



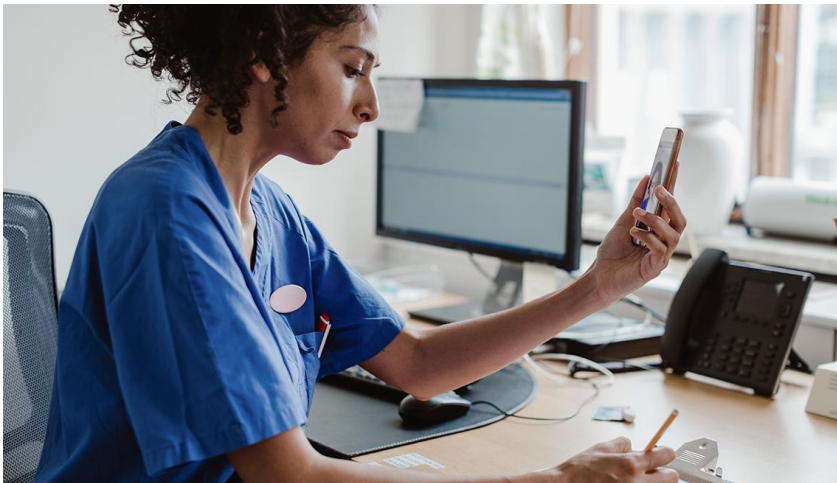
SAN MATEO COUNTY HEALTH
**SAN MATEO
MEDICAL CENTER**

Team-Based Telehealth Standard for Ambulatory

June 2, 2020

What is telehealth?

- Healthcare services provided by phone, video, or other technology
- When a patient “visits” a clinic by phone or video, we call it a televisit



Why offer telehealth?

- Convenience
- Access
- Personal Connection



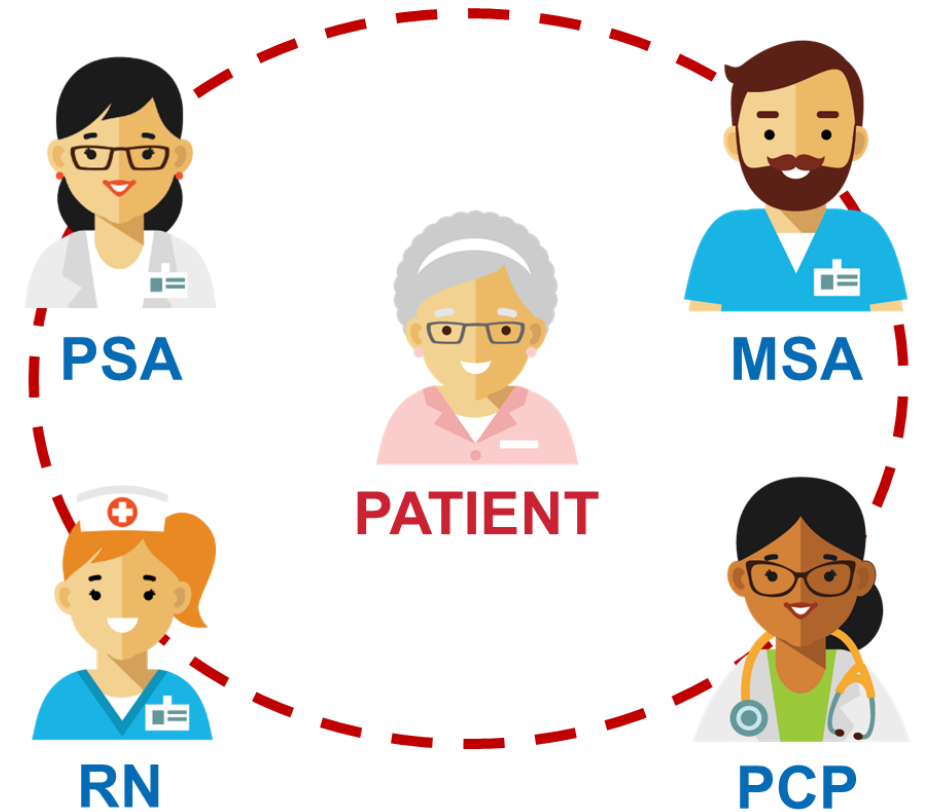
Currently reimbursed at same level as in-person visits



SAN MATEO COUNTY HEALTH
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Why do team-based care?

- All staff can work at the top of their capabilities
- Provide patients the most complete care possible
- Ensure patients have all their needs met in a single interaction, and leave with clear next steps



Tools care teams will need for telehealth

- Webcams and doxy.me licenses (with shared waiting rooms) for team video visits
 - We have webcams if needed
 - All permanent clinical staff should have doxy.me licenses and have access to clinic waiting rooms
- Standard work to integrate flow and give patient seamless experience



Standard flow and roles



PATIENT



PSA

Schedule
telehealth
appointment,
pre-register



MSA

Meet
preventative
care needs



RN

Meet
ongoing
chronic
disease care
needs



PCP

Diagnose
& manage
chronic & acute
conditions,
refer/consult/
warm handoff
as needed



PSA

Schedule
follow-up
needs



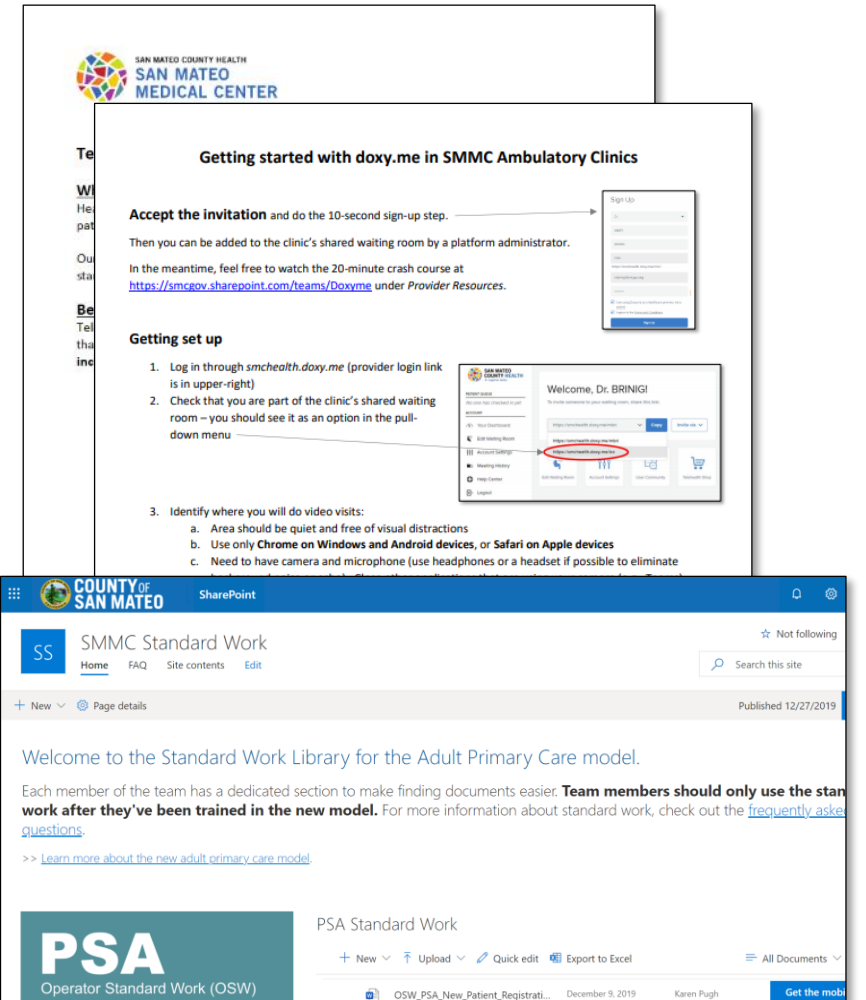
How this standard was developed

- Virtual improvement event with representatives from all roles and types of ambulatory services
- Testing and refinement by multiple teams
 - Adult primary care
 - Pediatric primary care
 - Specialty
 - OB-Gyn (pending)
 - Teen clinics (pending)

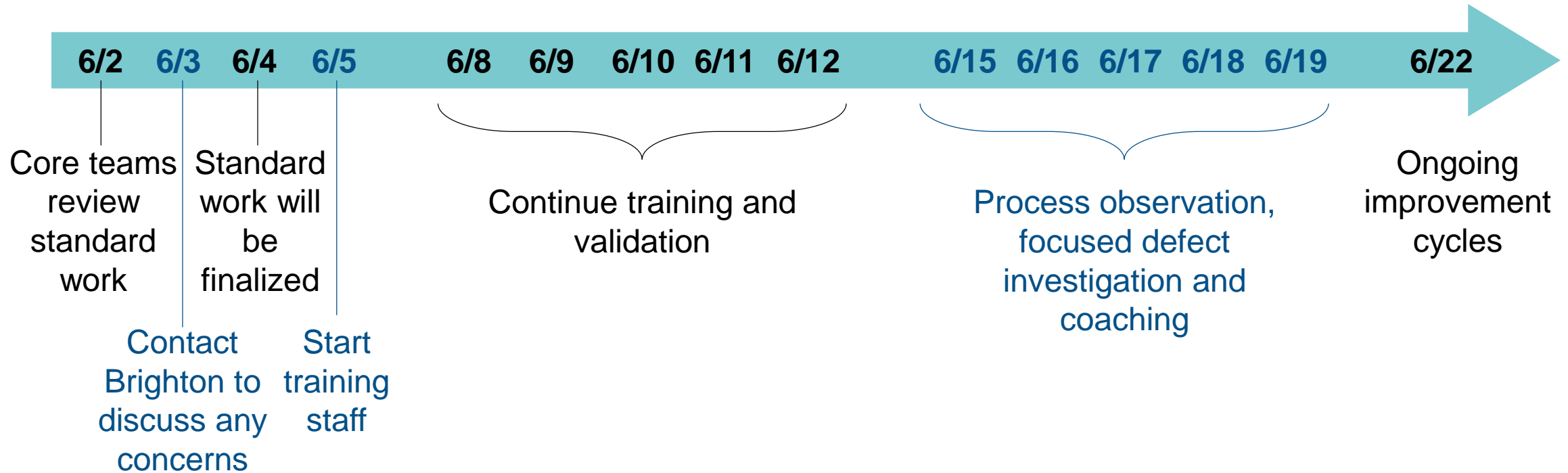


Resources

- [Telehealth tips](#), including SMMC Health Link instructions (for calling patients without revealing personal cell phone number)
- [Getting started with doxy.me guide](#)
- 5 pieces of OSW on [SMMC standard work site](#):
 - PSA Telehealth Scheduling and Pre-reg
 - MSA Telehealth Clinic Prep
 - MSA Rooming for In-Person or Telehealth Visit
 - RN Telehealth Visit
 - PCP Telehealth Visit



Next steps



This process will be a focus on managers' calls with Brighton every week, and for leader observations during No Meeting Zone

