

TELEHEALTH ORTHOPAEDIC PROTOCOLS

TITLE: Telehealth Orthopaedic Encounter

DATE:

APPROVAL:

_____ James P. Stannard, MD, Department Chairman

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

No new patients will be seen via Telehealth.

Orthopaedic provider will write the order “return to Telehealth” and patient will take it to the front desk. Front desk staff will fill out the Telehealth form.

Written documents

- Once an appointment is obtained, either the patient, the referring physician, or the remote site Telehealth coordinator will FAX to Orthopaedic clinic (884-4608) registration information, to include: name, address, phone numbers, SSN, DOB, current insurance, referring physician, prior diagnosis related to visit, all current medications and doses and any other pertinent information needed for the chart.
- The 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 the patient chart.

Test/procedures

The referring physician or patient will furnish copies of any past test administered by health care professionals pertinent to this condition to the provider for the chart.

Room preparation

- To connect the Telehealth system, either site initiates the call using the Polycom address book and the other site simply answers the call.
- Microphone is highly sensitive and therefore the only consideration is placing the microphone away from the monitor’s speaker.

- Confirm that the Elmo and the Vizcam cameras at the patient site are working properly.

Patient preparation

- Site coordinator at patient site will explain to patients participating in the first Telehealth encounter how Telehealth encounters take place, including that this system is confidential and only the health care professionals attending this visit and the patient can see and hear this session. Return patients should be reminded of this.
- Site coordinator or health care professional at the patient site will take and record the patient's vital signs before the encounter begins. (weight, height, blood pressure, and temperature).
- Remote site coordinator or the 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 the patient during the Telehealth visit to operate the Telehealth system, assist the patient as needed, to present any additional information to the provider physician and any orders given by the physician (suture/staple removal).

Examination

Equipment

Additional to the basic video conference system. May need x-ray films available if not available through PACS system.

Activities

Interactive conversation with both patient and others (family, helper, etc.) present in the room at the patient site. Use of Canon Vizcam camera to check for operative site, swelling, Etc. Use of Polycom zoom function to assist in physical assessment.

Post-examination

Patient instruction

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 the other health care professional responsible for the patient will note this to chart and coordinate the return visit with the orthopaedic clinic.

Evaluation forms

The site coordinator may ask a sample of patients to complete the "patient questionnaire"