

Telehealth Genetics Outreach Encounter - UM Health Care

TITLE: Telehealth Genetics Outreach Encounter

DATE: April 10, 2007

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.

Referral and Scheduling Process

Call or be called by the Service Coordinator at 417-277-5619.

Telehealth Consultation Procedure

Physicians may schedule a physician-to-physician consultation by calling 417-277-5619

Pre-examination

Written documents

- In July the Telehealth service coordinator develops a yearly schedule of telehealth clinics for the following year. The schedule is approved by the geneticists and hosting sites in southern Missouri. The schedule is sent to the genetics department, hosting sites and Missouri Telehealth network.
- Once an appointment is obtained, the Telehealth service coordinator schedules appointments in IDX and E-mails the participating physician, Missouri Telehealth network and host telehealth site clinic schedule of use of equipment for the clinic date.
- Remote site Telehealth service coordinator obtains 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. The consent form is sent to the MTN office at:

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

Room preparation

- To connect the Telehealth system, either site initiates the call using the Polycom address book. Usually the provider site will initiate the call.
- Microphone(s) are highly sensitive and therefore the only consideration is placing the microphone(s) away from the monitor's speakers.

Patient preparation

- Telehealth service coordinator at patient site will explain to patients participating in their first Telehealth encounter how Telehealth encounters take place, including that this system is confidential and only the health care professionals attending this appointment and patient can see and hear this session. Return patients should be reminded of this.
- Telehealth service coordinator at the patient site takes and records the patient's height, weight and head circumference and reports to physician who documents in medical record.
- Telehealth service coordinator responsible for the patient will stay with patient during the Telehealth visit to operate the Telehealth system, assist the patient as needed, to present any additional information the provider physician at the hub site may need and take any orders given by provider physician at hub site.

Examination

Equipment

Genetics uses the basic video conferencing system. Zooming in to observe patients particular features.

Activities

Interactive conversation with both patient and others present in the room at the patient site (counselors, health care professionals, family members, etc.).

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 Telehealth service coordinator responsible for the patient will note this on staffing and coordinate the return visit with the genetics department. Telehealth service coordinator will schedule a follow-up appointment through IDX.

Provider Evaluation forms

The provider physician will return all completed forms (Office staff and Evaluation Forms) within five working days to the MTN office:

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Columbia, MO 65212