Netsmart

Telehealth:
A guide for post-acute providers

Telehealth

A Guide for Post-Acute Providers

While the advent of Covid-19 has mandated the need for virtual care, the value and benefit of telehealth services and digital tools will inevitably persist. As post-acute care teams transition to a virtual office, patients, residents and providers enter an updated version of the classic waiting room, greeted by the new language of care.
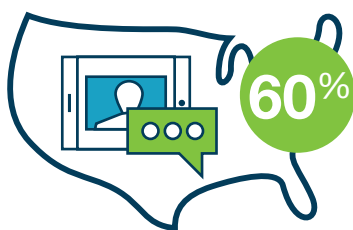
- Today's telehealth by the numbers infographic
- Step-by-step best practices for building a health network
- Telehealth use cases for post-acute care
- Keys to choosing your technology partner
- Why Netsmart telehealth

Today's telehealth by the numbers for post-acute

76% OF HOSPITALS

are now offering virtual care, reports the American Hospital Association.

60%

Medicare is reorienting payment around patient needs with **60% of Medicare Advantage plans covering telehealth.**

400+ million

Total addressable market for non-emergency telemedicine visits in the United States is estimated at 400+ million, approximately one-third of the 1.25 billion annual U.S. ambulatory care visits.

Approximately 9.6% of healthcare consumers have used telehealth in lieu of a doctor's office, urgent care or emergency room visit in the last 12 months, but **75% of consumers who have yet to try telehealth want to try it.**

94-99%

According to a National Institutes of Health telehealth survey, **between 94-99% of patients ranked their experience with telehealth as "very satisfied,"** with 30% noting it as being preferred over an in-office visit.

1 PERCENT

A large segment of today's senior population report that they want telehealth options. Only 1% of seniors have ever had an online doctor's visit— **yet 52% of seniors are willing to have a telehealth visit.**

The American Medical Association asserts that the growth in telehealth can be attributed to **non-hospital-based health care providers.**

Building a virtual health network for post-acute
Step-by-step best practices

For provider organization executive teams considering building—or expanding—their telehealth and virtual care delivery capabilities, there are a few key steps in the process that will help ensure success.

Step 1. Establish a service line plan

☐ Develop a plan for the service offering, such as which patients to serve, lines of service to address, participating clinical professionals and hours of operation.

☐ Identify potential partners where telehealth care delivery may be appropriate.

Step 2. Ensure "the basics"

☐ Confirm that your setting/community has adequate high-speed and/or wireless coverage to avoid any "downtime" or disruptions of care.

☐ Plan the physical space for both patients and clinical professionals.

Step 3. Confirm the reimbursement landscape

☐ Become familiar with state coverage and reimbursement criteria.

☐ Determine if there are new practice areas you can expand into without the barriers of physical space and overhead. As each state's policies and laws have expanded to include telehealth, so can your practice.

Step 4. Review the licensure requirement of your planned service

☐ Identify specific providers/licensures for virtual care.

☐ Identify key stakeholders and champions.

Step 5. Develop a deployment plan

☐ Set a budget for what you can spend.

☐ Create a timeline with milestone dates for the Health IT partner (HIT), implementation, training and launch.

☐ Clarify your telehealth needs so your solution meets your clinical, operational and financial goals.

Step 6. Select the technology platform

- ☐ Look for a health IT partner that offers access to real-time quality care across multiple provider specialties.
- ☐ Look for technology that supports secure, integrated live healthcare visits remotely, giving providers the tools necessary to perform telehealth sessions that reach individuals anytime and anywhere.
- ☐ Look for a solution that extends the ability of a provider to instantly locate and connect with another provider, regardless of clinical setting.
- ☐ Look for pre-configured tablets that allow for simple and streamlined deployment since providers can immediately focus on providing care and delivering a quality experience.

Step 7. Select the correct hardware

- ☐ Identify who your patient base is and how virtual care sessions will be initiated since this will impact workflows, hardware needs and application access.
  - ☐ If you are offering telehealth services directly to your patients so that they can access their care team anytime, a mobile app available on a patient's personal Android or iOS device will be paramount.

Step 8. Implement the technology

- ☐ All care team members need to know how to properly use the telehealth solution and how to assist individuals if they have challenges.
- ☐ Be prepared to provide additional support to providers making the transition to virtual care for the first time.
- ☐ Everyone needs to understand how and when to leverage the technology, what steps to take once the virtual visit has started and ended, and what to do if it is interrupted.

Step 9. Enroll individuals in the virtual delivery system

- ☐ Educate individuals on how to participate in a virtual care delivery system and show them how the technology works.
- ☐ Explain the concept and flexibility of virtual visits so they know what to expect.
- ☐ Provide quick and easy how-tos for people to access outside the office.
- ☐ Develop and share best practices for a telehealth session, e.g. finding a quiet and private location with access to WiFi or a strong cellular signal.

Best practices resources

For more information on setting up telehealth and selecting a technology partner, refer to:
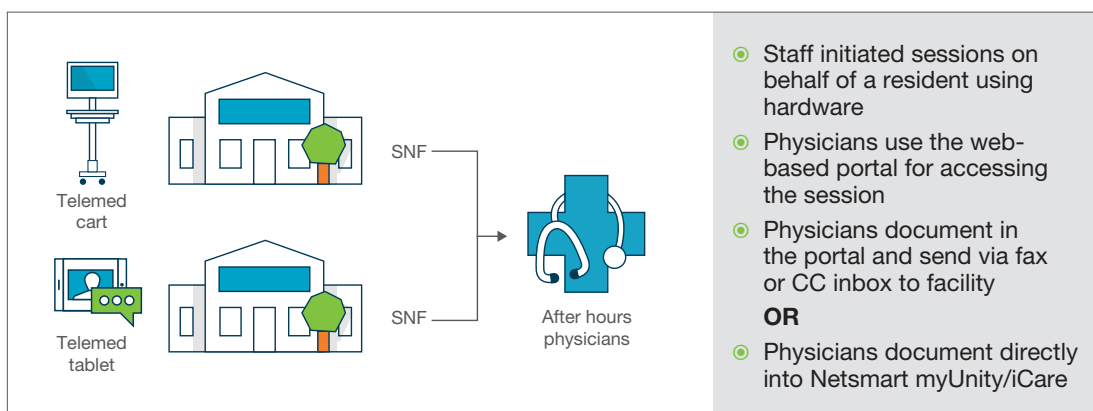
- ⊙ *Setting up your telehealth program for consumer experience*. (2018, June) https://www.openminds.com/market-intelligence/executive-briefings/setting-up-your-telehealth-program-for-consumer-experience/
- ⊙ *Virtual health as strategy—starting with telehealth.* (2018, December) https://www.openminds.com/market-intelligence/executive-briefings/virtual-health-as-strategy-starting-with-telehealth/
- ⊙ *Telehealth software offers access to real-time quality care across multiple provider specialties.* https://www.ntst.com/Solutions-and-Services/Offerings/Telehealth

Telehealth use cases for post-acute care

Patients or residents can initiate sessions from the Netsmart Telehealth app on any mobile Android or iOS device. Providers can use the web-based portal or the Netsmart Telehealth app in order to conduct the session from wherever they may be.
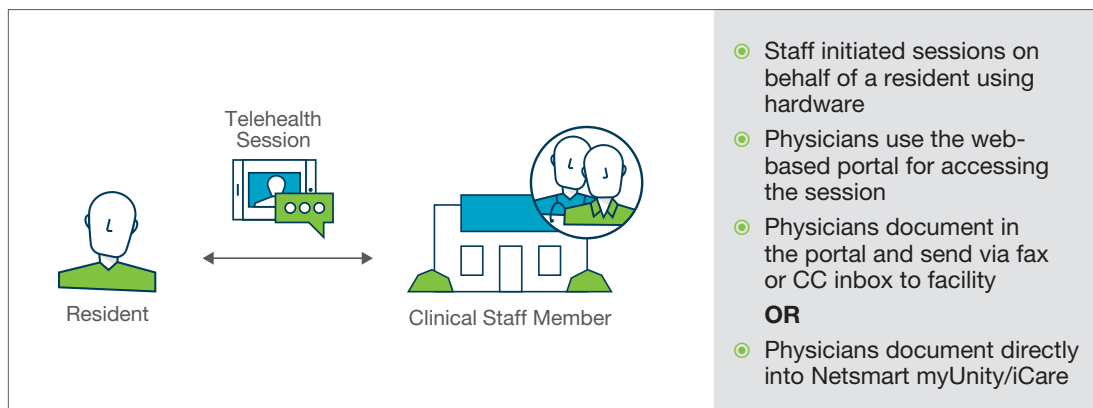
Skilled Nursing Facilities Use Case

- Staff initiated sessions on behalf of a resident using hardware
- Physicians use the web-based portal for accessing the session
- Physicians document in the portal and send via fax or CC inbox to facility
  OR
- Physicians document directly into Netsmart myUnity/iCare

BENEFITS:

Improves clinician and resident satisfaction, improves physical and mental health, reduces hospitalizations, eliminates transportation barriers, expands coverage area, mitigates costs
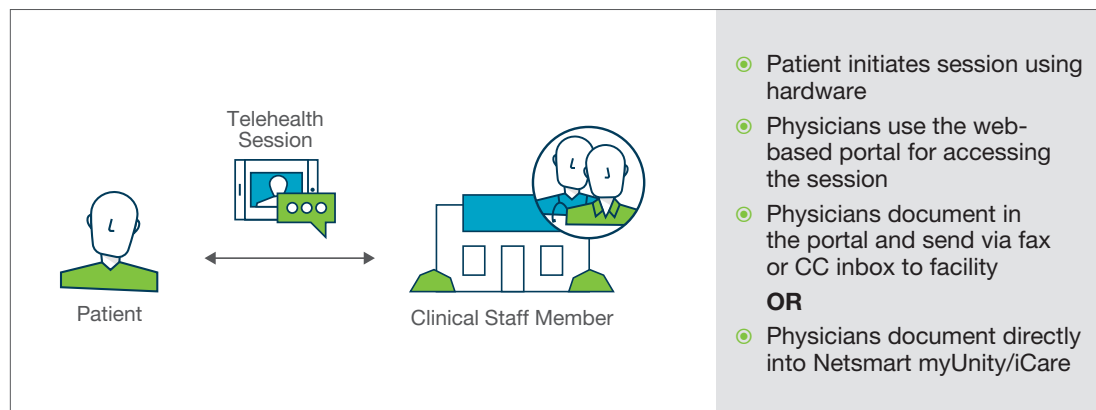
Assisted Living/Independent Living Use Case

- Staff initiated sessions on behalf of a resident using hardware
- Physicians use the web-based portal for accessing the session
- Physicians document in the portal and send via fax or CC inbox to facility
  OR
- Physicians document directly into Netsmart myUnity/iCare

BENEFITS:

Improves clinician and resident satisfaction, reduces hospitalizations, expands coverage area, mitigates costs

Home Health Use Case

Telehealth Session

Patient

Clinical Staff Member

- Patient initiates session using hardware
- Physicians use the web-based portal for accessing the session
- Physicians document in the portal and send via fax or CC inbox to facility
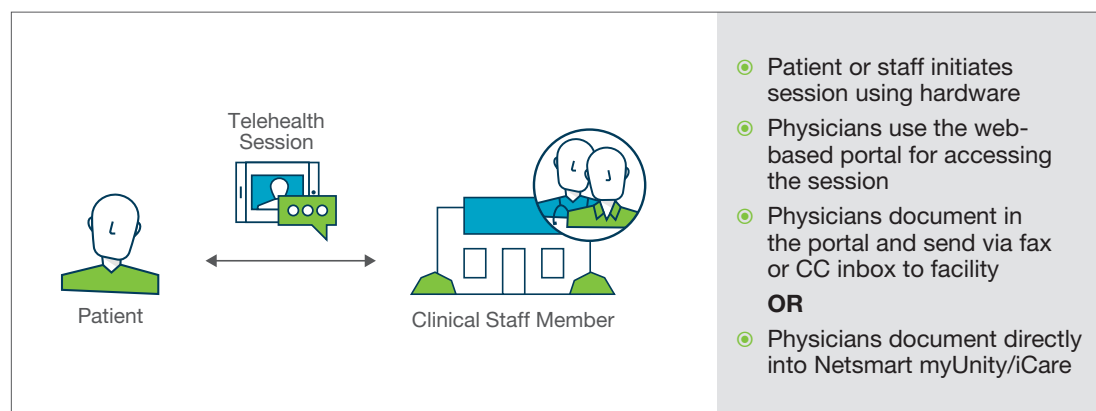
  OR
- Physicians document directly into Netsmart myUnity/iCare

BENEFITS:

Improves clinician and patient satisfaction, improves physical and mental health, reduces hospitalizations, lowers mileage costs, eliminates travel time between visits, expands coverage area

Hospice Use Case

Telehealth Session

Patient

Clinical Staff Member

- Patient or staff initiates session using hardware
- Physicians use the web-based portal for accessing the session
- Physicians document in the portal and send via fax or CC inbox to facility

  OR
- Physicians document directly into Netsmart myUnity/iCare

BENEFITS:

Improves clinician and patient satisfaction, reduces hospitalizations, lowers mileage costs for staff traveling to patients' homes, improves care management, allows care providers to monitor disease progression and intervene early

Netsmart provides a leading global telehealth solution to create a virtual connect healthcare community. Find out how Netsmart can help you launch a telehealth solution quickly and effectively.
www.ntst.com | 1.800.472.5509

Netsmart

Keys to choosing your technology partner
Identifying a telehealth provider for post-acute

Identify a telehealth provider who will structure a solution that **meets the guidelines** of your state and provides a **proven secure platform** online and via mobile technology. Use this guide to help you determine what you need and want out of a telehealth technology partner.

Offerings should include:

- Strict compliance with industry safety and security standards
- Dedicated yet portable tablets/stations
- Personalized patient/resident resources
- Integration with the Electronic Health Record (EHR)

Compliance and security			
	Netsmart	**Vendor B**	**Vendor C**
HIPAA-compliant	☑	☐	☐
HITRUST-certified	☑	☐	☐
Access, exchange and use of all electronically accessible health information is handled under applicable state or federal law.	☑	☐	☐
Prohibits the interference with exchange and use of health information.	☑	☐	☐

Dedicated and portable resources			
	Netsmart	**Vendor B**	**Vendor C**
Dedicated tablets/stations are portable and able to be moved throughout the care setting.	☑	☐	☐
Resources are easy to use to connect individuals with a broad network of providers and specialists.	☑	☐	☐

Personalized consumer resources

	Netsmart	Vendor B	Vendor C
Easy to use either online via a consumer portal or mobile device.	☑	☐	☐
Offers access to educational resources and 24/7 self-help.	☑	☐	☐
Intuitive for individuals to launch telehealth sessions.	☑	☐	☐
Includes a "how-to" component that offers user-friendly assistance to individuals using the web and mobile platforms.	☑	☐	☐

Integration with the EHR

	Netsmart	Vendor B	Vendor C
Ability to launch a virtual visit with an open-access model for virtual appointments, which can be either on-demand or scheduled.	☑	☐	☐
Offers a single source of information — no need to spend time logging in and out of disparate solutions and reconciling different workflows.	☑	☐	☐
Allows you to compile information from multiple care settings across the healthcare ecosystem and integrate securely to provide a comprehensive view of the individual.	☑	☐	☐

Why Netsmart Telehealth
Frequently asked questions

Q **What is Netsmart Telehealth?**

Netsmart Telehealth™ is a mobile and web technology platform that supports virtual clinical services and builds personal connections among individuals, care teams and family members. The device agnostic solution is HIPAA and HITRUST compliant.

Q **What are the advantages of Netsmart Telehealth over stand-alone applications?**

Compliance: The Netsmart telehealth solution is HIPAA and HITRUST compliant out of the box, whereas others charge a higher rate for compliance. While the federal government has relaxed its restrictions on HIPAA compliance during the COVID-19 outbreak, the HIPAA rule relaxation will most likely be temporary.

Because the Netsmart telehealth solution is HIPAA compliant out of the box, you satisfy your short-term need but solve for a long-term strategy.

Support: With Netsmart Telehealth, you gain a single healthcare technology partner for support. We focus solely on healthcare and support our clients like a true partner.

Efficiency: The solution enables your provider network to share capacity across your agency while accessing the clinical chart within the Netsmart CareRecord™.

Scalable: The cloud-based solution allows us to scale the solution to meet client demands without affecting end-user connectivity.

Q **What are the benefits of Netsmart Telehealth?**

With Netsmart Telehealth, you can improve clinical and patient/resident satisfaction; expand coverage area; reduce hospitalizations, eliminate transportation barriers for accessing care and provide after-hours access to physicians. What's more, you can reduce the risk of being infected with COVID-19 by monitoring symptoms and providing care remotely.

For more information on the Netsmart Telehealth solution, visit www.ntst.com/Solutions-and-Services/Offerings/Telehealth

Q What types of mobile devices are supported by the telehealth platform?

The Netsmart telehealth app supports iOS and Android smart phones.

Q What hardware is needed and available?

Providers:

A desktop computer with a standard webcam and microphone is supported. There is no other dedicated hardware needed for providers.

Patients/Residents:

They will use a tablet/smart phone and deploy the Netsmart Telehealth app.

The telehealth tablet offers the full functionality required to broker live, on-demand virtual care visits between all providers, including specialists, in a health system's ecosystem. The telehealth tablet supports robust clinical examination through the use of peripheral cameras and devices. The tablet is available as a standalone device or can be purchased with a cart.

Clients have the option to purchase an otoscope, dermatoscope and/or pan-tilt-zoom (PTZ) camera, which attaches to the telehealth tablet and projects live video during the consult.

Q How does one launch the mobile application?

Staff can initiate sessions on behalf of the patient or resident using iOS and Android mobile applications. Physicians use the web-based portal or the Netsmart provider app to access the session.

Q How does the physician or clinician document the session?

The physician can document directly in the Netsmart CareRecord or their EHR. They can leverage interoperability to share the data.

Q How long is the implementation time?

Implementation can begin in 1-2 weeks after contract is signed. This can be expedited if needed.