

# Feedback and Technical Support Telemedicine Use in the Era of COVID-19

xxxxxx - Sample Facility Feedback Report

## Introduction

Qsource ESRD Network 10 is providing this material to support your facility's utilization of Telemedicine for Dialysis Patients. Your unit's response to an environmental scan, distributed at the request of CMS, is shared along with a comparison to Network-wide results. We have also included resources to assist your facility and your patients to be successful with Telemedicine. These tools are being shared for your consideration only where your facility and staff have capacity to work toward improving the telemedicine experience. We recognize that your current priority is to provide safe and effective renal replacement treatment during this difficult time of COVID-19.

## Assessment of Telemedicine Use

Under the direction of CMS, the Network created a simple environmental scan. The first question asked was: Does your facility current utilize telehealth to perform monthly clinic visits -- implying that you have the capability and are using it in some form?

Depending on how your facility answered, a single follow up question was asked. For those responding "YES" to the first question, you were presented with options to check indicating how you are using telemedicine. For those responding "NO" to the first question, you were given options to select the barriers you face in using telemedicine.

NOTE: If your facility submitted more than one response, the Network is only looking at the most current one submitted. You can change your facility's answer by simply submitting a new scan result.

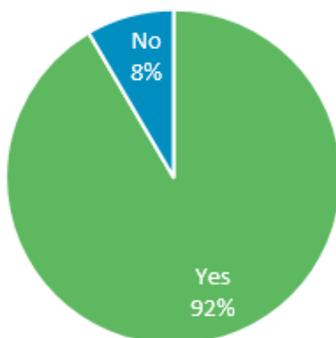
We ask if your facility has not yet submitted a response to this environmental scan that you please do so now: [www.surveymonkey.com/r/NW10-telemed](http://www.surveymonkey.com/r/NW10-telemed)

Our goal is to achieve a 100% submission compliance to this scan. Currently, our reporting compliance rate is 80 percent.

## Scan Results

In this section, we will share the results of the scan by displaying your facility's response along with Network-wide data.

**Question 1:** Does your facility currently utilize telehealth to perform monthly clinic visits -- implying that you have the capability and are using it in some form? Network-wide Results (source: Telemedicine Environmental Scan)



### Your facility answered this question as: Yes, No, or Blank

If blank, the following appears: Your unit did not submit a response. Please click the reporting link above and submit your data as soon as possible. Thank you.

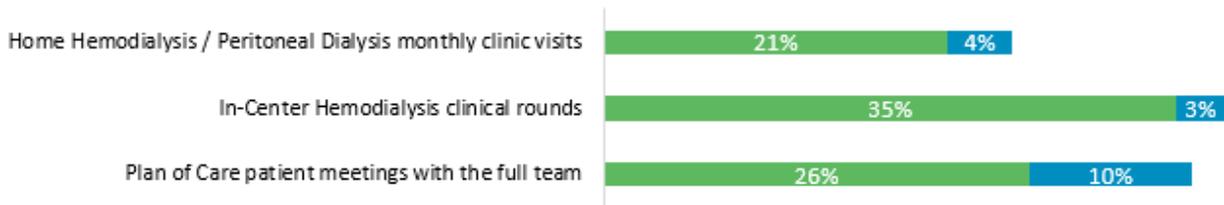
If NO, the following appears: Your facility indicated 'NO' to Question 1. If you shared specific barriers, we hope you will find the suggestions on Page 3 helpful and that you are able to utilize Telehealth in the near future.

## Understanding Ways That Telemedicine is Being Utilized

If YES to question 1, share the ways that your facility supports telemedicine.  
(optional and multiple selections possible)

If the facility answered 'NO' to Question 1, this part of the scan was not required.

	video-based	audio-only	video-based	audio-only
Home Hemodialysis / Peritoneal Dialysis monthly clinic visits	21%	4%	Facility-specific responses would appear here as a "YES"	
In-Center Hemodialysis clinical rounds	35%	3%		
Plan of Care patient meetings with the full team	26%	10%		

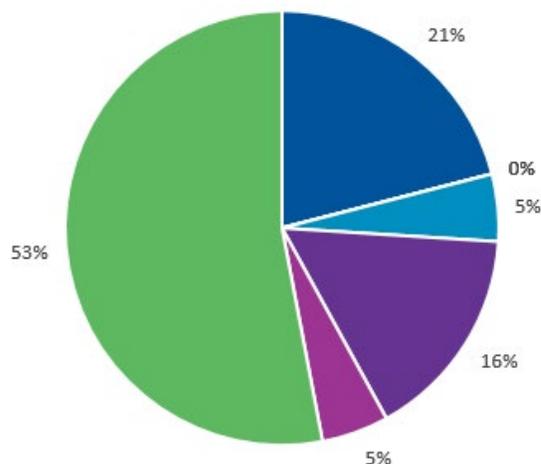


## Understanding Barriers for Why Telemedicine is Not Being Used

If NO to question 1, share the barriers your facility face in using telemedicine.  
(optional and multiple selections possible)

If the facility answered 'YES' to Question 1, this part of the scan was not required.

	Network-wide	Your Facility
Patients do not have access to a device (i.e., smart phone, tablet, laptop, or personal computer with camera)	21%	Facility-specific responses would appear here as a "YES"
We have legal / privacy / security concerns that need to be resolved.	0%	
We have billing / reimbursement issues.	0%	
We do not have the technical capabilities / hardware / software to support vidoconferencing-based telehealth.	5%	
Local policies have not been developed.	16%	
We do not have adequate training or support.	5%	
We have the capability, but utilization is not needed at this time.	53%	



## Considerations for Removing Barriers to Telemedicine Use



### **Issue: Patients do not have access to a device**

Is there a device that your facility could loan to the patient? Could the patient engage in their telehealth appointment in your facility? Are there programs available in your area that will donate a device to the patient for their telehealth needs? Talk with the patient and ask if they have family, friends, or neighbors who would allow them to borrow a device.



### **Issue: Legal / Privacy / Security concerns**

Talk with your corporation, compliance, legal department, or technical support team to gain the confidence and direction in utilizing telehealth. Turn to trusted resources such as the [Telehealth Startup Guide](#).



### **Issue: Billing / Reimbursement issues**

Medicare has several resources in support of Telehealth services. The Renal Physician Association created the [Guidance on Billing and Coding for Remote Nephrology Services](#).



### **Issue: Technical capabilities / hardware / software**

[Washington State Telehealth Implementation Guidebook](#).



### **Issue: Policies**

Talk with your leadership and administration. Review the Medicare [Telemedicine Health Care Provider Fact Sheet](#).



### **Issue: Training / Support**

Have a discussion with your Information Technology team or vendor. [Telehealth Technologies and Preparing to Select a Vendor Fact Sheet](#).



### **Issue: We don't have a need to engage in Telehealth at this time**

TERRIFIC! You don't have to as long as your team feel confident in provide safe and effective care. Keep in mind that the option is available. There are many benefits to using telemedicine for both the facility and the patient. You may want to think outside-the-box with regard to telehealth and allow your in-center dialysis patients to engage in their care team using a telehealth option.

Many more tips and resources can be found in the modified telemedicine guidelines issued by CMS: [ESRD Provider Telehealth and Telemedicine Toolkit](#).

## Did You Know?

CARES Act Waiver Section 3705 provided temporary consideration for home dialysis patients and face-to-face visits. Originally, the rule was that a face-to-face visit was required once every three months. Now all visits may be conducted via telehealth (until further notice). This may be 'big win' for home dialysis patients to ease their care burden.

# Ways to Improve the Patient Experience

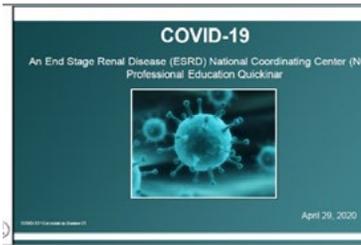
Here are additional topics and resources that may help expand your current efforts with treatment, safety and telemedicine.

Talk to your patients about home modalities to help keep them safe at home and minimize contamination.



## Home Dialysis Central

- [Home Dialysis Education During a Pandemic](#)



## ESRD NCC Quickinar: Optimal Transition of Patients into Home Dialysis in the COVID-19 Era

- [Recording](#)
- [Slides](#)

Encourage patients to contact any medical providers with whom they have medical appointments in the next three months to determine if the visit can be made by telehealth.



## Five Things to Know About Telehealth During the COVID-19 Pandemic

- [YouTube Video](#)

## Finding telehealth options

**Quick tips**

- **Check your symptoms** – several free online screening tools are available where you can enter your symptoms and find out what to do next. For COVID-19 issues, use: [CDC Coronavirus Self-Checker](#) or [COVID-19 Screening Tool](#)
- **Make scheduled online visits** – Check with your doctor or your insurance company on what telehealth options they offer and how you can schedule a visit.
- **Explore on-demand options** – many telehealth companies allow you to schedule an on-demand visit with a doctor. Use this [digital health directory](#) or to find a doctor. Some services may be free if COVID-19 related.

## Finding Telehealth Options A resource for patients from Telehealth.HHS.Gov

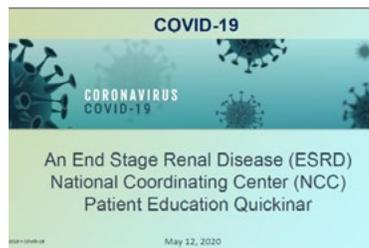
- [Finding Telehealth Options](#)



## ESRD NCC COVID-19 Quickinar: Using Telehealth to Visit with Your Doctor

- [Recording](#)
- [Slides](#)

Continue to support patients with their Kidney Transplant Goals. Patients working through the kidney transplant waiting list process, even those whom you know received a kidney, may have special needs and concerns during this time.



## ESRD NCC COVID-19 Quickinar: Preparing for a Kidney Transplant During the COVID-19 Pandemic

- [Recording](#)
- [Slides](#)



## Renal Support Network Podcast: Kidney Transplant Care & Well Being During COVID-19

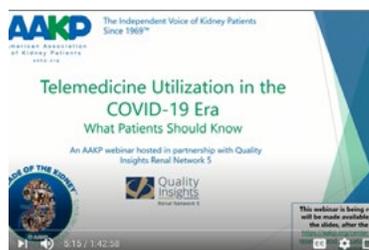
- [RSN Podcast](#)



## American Society of Transplantation: Medication Access

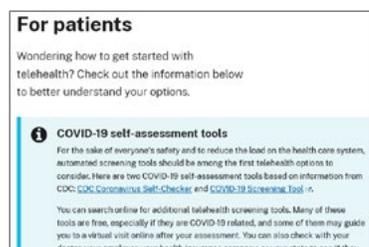
- [Frequently Asked Questions](#)

Help patients understand what Telemedicine is, which technologies are available, how to use them, and what are the important topics that should be covered during a Telehealth visit.



## AAKP Resource - Telemedicine Utilization in the COVID-19 Era: What Patients Should Know

- [YouTube Video](#)



## Wondering how to get started with telehealth? A resource for patients from Telehealth.HHS.Gov

- [How to Get Started With Telehealth](#)



## What to Expect from a Telehealth Visit

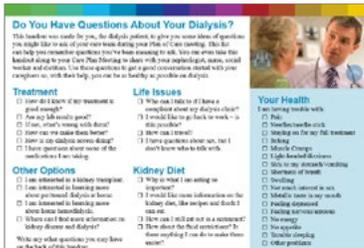
- [YouTube Video](#)



## My Questions and Goals

This brochure was developed to assist patients in preparing for a care meeting. It lists a number of potential questions and provides space for the patient to identify goals.

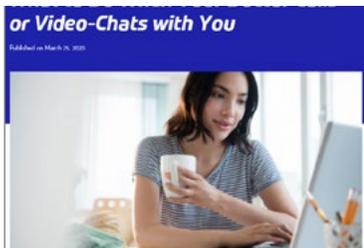
- [Download Brochure](#)



## Promising Practice Alert! Do You Have Questions About Your Dialysis?

Continue your focus on Shared Decision Making by encouraging your patients to be a part of their healthcare team. Patient engagement in the Plan of Care is one way to encourage patients to take part in Shared Decision Making. The Network has developed the “Do You Have Questions About Your Dialysis?” flyer to help patients be part of the conversation during their POC meeting. The flyer can easily be used at chairside if the patient is unable to attend a scheduled meeting outside of their dialysis time. The flyer may be especially helpful for newer patients, but seasoned patients may also find it useful.

- [Download Handout](#)



## A Patient's Guide to Telemedicine: What to Do When Your Doctor Calls or Video-Chats with You

- [Download Guide](#)



## ESRD NCC Resource -- The Doctor Will See You Now: Telemedicine Makes It Easy

This document provides an explanation of telemedicine and gives sample questions patients can ask their healthcare team during a telemedicine visit.

- [Download Handout](#)

# Need Additional Assistance?



## What to Expect from a Telehealth Visit

This guide to Telehealth for ESRD Providers was developed to consolidate facility-level resources into one handout.

- [Download Guide](#)

## Getting The Most Out Of Telehealth For Home Dialysis Patient



## Home Dialysis Central blog post: Getting the Most Out of Telehealth for Home Dialysis Patient

This brochure was developed to assist patients in preparing for a care meeting. It lists a number of potential questions and provides space for the patient to identify goals.

- [Read More](#)

We hope you found this facility specific report helpful.

Should you have any questions about this feedback report, you may contact Shane Perry, Quality Improvement Analytic Manager, at 816-880-1705 or via email to [sperry@qsource.org](mailto:sperry@qsource.org).

Should you need additional assistance from the Quality Improvement Department of Qsource ESRD Network 10, please contact Mandy Vires, Quality Improvement Director, at 317-735-3566 or via email to [mvires@qsource.org](mailto:mvires@qsource.org).

