



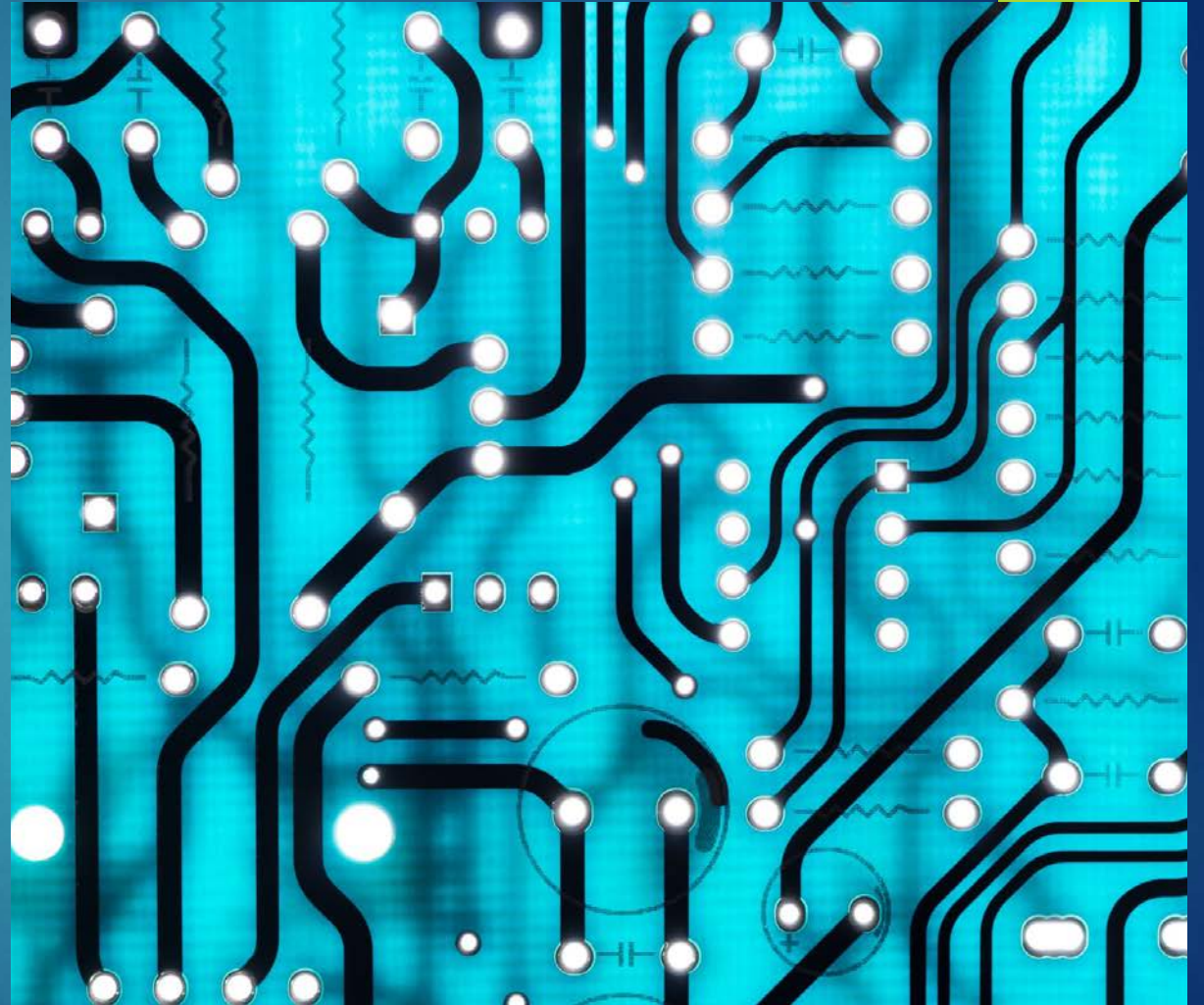
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Telehealth

What You Should Know

Erin Hulfish, MD
Stony Brook University
May 2020



Brought to you by Stony Brook Medicine's Healthy Libraries Program



Disclaimer:

▶* This presentation refers to services available during the declared Public Health Emergency due to Coronavirus, discretion advised based on changes in future events. This does not constitute medical advice, for medical concerns on whether Telehealth is right for you, please speak with your doctor*

Objectives

BY THE END OF THE WEBINAR YOU WILL BE ABLE TO:

- IDENTIFY THE DEFINITION OF TELEHEALTH
- IDENTIFY THE DEFINITION OF SYNCHRONOUS COMMUNICATION
- IDENTIFY AT LEAST THREE REQUIREMENTS OF TELEHEALTH IN THE HOME
- LIST THREE TELEHEALTH PROVIDERS
- FEEL CONFIDENT IN YOUR ABILITY TO USE TELEHEALTH

About the Healthy Libraries Program

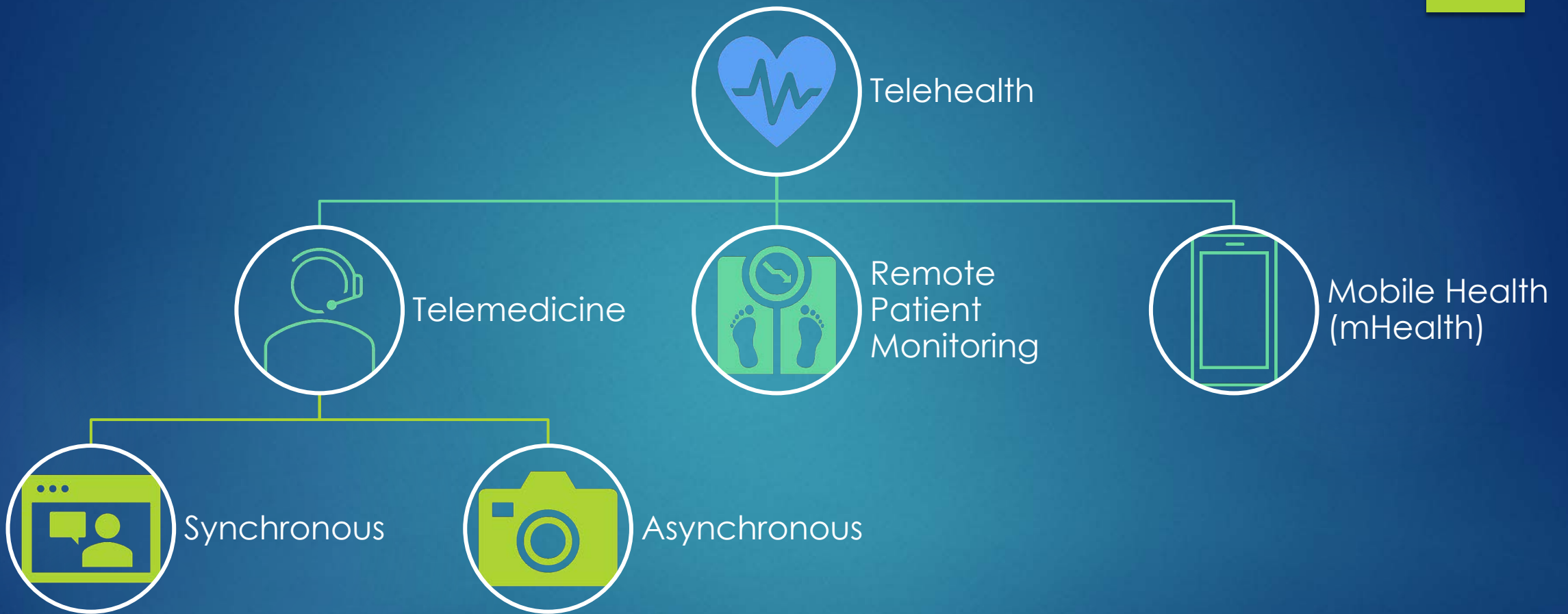
- ▶ Stony Brook Medicine's Healthy Libraries Program (HeLP) is a partnership with the Suffolk Library Cooperative System and is supported by the American Heart Association of Long Island.
- ▶ The program is an interdisciplinary team of public health, nursing, and social work students whose aim is to:
 - ▶ Provide evidence-based health information, screening, and case management
 - ▶ Refer patrons to promote access to appropriate health and social services programs locally that will address their health and social support needs
 - ▶ For students to experience working on an interprofessional team
- ▶ We collaborate with content experts to create and support programs, trainings and provide resources for librarians and their patrons.



About the Presenter

- ▶ Dr. Erin Hulfish, MD
 - ▶ Board Certified in Pediatrics and Pediatric Critical Care Medicine
 - ▶ Pediatric Intensive Care Physician at Stony Brook Children's Hospital
 - ▶ Assistant Professor in Critical Care Medicine at the Renaissance School of Medicine at Stony Brook University
 - ▶ Director of Telehealth Education for the Renaissance School of Medicine at Stony Brook University
 - ▶ Director of Pediatric Telemedicine, Stony Brook Children's Hospital
 - ▶ Member of the Interprofessional Telehealth Team at Stony Brook University

Definitions



Telehealth vs Telemedicine

Telehealth

- ▶ The use of telecommunications technology to provide remote delivery of health care services and clinical information
- ▶ Not include audio-only telephone communications, fax, or electronic messaging alone
 - ▶ Can be used in conjunction with telemedicine, store and forward technology or remote patient monitoring

Telemedicine

- ▶ Real time Two-way electronic communication
- ▶ Facilitate all aspects of a patient's health care
- ▶ Patient and health care provider are at separate sites

Synchronous vs Asynchronous

Video Conferencing (Synchronous)

- ▶ Two-way interactive audio-video technology to connect patient and provider
- ▶ Encounter happens in real time

Store and Forward (Asynchronous)

- ▶ Transmission of medical information to the provider
 - ▶ Digital images, home test results, documents, pre-recorded videos
- ▶ Data transfer takes place over a period of time
- ▶ Uses secure email transmission

More Definitions

Remote Patient Monitoring

- ▶ Uses mobile medical devices to perform routine test and send data to medical professional on a regular basis to a provider without the need for travel
 - ▶ i.e. heart rate, weight, blood pressure
- ▶ Care provided to individuals and families in their place of residence

Mobile Health (m-Health)

- ▶ Health Education, information or other services via a mobile device
 - ▶ Support groups
 - ▶ Online discussions



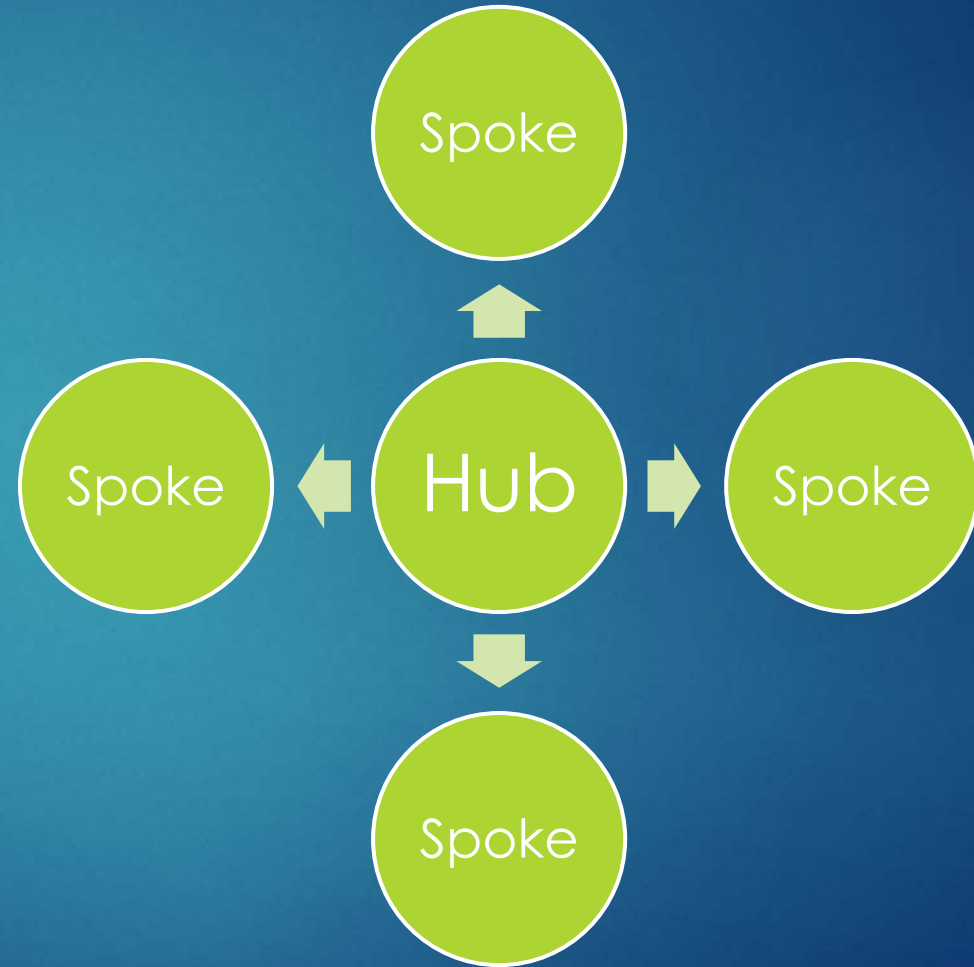
Hub and Spoke

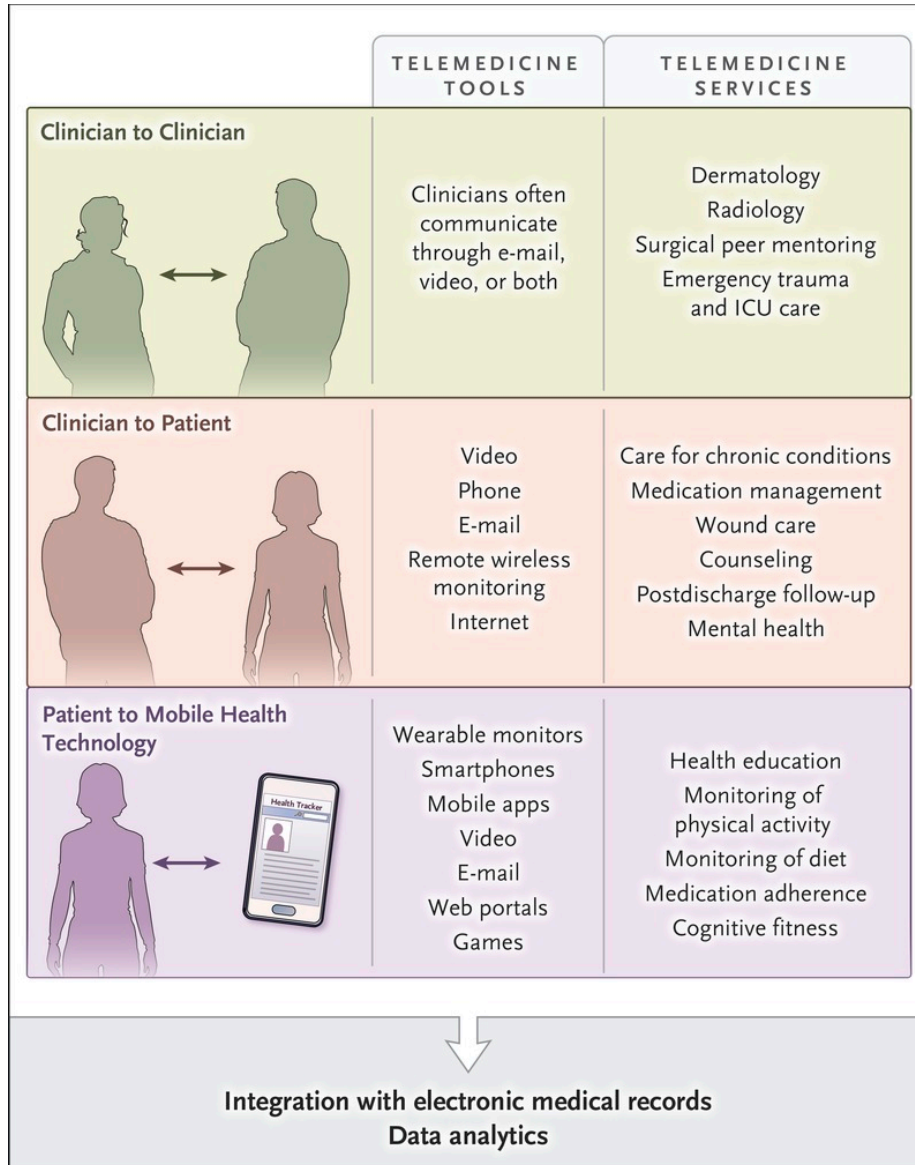
Hub

The provider providing telehealth consultation

Spoke

The patient receiving telehealth services





Different Aspects of Telemedicine

Preparing for Your Telehealth Visit



What Do You Need To Do: The Week Of The Visit



Make sure you have or
can use a device that
has a video camera and
microphone

Mobile phone with video
camera capabilities
Laptop computer with a
camera built in
Desktop computer with a
camera



Download
the telehealth
software

Many providers will send you email
or text message instructions
Download from either Google Play
store (Android) or App Store
(Apple)
•Remember your password for
your accounts



Consider who needs to be on the video call

What Do You Need To Do:

The Day Before The Visit

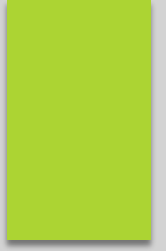
- ▶ Make sure your video camera and microphone on your device are working
- ▶ Make sure you can access the telehealth platform
- ▶ Confirm timing and “check in” process for the visit
- ▶ Ensure any forms that need to be filled out are done and uploaded as needed
- ▶ Confirm any support person for the visit will be either physically present or available as an addition to the visit
 - ▶ Make sure they have instructions on how to download the app and have done so

What Do You Need To Do:

The Day Of The Visit

- ▶ Make sure whatever device you are using for the visit is working and/or charged
 - ▶ Wi-Fi/Internet connection is working
 - ▶ Have the confirmation email or directions to access the appointment available
- ▶ Locate a private and quiet space to have the visit
 - ▶ The place you choose should be well lit – a window should not be behind you; it will cause your face to appear very shadowed
- ▶ Be prepared to have any medications you are taking with you for the visit
 - ▶ This includes vitamins

Telehealth at Stony Brook Medicine and Our Community



- ▶ Connect with your Stony Brook Provider by the regular appointment line to schedule a visit
 - ▶ Only established patients can schedule a telehealth appointment at this time
- ▶ Once you have scheduled your appointment an email confirmation will be sent
- ▶ Email will contain instructions to download Microsoft Teams on your electronic device
 - ▶ Interpreter services available



Stony Brook Medicine is now offering Telehealth visits, which will allow our patients to receive our high-quality care from the safety and privacy of their home. To see if your needs can be met virtually, please call your physician's office.

If you have already booked a Telehealth visit and have questions about connecting to Microsoft Teams for your visit, please call one of our representatives at (631) 638-0597, Monday through Friday from 8 am to 6 pm. They will be happy to assist you. If you require support outside of these hours, please review the steps below to ensure your appointment goes smoothly.

PLAN FOR YOUR TELEHEALTH VISIT

- Ensure your mobile smartphone is ready
 - Battery is charged or device connected to a power source
 - Internet connection — either cellular or Wi-Fi
 - Access to your email
- Download **Microsoft Teams** from the App Store before the visit
 - Once downloaded, close the app.
- Ensure you received a confirmation email for your visit
 - If you're unable to find the confirmation, please check your Spam or Junk folder

TO START YOUR VISIT:

- Click on the "Join Teams Meeting" link on the email invite
 - Do Not open the Microsoft Teams App
- Select "Join as a Guest"
 - Follow the prompts

HELPFUL INFO ON WHAT TO EXPECT:

- **Video: Preparing for your telehealth visit**
- **How to join your telehealth visit using Microsoft Teams**
- **Cómo unirse a su visita médica de telesalud de Stony Brook con la aplicación Microsoft Teams**



Stony Brook Medicine

Stony Brook Medicine Telehealth Website




Other Community Options for Telehealth

Urgent Care

- City MD <https://www.citymd.com/virtualcare>
- Northwell GoHealth Urgent Care <https://www.gohealthuc.com/nyc/virtual-visits>
- PM Pediatrics pmpediatricsanywhere.com

Telehealth Platforms

- Teledoc www.teledoc.com
- American Well <https://amwell.com/cm/>
- Doctors on Demand <https://www.doctorondemand.com/>



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questions or ideas for future
webinars please contact us at
healthy_libraries_program@stonybrookmedicine.edu



Stony Brook Medicine

Thank
You and
Stay Safe

References

- ▶ Northeast Telehealth Resource Center
 - ▶ <http://netrc.org/new-york/>
- ▶ American Telemedicine Association
 - ▶ <http://thesource.americantelemed.org/home>
- ▶ Center for Connected Health Policy
 - ▶ <http://www.cchpca.org>
- ▶ American College of Physicians
 - ▶ **Telemedicine: A Practical Guide for Incorporation into your Practice**
- ▶ Tuckson, R MD; et al. “Telemedicine: A Special Report” N Engl J Med 2017; 377: 1585-1592