Zoom room

> 📊 Remarkable Rooming tip sheet

- Greet the patient by addressing them by their respectful title with a smile and warm greeting.
- Be mindful of your professional image even though the patient isn't directly with you.

- If the provider is running behind, update the patient every 5-10 minutes.

> 📊 Virtual care workflow for patients

Provider and Patient Education
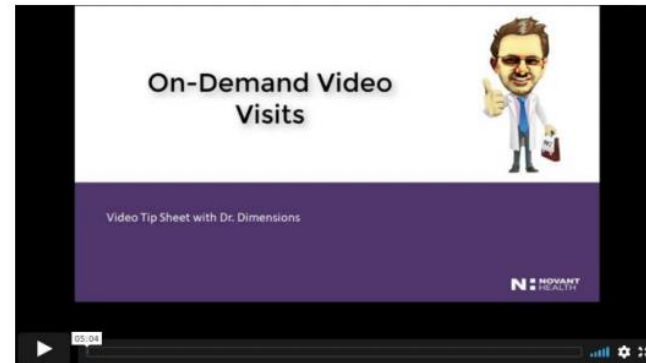
What's Next?

- Working with government relationships teams regarding importance of advancements in telehealth, reimbursement and payer parity for digital health services

- Creating new services we can provide in our digital setting and creating seamless connections to our brick and mortar infrastructure

- Continuing to optimize patient and provider adoption of digital health services and integrating enhancements to improve workflows

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Q & A

Thank you!

For additional questions, please feel free to reach out:

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