

# 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](http://www.averaecare.org)

# Avera eCARE Service Lines

## Acute & Post Acute

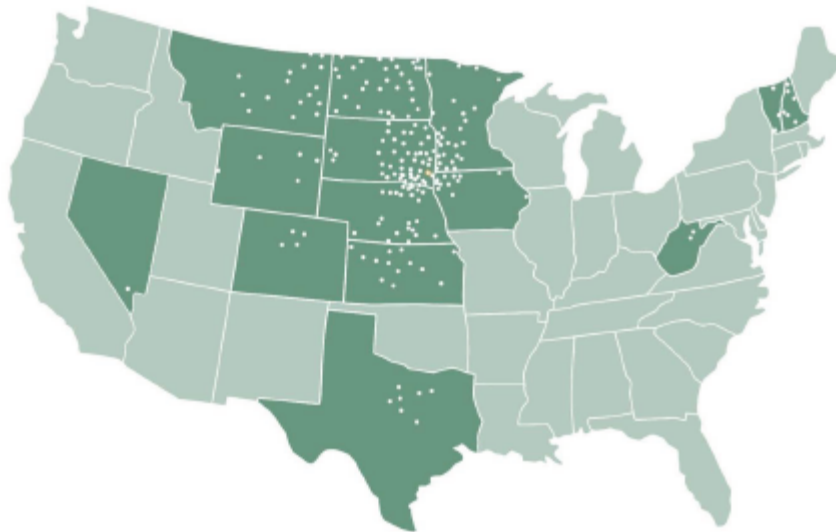


## Ambulatory



# Avera eCARE Footprint

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**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

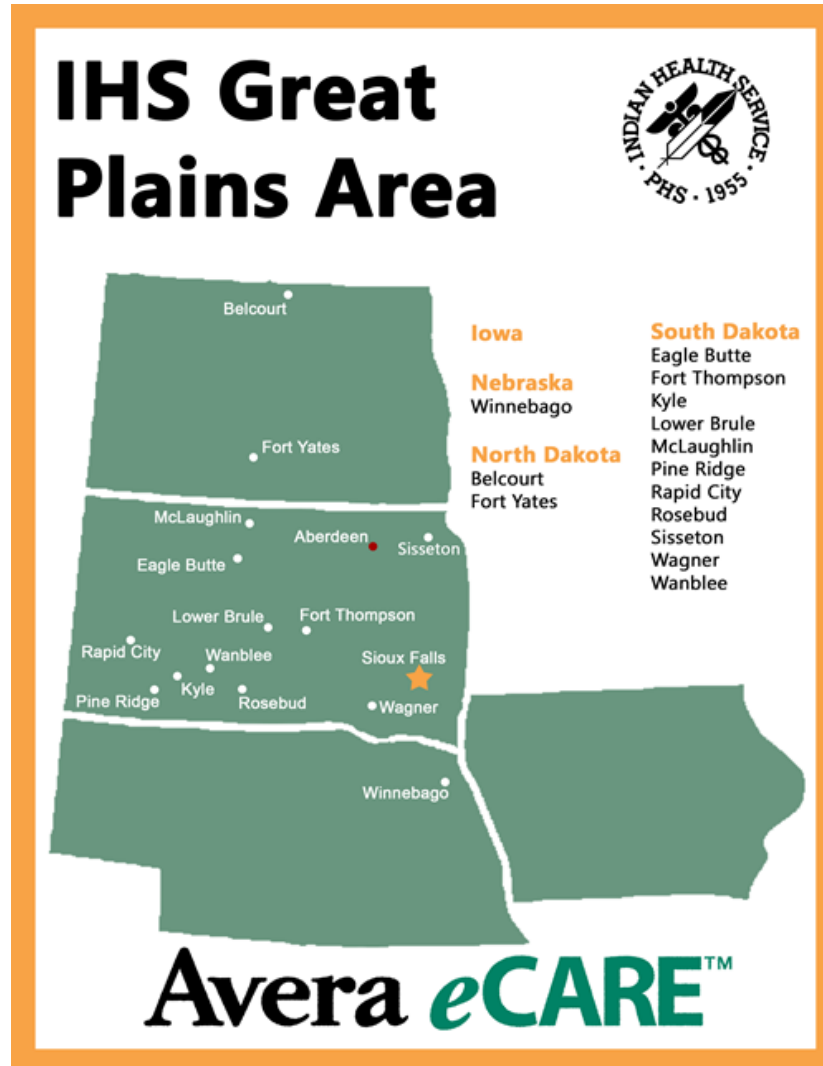
# Account Executives

- 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



# 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



# 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

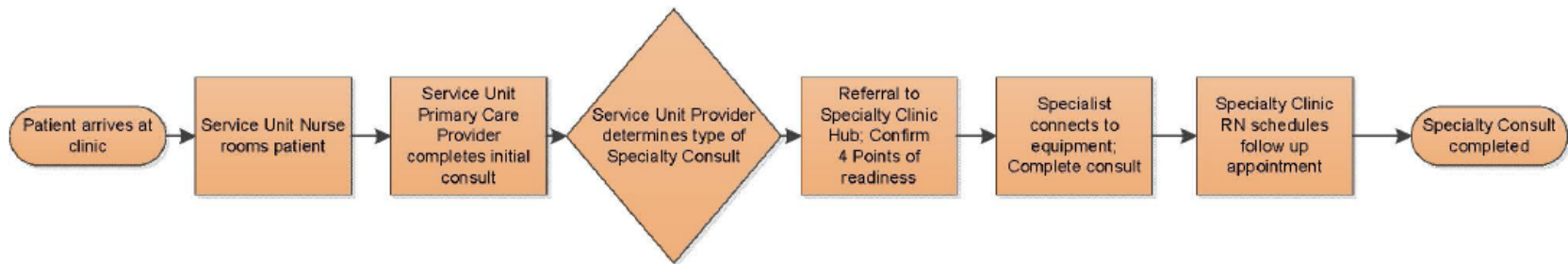


## Go Live

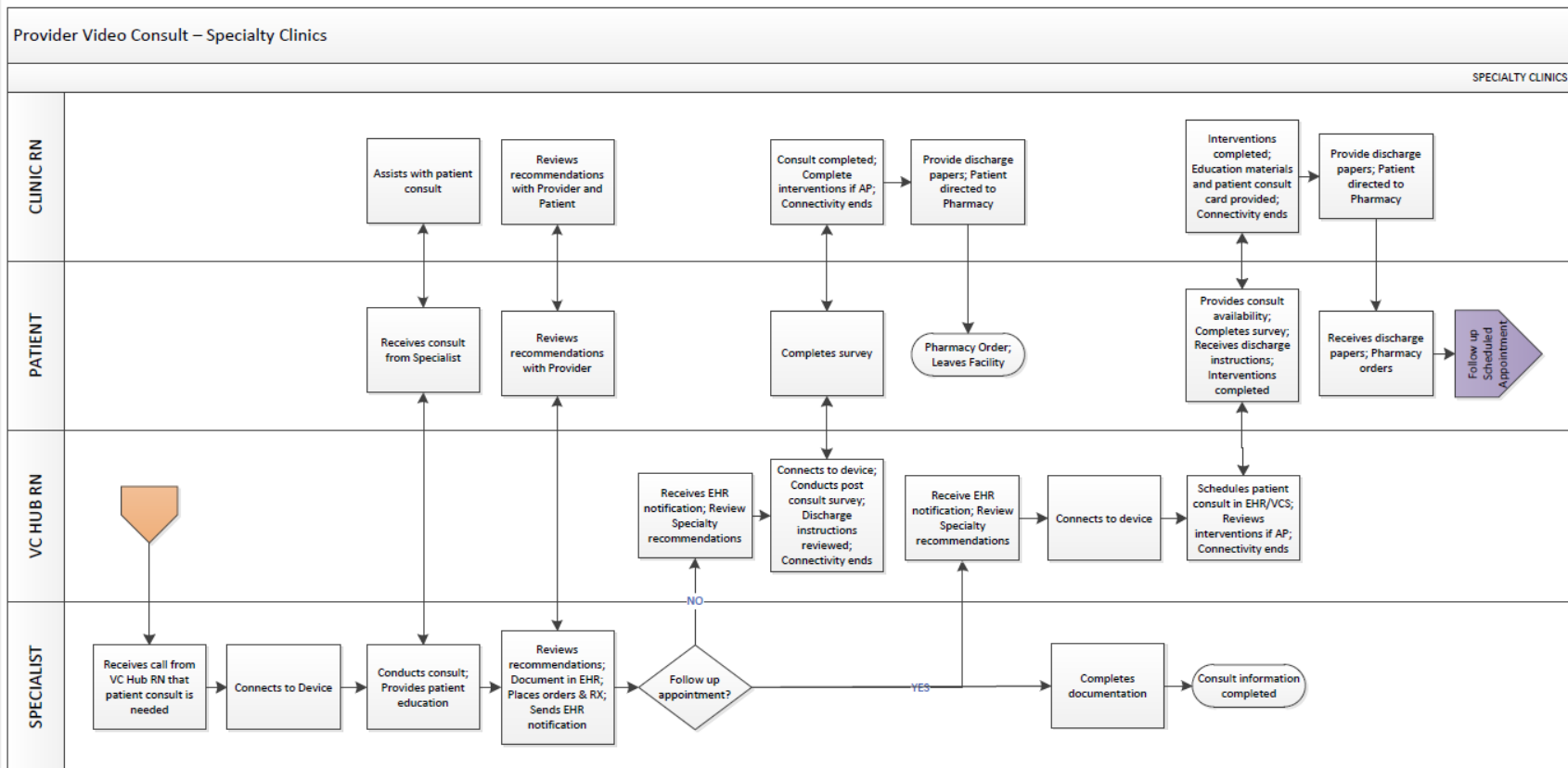
Schedule Training  
Providers  
Clinical Staff  
Ancillary Staff  
Health Information  
Management  
Clinical Application  
Coordinator

**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:
  - Specialty Clinic Staff receive EHR notification
  - Specialty Clinic Staff contact Service Unit Nurse to confirm responsible party for results
  - Service Unit Clinic notified via phone call by Lab following standard procedure
  - Specialty Clinic Provider review results, document recommendations, enter orders and consult with Primary Care Provider (PCP), or ordering Specialist
  - Specialty Clinic Staff contacts patient & documents in EHR
  - Specialty Clinic Staff schedule recommended follow-up appointments

# 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 point person to be responsible for Specialty Clinic requests
- Specialty Clinic Provider enter referral recommendations in consult note
- Specialty Clinic Nurse provide information to Service Unit Point Person
- Specialty Clinic Nurse monitor status of PRC request

# PRC Process

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

# 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-way video call

# Licensing, Credentialing & Privileging

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

# Prescriptions

- Specialty Clinic Specialists are not permitted to enter any order(s) for drug classification levels I and II
  - Patient's PCP will prescribe if deemed necessary for patient and will enter order into EHR
- Specialty Clinic Specialists only eligible to enter orders for drug classification levels III, IV and V

# 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 Otolaryngoscope 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](mailto:eCAREclinic@avera.org)
- Voalte (instant message)