

Telehealth Physical Medicine and Rehabilitation Clinic Encounter Protocol

DATE: April, 2009

APPROVAL: Carol Crooks, MD

Appropriate Patient and Type of Encounter

Return patients of Dr. Carol Crooks from the Traumatic Brain Injury (TBI) clinic may receive follow up appointments via the Telehealth system, after approval by Dr. Crooks.

Referral and Scheduling Process

Initially patients with scheduled return appointments will be reviewed for appropriate geographical location and clinical needs; patients identified as appropriate for telehealth will be contacted and offered a telehealth appointment. For patients seen in the TBI clinic, if telehealth is appropriate, Dr. Crooks will write the order “return to Telehealth” and patient will take it to the front desk. Paula Miller will identify appropriate local telehealth clinic site, schedule the patient in IDX using the appropriate telehealth appointment type, call the remote clinic to confirm the patient’s appointment date and time, and notify patient of appointment time, date and location. Patients should not receive the automated appointment reminder, but will receive a reminder call from PM&R clinic. Patients will also receive a written notice of the appointment.

Telehealth visits will be scheduled on Monday afternoons, initially from 3-4 pm (30 minute slot); moving to 1-3 pm (20 minute slots)

Written documents

- Prior to the telehealth appointment, PMR clinic will fax to the remote site the current medication list for patient review.

- The remote site Telehealth coordinator will obtain the appropriate patient participation consent immediately prior to the Telehealth encounter, using the Missouri Telehealth Network Informed Consent for Telehealth Consultations form. 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 at both the local site and the PM&R clinic (fax to PM&R). Patient will also be given a copy of UM privacy practices.

- A copy of the clinic note should be sent to the remote site, and should document that the visit was by telehealth, and the patient and provider location.

- PM&R clinic to report all telehealth encounters to MTN using weekly appointment log.

Room preparation

- To connect the Telehealth system, the PM&R 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. It is also important not to cover the microphone with papers or chart.

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, blood pressure, and pulse**).
- Site coordinator at the patient's site 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 (if the patient is currently seeing another provider in their clinic).
- 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 nephrologists.

Activities

Interactive conversation with both patient and others (family, helper, etc.) present in the room at the patient site. Polycom camera function can also be used to assist in physical assessment, as needed for balance, gait and strength assessment. Site coordinator may be asked to assist in the physical exam/assessment as needed.

Post-examination / Patient instruction

Any prescriptions needed will be called to the patient pharmacy, or mailed to the patient as needed. Orders for lab work or other items will be faxed to the remote site. Results should be faxed to the PM&R clinic.

The 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 PM&R clinic. Paula Miller will schedule the return visits as noted above.

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