



# Cerner® Safety Net User Group (cSNUG) Video Visit Integration

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Wednesday, August 26, 2020  
12-1pm

[Recording Link](#)

# Agenda

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Topic	Lead(s)
<b>Welcome, Logistics &amp; Intros</b>	David Lown Zoe So
<b>San Joaquin Presentation: Video Visit Integration with Cerner</b>	San Joaquin General Hospital
<b>Q&amp;A and Peer Sharing</b>	All
<b>Wrap-up &amp; Announcements</b> <ul style="list-style-type: none"><li>• SNI Updates</li></ul>	David

# Logistics

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You're encouraged, but not mandated, to go on video!



Please mute yourself! (We'll have to mute lines if there is background noise)



Please feel free to speak up or chat in any questions



Webinar will be recorded and saved on [SNI Link/Data/EHR User Groups](#)



Please complete our post-event survey (posted in the chat)

# Intros

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Rajat Simhan  
Provider Relations &  
Strategic Initiatives,  
San Joaquin General  
Hospital



Jennifer Sloane  
Project Manager,  
Health Informatics  
Team

# Cerner Safety Net User Group (cSNUG): Video Visit Integration

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August 18, 2020



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## SAN JOAQUIN GENERAL HOSPITAL AND CLINICS

CERNER INTEGRATED VIDEO VISITS UPDATE

CERNER SAFETY NET USER GROUP (CSNUG) AUG 26, 2020

# eVisit Telehealth

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- Using computers for Telehealth in a hybrid environment
  - Carts on Wheels
  - Desks
  - Provider office space
- Need for Cameras
- Audio / Computer settings
- Advising on workflow – Not one size fits all
- Patient education when the appt. is scheduled



# eVisit Telehealth

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- Urgency brought many eVisit options
  - Zoom
  - Cerner
  - Other
- Licensing (per provider) requirements brought confusion







Viewing health record for  
**APRIL ZZTEST**



### Allergies

fosaprepitant, Shrimp, sulfa drugs,  
Benadryl, shellfish, penicillin, Peanuts,  
Latex



### Latest Results

#### COVID-19 Testing

SARS-CoV-2 (COVID-19) PCR (BD MAX)  
Negative  
Aug 17, 2020

[View Results](#)



Pay My Bill



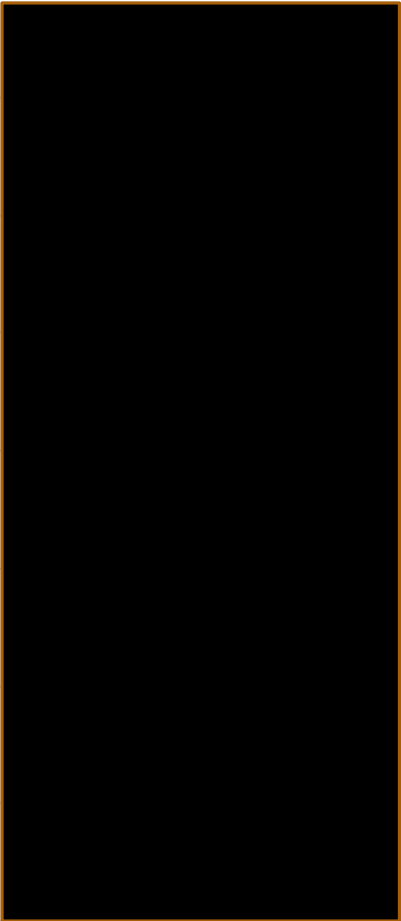

San Joaquin General Hospital

## SJGH Cerner Portal

- Cerner Telehealth requires that the patient have a Portal Account
- Patients under the age of 18 do not have a portal account
- Low Portal Adoption – 66% of adult patients do not have a portal account
- Some patients don't have the access to video devices

## Preference for Telephone Visits

From: August 13, 2020 [View 7 More Days](#)

Appointment	Patient	Details	Notes	Outstanding Actions
August 14, 2020 8:45 AM		Follow up Patient (SJGH) Pt need f/u appt pt needs home health orders...ca		Charge Not Started Note Not Started ✓ Task List Complete
August 14, 2020 9:00 AM		Follow up Patient (SJGH) ****TELEPHONE VISIT ****(209)922-7361 *NOTE: Pt. sta...	Reason for Visit : TELEPHONE INTERVENTION	✓ Charge Completed Note Saved ✓ Task List Complete
August 14, 2020 9:30 AM		Follow up Patient (SJGH) 4 wks f/u telephone appt r/s from 8/14, Dr. Bhattacharya n...	Reason for Visit : TELEPHONE INTERVENTION	✓ Charge Completed Note Saved Task List Not Complete
August 14, 2020 9:30 AM		Follow up Patient (SJGH) telephone appt 2 wks f/u from 7/31/20.....ssoth r/s from...	Reason for Visit : TELEPHONE INTERVENTION	✓ Charge Completed Note Saved Task List Not Complete
August 14, 2020 10:00 AM		 e-Video Visit (SJGH) *Video Visit* 1x Visit ED 08.11.20 F/U -Palpitations Email: J...	Reason for Visit : Follow-up/Phone	✓ Charge Completed Note Saved ✓ Task List Complete
August 14, 2020 10:15 AM		New Patient (SJGH) **Phone appt ph# 408-655-8202 english est pcp***gab	Reason for Visit : TELEPHONE INTERVENTION Chief Complaint: rash	✓ Charge Completed Note Saved Task List Not Complete
August 14, 2020 11:00 AM		Follow up Patient (SJGH) **Phone appt ph# 209-271-2883 english ,a few days ago h...	Reason for Visit : TELEPHONE INTERVENTION	✓ Charge Completed Note Saved Task List Not Complete
August 14, 2020 1:00 PM		Follow up Patient (SJGH) r/s from 8/13 Dr. Bhattacharya not available, pt. aware....v...	Reason for Visit : TELEPHONE INTERVENTION	✓ Charge Completed Note Saved Task List Not Complete

# Summary

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- Patients Prefer TeleVisit
- Providers are working remotely  
(Clinic devices are being used much less)
- Tele Visits are scheduled as needed / when portal requirement is met
- Able to use Zoom as a second option



# Peer Sharing

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Systems are invited to share updates relating to:

- Implementation of video visits (status, challenges, plans to integrate with Cerner?)
- Other telehealth implementation updates, or ongoing improvement projects
- Patient portals
- Electronic case reporting (eCR) efforts
- eClipboard
- Other COVID-related updates and needs

## Systems

- LA
- Kern
- Ventura
- San Joaquin

# WRAP UP

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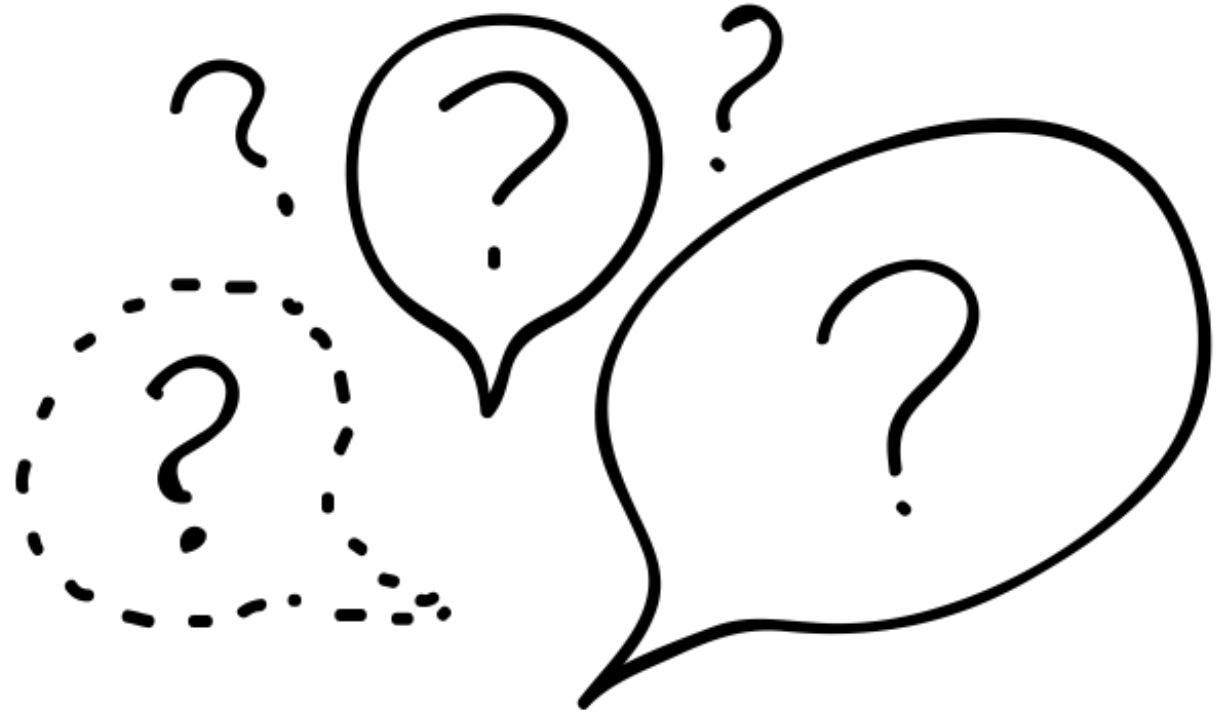


# What do you want to learn?

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Please take the next couple minutes to chat in any topics that you want to hear about on upcoming cSNUGs.

We appreciate your help!



# Announcement: Webinar Recording

On our latest eSNUG (Epic User Group), Santa Clara presented on video visit integration with Epic, using Vidyo. Slides and recording are on [SNI Link](#).

## Features to consider

### Patient Experience

- Patient portal integration- pros and cons
- Ease of use and assistance required
- Testing mode to test setup ahead of time
- Familiarity with third party app
- Waiting room feature

### Both

- Mobile and Desktop compatibility
- Necessity of downloading

### Staff Experience

- EMR integration
  - Schedule management
  - In-line/side by side documentation

## Ongoing Video Visit Improvement Project

### Patient:

- 3<sup>rd</sup> party vendor for phone support with pts to enroll in MyChart and get them ready for video visits.
- Push/Pull workflows, multiple touch points
- Advertise the pros of video visits over telephone visits
- Work with county on initiatives to bridge the digital divide

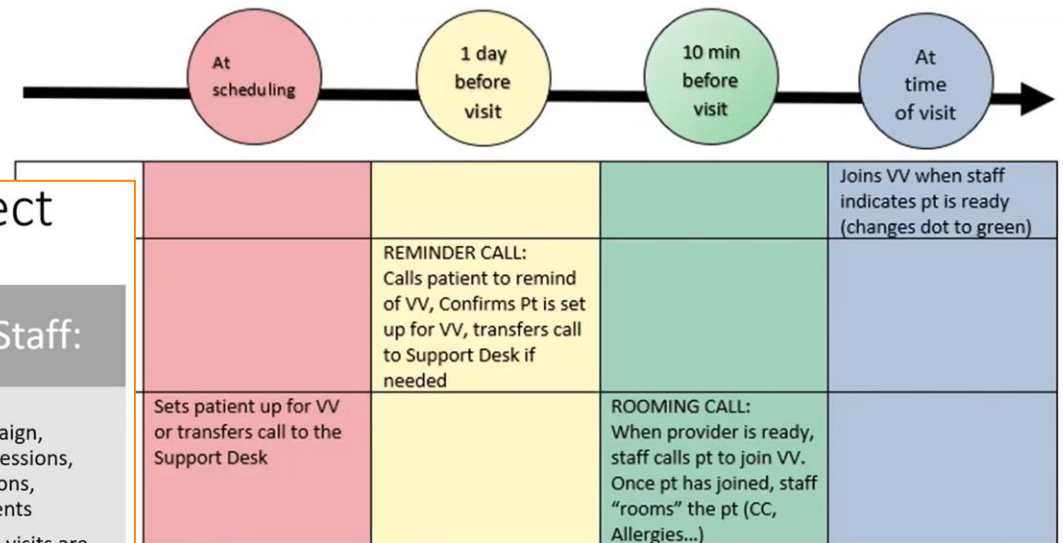
### Technology:

- Future EPIC development – video visits w/o need for an active MyChart account. E-mail or SMS direct link to video visit
- Potentially switch to native EPIC/Twilio in the near future

### Provider/Staff:

- Educational campaign, virtual brown bag sessions, targeted interventions, hardware assessments
- Help assess which visits are best for F2F, Video or Telephone

## Clinic workflow for Scheduled Video Visits



# Upcoming Telehealth Series

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## Patient Experience and Access

New SNI webinar series on patient experience and access in telehealth

Stay tuned!





# SNI Link

## SNI Link/Data Driven Organizations/EHR User Groups

<https://safetynetinstitute.org/membersupport/datadrivenorganizations/ehr-user-groups/>



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### EHR USER GROUPS

[HOME](#) » [MEMBER SUPPORT](#) » [DATA DRIVEN ORGANIZATIONS](#) » [EHR USER GROUPS](#)

#### About EHR User Groups

In 2019 and 2020, SNI is hosting peer learning sessions for reporting, analytics or clinical operations leads to hear from systems well-established on Epic and Cerner how they are addressing technical and operational practices and lessons learned.

#### Epic Safety Net User Group (eSNUG)

##### 2020 Schedule

WebEx information and slides will be sent the day before the meeting. All materials will be saved on SNI Link.

A list of proposed topics and dates/times for 2020 meetings are below.

#### MEMBER SUPPORT

- » Value-Based Strategies
- » Ambulatory Care Redesign
- » Data Driven Organizations
- » Global Payment Program Support
- » PRIME Support
- » Whole Person Care Support
- » Waiver Integration Teams
- » SNI Link

Date To be rescheduled as needed	Topic (Tentative as of 1/9/20)	Presenter
Tuesday 2/18, 1-2	Predictive Models	Santa Clara tentative

# Your thoughts, please

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How did we do?

What did you learn?

Do you have  
suggestions for future  
topics or content?

**SURVEY LINK IN CHAT BOX**