

Telehealth Dermatology Encounter - UM Health Care

TITLE: Telehealth Dermatology Encounter

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APPROVALS:

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Appropriate Patient and Type of Encounter

For those patients who, in the opinion of their physician, can receive follow up exams via the Telehealth system or have been referred by their primary care physician for a condition appropriate to be seen by a specialist through the use of the Telehealth system. Both new patients and return patients can be scheduled in telehealth dermatology clinic

Referral and Scheduling Process

Call the Patient Services Representative at Dermatology clinic at 573 882-4800 # 1 Mel, Please insert the correct phone number. Dermatology clinic fax number 573-884-0723 Is this still accurate?. yes

Telehealth Consultation Procedure

Physicians may schedule a physician-to-physician consultation by calling 1-800-877-7197 Is this number still accurate?. Not sure what the 800# is

Pre-examination

Written documents

- Once an appointment is obtained, either the patient, the referring physician, or the remote site Telehealth coordinator will FAX to the hub provider Dermatology Consult Form and MTN Consult form, to include: name, address, phone numbers, SS#, DOB, current insurance, referring physician, prior diagnosis related to this encounter, all current medications and doses and any other pertinent information needed for chart.
- Remote site Telehealth coordinator will obtain the appropriate participation consent forms (Adult or Minor) immediately prior to the first Telehealth encounter per patient. Additional consent forms are not required for subsequent visits, but encounters cannot proceed without a signed consent on file. A copy of the consent form will be kept in patient's chart, and the original sent to the MTN office at:

2401 Lemone Ind. Blvd., DC345.00
Columbia, MO 65212

Room preparation

- To connect the Telehealth system, the Dermatology clinic will initiate the call using the Polycom address book.
- Microphone(s) are highly sensitive. Microphone(s) should be placed away from the monitor's speakers.
- Confirm that digital camera or Elmo camera at the patient site are working properly.

Patient preparation

- Site coordinator at patient site will explain to patients participating in their first Telehealth encounter how Telehealth encounters take place. The patient is informed of the system's confidentiality and also informed that only the health care professionals and the patient attending this appointment can see and hear the session. Return patients should be reminded of this. The dermatology provider will inform the patient if there are other providers, residents, students or staff members observing the appointment.
- Site coordinator or other health care professional at the patient site may take and record the patient's vital signs before the encounter begins (weight, blood pressure, pulse and respiratory rate) and take an image of patient's affected area.
- Remote site coordinator or other health care professional responsible for the patient will bring the patient's chart to the Telehealth encounter in order to provide any needed information.
- Remote site coordinator or other health care professional responsible for the patient will stay with patient during the Telehealth visit to operate the Telehealth system, to assist the patient as needed, to present any additional information the provider physician at the hub site may need and to take any orders given by provider physician at hub site.

Examination

Equipment

In addition to the basic video conferencing system, a dermatology appointment may include the use of the digital cameras or ELMO camera to show patient characteristics and skin conditions. Cameras at both the physician and the patient sites should be set as per physician instructions.

Post-examination

Patient instructions

Provider physician will tell patient if and when they are to schedule a return visit, either via Telehealth or in person. The remote site coordinator or other health care professional responsible for the patient will note this in the chart and coordinate the return visit with the dermatology department.

If a new patient is scheduled, the Dermatology clinic will notify the referring physician's office who will then inform the patient. If the patient does not have a referring provider, Dermatology clinic will notify the patient and coordinate visit with the telehealth site.

Clinic Representative will schedule a follow-up appointment through IDX.