

Telehealth: Expanding Access to Care

Saint Joseph's University Unlimited Learning
Series Seminar



Utilizing Expanded Telehealth Offerings Considering COVID-19

- **Stay Home** – Many healthcare providers are rapidly expanding technology capabilities to see patients remotely
- **Stay Safe** – Call your primary care provider and seek care remotely if possible
- **Save Lives** – Physical distance remains a best practice to protect healthcare professionals

Graduate Programs and Courses



School of Health Studies and Education

Established in 2019



MS in Health Administration MS in Health Education Pharmaceutical & Healthcare Marketing MBA

Offered in the School of Health
Studies and Education and the Haub
School of Business



Concentration in Health Informatics

HAD 561 - Addresses the role of
technology and telehealth to deliver
high quality care remotely.

Historical Barriers to Telehealth



- Ability to license and credential medical professionals to practice across state lines
- Absent or reduced payments for providing care in a non face-to-face environment
- Historical focus on connecting patients in rural areas to professionals in urban or higher density locations
- Exclusion of certain technologies from reimbursement or payment for services rendered (ie telephone or use of “connected” devices)

POLL 2

Patient Perspective

- Call your primary source of medical care first - they may recommend a virtual visit
- If able, download the mobile app for your health system or practice group
- You may be referred to another provider in the practice group
- If you do not know the medical professional you are seeing conduct some research on background, credentials or qualifications, and potential location
- During the virtual visit the medical professional should announce their location and credentials
- Be vigilant and avoid services that seem “too good to be true”
- Request access to your documents or summary of care

Know your current state directives and policies

- Center for Connected Health Policy Website (AHRQ funded entity) - <https://www.cchpca.org/resources/covid-19-related-state-actions>
- Mid Atlantic Telehealth Resource Center (MATRC) - <https://www.telehealthresourcecenter.org/matrc/>

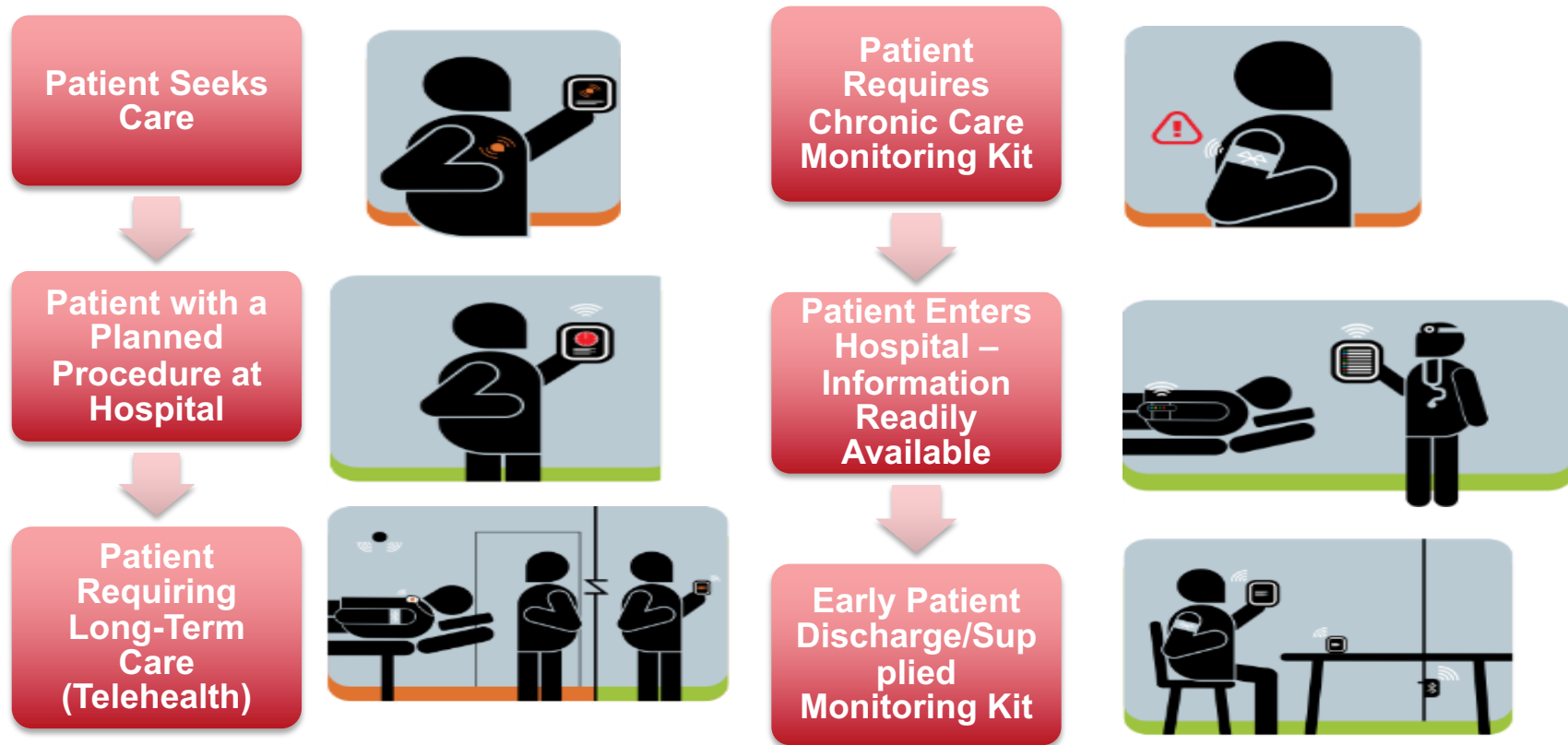
Pay attention to

- **Protocol** – Follow recommended practice guidelines and documentation requirements while noting expanded CPT (Procedure codes)
- **Payment** – Medicare, Medicaid, and Private Insurance Groups all approach payment for services differently
- **Privacy** – Use approved or recommended technology platforms if possible

OCR HIPAA Enforcement Discretion Notice - [link](#)

Healthcare
Organizations should
be prepared with the
following:

Connected Health: From Hospital to Home is Changing



Questions?