

Avera eCARE Specialty Clinic

Provider Welcome Orientation

Welcome

- Welcome to Avera eCARE Specialty Clinic

Our History & Mission

Avera's roots run over a century deep to Indian Country, with the Benedictine and Presentation Sisters. Avera is still sponsored by these same Sisters, whose ministry has influenced our present-day mission:

“Avera is a health ministry rooted in the Gospel. Our mission is to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian Values.”

Avera Values

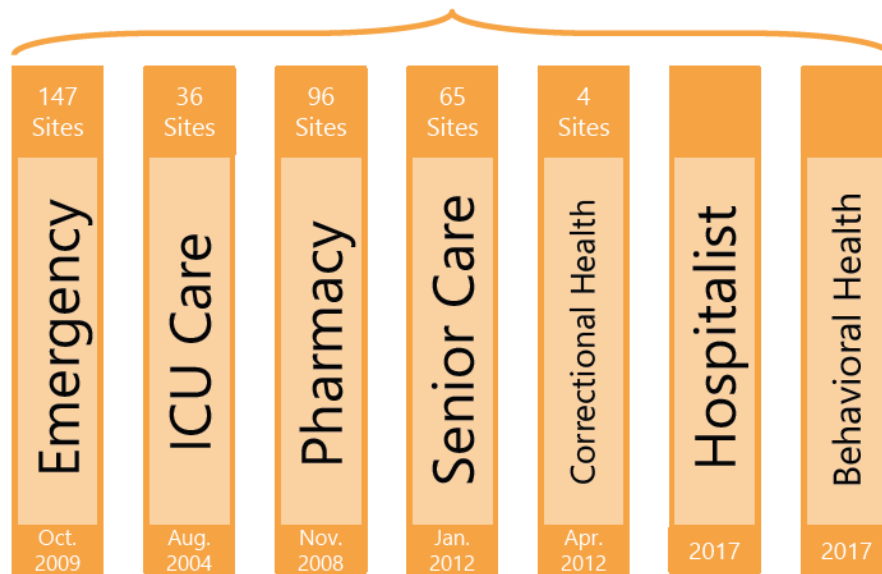
- **Compassion**
- **Hospitality**
- **Stewardship**

Avera eCARE

- Avera eCARE™ is the most prolific telemedicine program in the world
 - leads nation in delivering broadest range of telemedicine services available
- Offers more than 20 years of experience.
- Centralized virtual hub—known as the eHELM, located in Sioux Falls, SD
- www.averaecare.org

Avera eCARE Service Lines

Acute & Post Acute

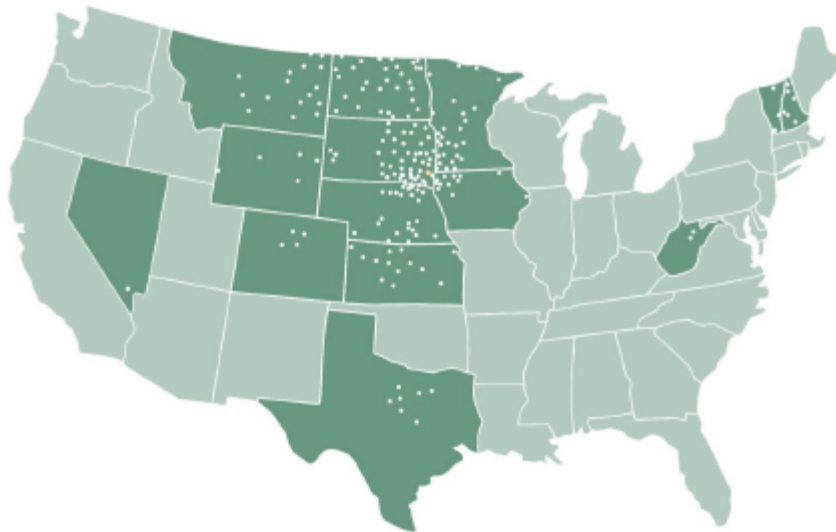


Ambulatory



Avera eCARE Footprint

Avera eCARE Footprint



340+ Sites

14 States

**13% of all Critical Access
Hospitals in the USA**

- eCARE is one of the largest telehealth networks in the US
- Over 2 million lives impacted
- Free education events for sites
- We rely heavily on grant funding to cover cost of equipment

Specialty Clinic Overview

- Offers enhanced access to a skilled group of Specialists and nurses
- Specialty Clinic to provide:
 - Peer-to-Peer Provider & Nursing Support
 - On-demand specialty phone or video consults
 - Immediate access to Hub Internal Medicine Provider
- Hours of operation will be Monday through Friday 8am to 6pm, Central Standard Time (CST)

List of Specialties

- Behavioral Health
- Cardiology
- Dermatology
- Endocrinology
- Ear, Nose & Throat
- Gastroenterology
- Hepatology
- Infectious Disease
- Internal Medicine
- Nephrology
- Neurology
- Obstetrics
- Orthopedics
- Pain Management
- Pediatric Cardiology
- Pediatric Gastroenterology
- Podiatry
- Rheumatology
- Wound Care

Hub Internal Medicine Provider

- Internal Medicine Physician here to be support system.
Examples:
 - Physician guidance on patient care
 - Video/Phone patient consults
 - Assistance triaging multiple consult needs
 - Assistance in navigating complex patient care through multiple visits
 - Support interpreting diagnostics & labs
 - Critical Lab Reviews & Recommendations

Hub RN

- Schedule Specialty Appointments
- Enter Purpose of Visit in EHR prior to Provider connectivity
- Monitor notifications within Service Unit EHR
- Work with Specialty Providers to review plan of care and discharge instructions
- Communicate with Providers concerning patient readiness, No Shows, phone consults and on demand requests
- Maintain and view patient record such as: review diagnostics, H&P, consultations, etc.
- After each encounter, enter CPT Code from Provider notes in EHR

Clinical Informatacist

- Training Coordinator of EHR
- Provide communication to Avera eCARE Specialty Clinic end users on updates or changes with EHR
- Implementation and post implementation support to EHR users
- Liaison between Specialty Clinic end-users & IHS Clinical Informatics Team

Account Executives

- Act as administrative liaison between Service Unit & Avera eCARE Specialty Clinic
- Educate new Service Unit Providers & Nurses on Specialty Clinic equipment & services offered
- Meet with leadership & clinic staff on-site as needed
- Assist with community education & engagement

IHS Contract Overview

- In fall of 2016, Avera eCARE was awarded federal contract for Great Plains Area (GPA) Indian Health Services to provide eEmergency & Specialty Clinic services to GPA
 - Goal of contract to improve patient care by providing access of specialties for American Indian population
 - Assisting rural locations with limited resources by keeping patients and funding local

Great Plains Area

IHS Great Plains Area

INDIAN HEALTH SERVICE
PHS • 1955

Iowa

- Belcourt
- Fort Yates

Nebraska

- Winnebago

North Dakota

- Belcourt
- Fort Yates

South Dakota

- Eagle Butte
- Fort Thompson
- Kyle
- Lower Brule
- McLaughlin
- Pine Ridge
- Rapid City
- Rosebud
- Sisseton
- Wagner
- Wanblee

Avera eCARE™

eQIP & ISSA Overview

Federal Background Check

- **Electronic Questionnaire Investigative Application (eQIP)**
 - Federal online employment application
- **Information System Security Awareness Training (ISSA)**
 - Required education for access into an IHS system
 - To be completed yearly

Voalte Instant Messaging

- Voalte is a HIPPA compliant Instant Messaging Service that will allow Specialty Clinic Specialists and Hub Staff to communicate via text.
- This will be used by Hub Staff to notify Specialists of patient readiness; appointment cancelations and on-demand requests.
- Specialists are asked to message the Hub Staff upon completion of consults.
- The Voalte Me App will need to be installed on your personal electronic device



Implementation Review

Implementation Kick Off

Change Management
Clinical Specialty Review
Credentialing & Privileging
EHR
eEducation
Telemedicine Consent
Technical Review



Implementation Flow

Weekly Conference Calls
Status Reports
Reference Materials
Document Sharing
Connectivity Testing

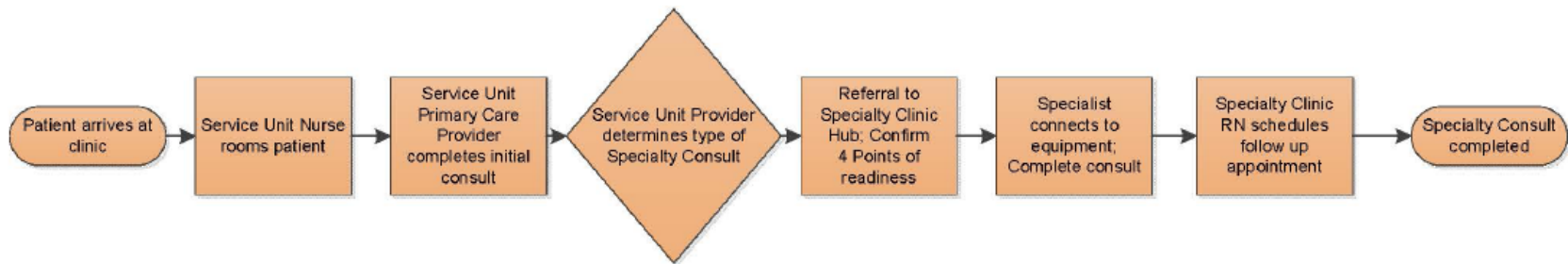


Go Live

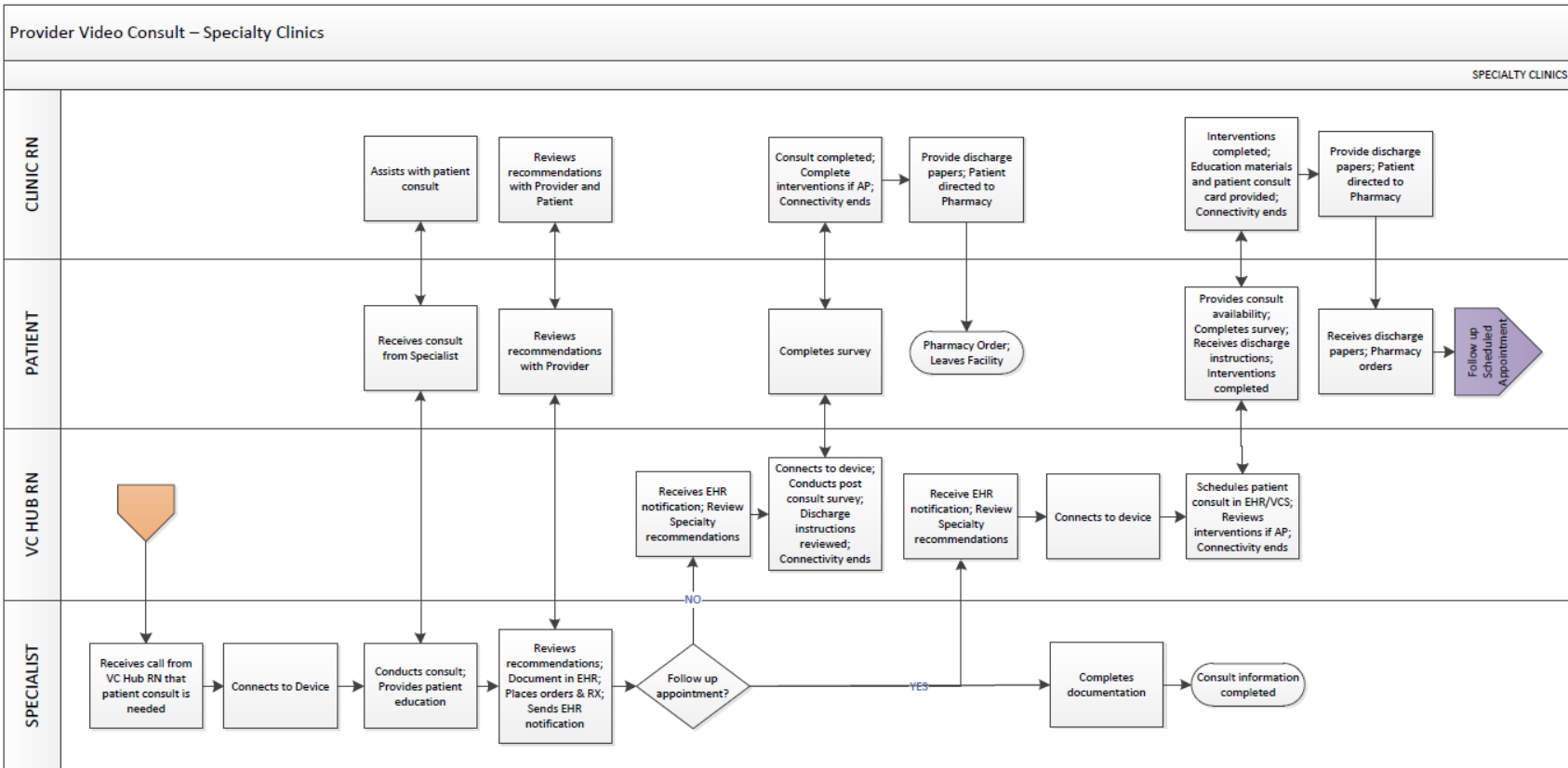
Schedule Training
Providers
Clinical Staff
Ancillary Staff
Health Information
Management
Clinical Application
Coordinator

Estimated timeline to Go Live: 10 weeks

Workflow Review



Provider Video Consult



Specialty Provider Roles & Responsibilities

- Physician to Physician guidance
- Patient consult
- Medication management
- Complete telehealth consult note in EHR
- Recommendations on patient plan of care
- Provide patient education

Critical Labs/Diagnostics

- In event labs or diagnostics result as critical, following process will occur:

Service Unit	Specialty Clinic
<ul style="list-style-type: none">• Follow Standard Process:<ul style="list-style-type: none">o Receive call from Lab/Diagnostics Teamo Service Unit Nurse will contact Primary Care Provider, and review resultso Primary Care Provider will determine plan of care, and review with Service Unit Nurseo Service Unit Nurse will contact patient to review results, and plan of care from the Primary Care Providero Service Unit Nurse will schedule any follow up appointments or repeat lab/diagnostics	<ul style="list-style-type: none">• Specialty Clinic Hub Staff will receive EHR notification with results• Specialty Clinic Hub Staff will contact Service Unit team to confirm results have been reviewed with Primary Care Provider• Schedule follow up appointment, if requested by Primary Care Provider

Admits & Transfers

- In the event patient needs admission or transfer to higher level of care, Specialty Clinic Provider will request Service Unit Provider to report to patient location
 - Specialty Clinic Provider to complete comprehensive patient hand-off to Service Unit Provider via video
 - Service Unit Provider responsible for determining if admission or transfer necessary
 - Service Unit Nursing Staff required to follow site policy and procedure for admits and transfers

Medical Emergencies

- In the event a medical emergency occurs during visit, Service Unit Nursing Staff contacts available provider to report to patient location
 - Service Unit Staff follow standard procedures for managing medical emergency
- Specialty Clinic Provider remains on camera & provides comprehensive patient hand-off to Service Unit Provider & assists Service Unit Provider with care of patient via camera
- Specialty Clinic Provider completes consultation note in EHR
- Service Unit Provider responsible for care of patient & required to complete documentation in accordance to Service Unit policy

Direct Care vs PRC

- **Direct Care**
 - Health services provided directly by IHS
 - Avera eCARE Specialty Clinic is direct care
- **Purchased Referred Care (PRC)**
 - Health services provided at expense of IHS from public or private medical facilities
 - Any health service not provided at IHS facility
 - Each Service Unit given designated amount of PRC funds annually to allocate throughout patients as needed
 - Patient eligibility requirements
 - Each Service Unit has PRC Board that review PRC requests & determine priority of care based on patient condition, threat of harm & availability of services
 - Each PRC request given priority level to designate degree of need

PRC Process

- **Specialty Clinic will not have authorization to enter PRC Request**
- Each Service Unit will designate a point person to be responsible for Specialty Clinic requests
- Specialty Clinic Provider to enter referral recommendations in consult note
- Specialty Clinic Nurse to provide information to Service Unit Point Person
- Specialty Clinic Nurse to monitor status of PRC request

PRC Process

Approved	Not Approved
<ul style="list-style-type: none">• Service Unit Point Person schedules requested referral<ul style="list-style-type: none">• Enter notification into EHR of scheduled appointment• Specialty Clinic Nurse to schedule follow-up appointment, as needed<ul style="list-style-type: none">• Attempt to schedule with referring Specialist	<ul style="list-style-type: none">• Service Unit Point Person enters notification of denial in EHR• Specialty Clinic Nurse to review denial with Specialty Clinic Internal Medicine Provider and discuss further plan of care• Specialty Clinic Staff to contact Specialist to review denial and next steps for plan of patient care<ul style="list-style-type: none">• Specialty Clinic Nurse to schedule follow-up appointment, as needed with Specialist<ul style="list-style-type: none">• Attempt to schedule with referring Specialist

Site Books

- Site Books specific to Service Unit & provide information such as:
 - Lab capabilities
 - Diagnostic availability
 - Medication formulary
 - Staffing models
 - Specialist available on-site
 - Contact information for Service Unit Providers
 - Ancillary services on-site
 - PRC information
 - Referral pattern available for facility (ex. Dialysis, Infusion, Angiography)
- Electronic copies of each Site Book available to Providers

Interpreter Services

- Avera eCARE Specialty Clinic offers interpreter services to patients including over 300 various languages & American Sign Language
- This connection to be made by Specialty Clinic Hub as a 3 or 4 way video call.
- In the event Interpreter services are required, the Hub Nurse will connect the Interpreter and Patient
 - once the connection is established the Specialist will be notified via Voalte to connect to Specialty Clinic Hub

Licensing, Credentialing & Privileging

- Specialty Clinic Physicians are individually licensed in each state
- Specialty Clinic Physicians will be credentialed and privileged within each Service Unit

Prescriptions

- **Scheduled Medications:**

- Specialty Clinic Specialists are not permitted to enter any orders for Scheduled medications
- Specialty Clinic Specialists will enter recommendations for Scheduled medications. The Patient's Primary Care Provider will review recommendations & prescribe Scheduled medications if deemed necessary for the patient.
- Psychiatry is the exception.

- **All Other Medications:**

- Specialty Clinic Specialists will complete the following process when prescribing all other medications:
 - Enter the order into the EHR
 - Electronically sign the order within the EHR
 - Notify Patient and Service Unit Staff of order to ensure Patient obtains medication prior to leaving the clinic

Drug Enforcement Administration (DEA)

- Provider to have own Federal DEA
- Site Pharmacy responsible for adding Specialty Clinic Providers to Service Units DEA once Providers privileged
 - Service Unit encouraged to follow established procedure for internal notification

CPT Coding

- It is required that all Specialty Providers document CPT code within EHR
 - Will be included in EHR template
 - Chart reviews done to ensure documentation of CPT code is accurate and complete

CPT Codes

New Patients

CPT Code	History/Physical	Exam	Medical Decision Making	Need	Time (Minutes)
99202	Expanded Problem Focused	Expanded Problem Focused	Straight Forward	3/3	20
99203	Detailed	Detailed	Low	3/3	30
99204	Comprehensive	Comprehensive	Moderate	3/3	45
99205	Comprehensive	Comprehensive	High	3/3	60

Existing Patients

CPT Code	History/Physical	Exam	Medical Decision Making	Need	Time (Minutes)
99212	Problem Focused	Problem Focused	Straight Forward	2/3	10
99213	Expanded Problem Focused	Expanded Problem Focused	Low	2/3	25
99214	Detailed	Detailed	Moderate	2/3	25
99215	Comprehensive	Comprehensive	High	2/3	40

CPT Codes

PSYCHIATRY

90791: A psychiatric diagnostic evaluation is performed, which includes the assessment of the patient's psychosocial history, current mental status, review, and ordering of diagnostic studies followed by appropriate treatment recommendations

90792: A psychiatric diagnostic evaluation is performed, which includes the assessment of the patient's psychosocial history, current mental status, review, and ordering of diagnostic studies followed by appropriate treatment recommendations; additional medical services such as physical examination and prescription of pharmaceuticals are provided.

THERAPIST

90837: Psychotherapy for crisis, first 60 minutes

Cultural Sensitivity

- Provided by Dr. Donald Warne
- 1 CME of cultural sensitivity education required quarterly

EHR & Documentation

- eCARE Specialty Clinic does not maintain any permanent patient medical records
- eCARE Specialty Clinic Providers will document within the Service Unit EHR

IHS EHR Overview

- Each user will be given an IHS D1 Account – This account will serve as IHS email AND to remote into IHS
- Each Service Unit EHR is separate – They do not talk or share information with each other & will have a separate log-in account
- All accounts need to be accessed at least every 30 days to ensure they stay active

Upcoming EHR Training

- When Specialty Providers are granted IHS D1 Account access, EHR training can begin
 - Training include:
 - Live & recorded session to walk through process of logging into each Service Unit EHR
 - Live & recorded session(s) on EHR documentation and requirements
 - Recorded modules available on Cloud
 - Online Reference Guide

Equipment - Mobile



Equipment

- 1 Polycom HDX 8000 and HD camera with remote
- 1 Polycom 1080p Codec License
- 1 Ergotron Zido Pole Cart
- 1 Samsung H4500 28" Monitor



Designated Avera Port

Peripherals

- 1 NuPhysicia Thinklabs One Stethoscope
- 1 NuPhysicia JEDMED Horus Scope Camera Body
 - Horus Scope General Viewing Attachment
 - Horus Scope Otoscope Attachment
 - Horus Scope Ophthalmoscope Lens for Horus Scope (Cart A Only)

Peripherals

Thinklab Stethoscope



JED MED Horuscope



Troubleshooting

- Avera Hub Nurse will assist end-user with troubleshooting
- If unsuccessful with Trouble Shooting, contact eCARE IT
 - IT Hotline 877-869-3302
 - Can submit IT heat ticket if not urgent

Hub Contact

- 833-351-4482 or 605.322.2980
- eCAREclinic@avera.org