

Table of Contents

What is Telehealth?..... 2
Why Should I Try Telehealth?3
Ways to Connect4
What to Expect6
Tips8
Get the Most Out of Your Telehealth Visit9

Introduction

Qsource ESRD Networks have created this passport to walk you through using telehealth so you can make the most of your telehealth visits with your care team.

This passport will help you:

- connect in a “virtual” space;
- think about what goals you have for your life;
- think about what you may want to share with and/or ask your doctor, nurse, social worker, or dietitian.

Get ready to use telehealth to keep in touch with your care team and stay on track with your health care goals.

How to Use This Telehealth Passport

This Telehealth Passport was designed as a guide to help you use telehealth. Feel free to make notes directly on the page. In this Telehealth Passport, you will see boxes with a question-mark icon. Ask yourself the question and feel free to write down your answer so you can refer to it later.

In the section "Get the Most Out of Your Telehealth Visit", there are areas for you to select options and write down your thoughts. Have this Passport with you during your Telehealth visit to make sure you get the most of out it.

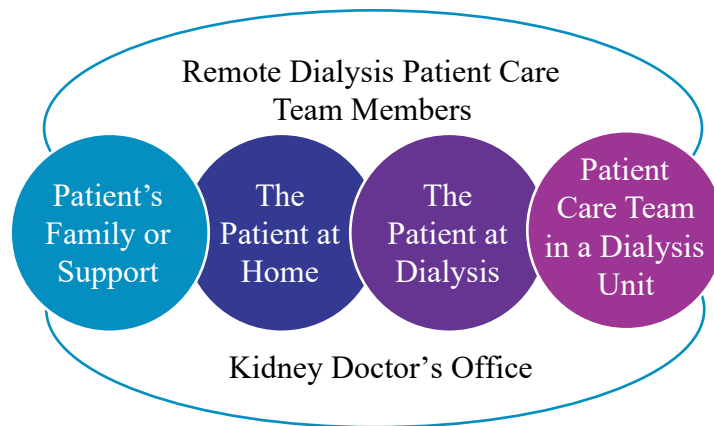
What Is Telehealth?

Telehealth is often called telemedicine or e-Medicine. It allows patients and their caregivers to interact remotely by using technology. You can connect with doctors, nurses, social workers, dietitians, or other health care workers from the comfort of your own home or in a remote clinic setting.

You may also be able to connect with your care team while you are having your dialysis treatment.

You may use telehealth in many different ways to connect with your care team:

- a person on dialysis can connect with family or support
- the kidney doctor can meet with you while you are at home
- your unit's nurse, social worker or dietitian could provide you with additional support even if they are remote



Where would you feel comfortable having your telehealth visit?



Who do you want to connect with during your visit?

Why Should I Try Telehealth?

Telehealth gives all patients an easy and safe way to have healthcare visits during these uncertain times of the COVID-19 pandemic.



Gets rid of unnecessary travel.



Gives the chance to talk with your entire care team at once.



Limits exposure to infection.



Saves money and time.

Due to COVID-19, the Centers for Medicare and Medicaid Services (CMS) has added new benefits to allow for telehealth that we hope are here to stay. The CMS Waiver 1135 allows the use of online programs such as Facetime, Skype and Zoom without concern for breaking privacy rules (in the Health Insurance Portability and Accountability Act).



The CARES Act of 2020 - Waiver Section 3705 has dialysis visits included:

- In-Center Hemodialysis Patients – 4 visits per month by telehealth (no phone-only visits)
- Home Dialysis Patients – all 3 monthly clinical visits can be through telehealth



What are some ways using telehealth might benefit you?

Ways to Connect

To connect, you will need:



A device that has both audio and video options, such as:



smartphone



tablet



laptop



computer with camera,
speakers, and microphone



High speed Internet connection with a strong WiFi signal



Software application (“app” for short) that you and your team will use during your telehealth visit”

- You will be sent a link to download the app before your appointment
- Download the app before your appointment
- Log on to the app at least 15 minutes before your telehealth visit to make sure you can connect ok



Make sure the device that you are using is fully charged or plugged in



Have a pen and paper handy to write down answers to your questions and advice from your care team



Software Applications (Apps)

There are many software applications that may be used. For example: Zoom, Facetime, GoToMeeting, or Skype. Some apps are specific to your dialysis team. Fresenius dialysis units may use “theHub” (<https://fmcna.com/thehub>) and DaVita has “DaVita Care Connect”.

Talk with your care team about which app they want you to use.



Do you have a strong
WiFi signal?



Which device will
you use?



Did you install the
recommended app?

What to Expect

Your telehealth visit should be just like a normal visit with your doctor and/or care team. Expect them to ask questions to check on how things are going with you. They may also ask that you do medical tests and/or treatments based on their review of the data and information you give.

Other things to keep in mind:

- Your doctor may ask for your verbal consent to take part in a telehealth visit
- Telehealth visits are not recorded
- Your personal health information is protected
- In-person follow-up care will be given by your care team, if/when needed

The options of using telehealth to support you and your healthcare may be limitless including:



You can see your care team (using video-sharing devices).



The care team can perform key parts of a physical exam with you, such as looking at your legs for swelling and checking your vascular access.



You can show your care team your home hemodialysis or peritoneal dialysis machine if you have one, so they can check blood pressures, fluid removal rate, and blood flow.



The whole care team can do their medical evaluations with you using telehealth.



For some portion of your care team telehealth visit, you could invite family members or care partners and they can join in from the comfort of their home as well.



Depending on the app used, your care team may be able to share their screen to display your lab results or other tools.



Be ready to talk about your lab results.



Talk about the medications you are taking, changes to your prescriptions, or any refills that are needed.



Your dietitian may talk about changes and ideas to help with your diet or fluid intake.



Share with your social worker any concerns you may have, they may be able to connect you with other services that can help you.



Talk about any supplies that you need.



What would help you get the most out of your telehealth visit?

Tips

Here are a few tips to get you started:



Download app before your appointment.



Join the visit 5- 10 minutes early – this will help to troubleshoot any technical issues, and will give you a chance to play around in the app and learn the features of the program.



Ask who will attend – for example: the social worker, doctor, dietitian – so you can think of things you want to focus on.



Choose a comfy and quiet spot in your home where you have privacy and that has a good WiFi signal.



Get dressed just as you would if you were going to the doctor's office for a visit – it will put you in a positive mood.



Write down any questions or concerns you want to share with your care team to make sure you do not forget what you want to talk about.

Get the Most Out of Your Telehealth Visit

You can get ready for your telehealth visit by thinking about what you need to address with your care team, what you want to ask them, and what goals you want to set for your treatment.

The following pages include topics and space for you to write down things that matter to you. Pick the questions that you would like to talk about. Asking questions and sharing your concerns with your care team will help you to work together to set goals and make a plan so you can live the best life possible on dialysis.



1. I would say my current quality of life is a (circle one):

☹️ 1 2 3 4 5 6 7 8 9 10 😊

2. I would like to be at a (circle one):

☹️ 1 2 3 4 5 6 7 8 9 10 😊

3. What is most important to me in my life right now is: _____

4. Right now, I'm worried the most about: _____

5. My goal for myself right now is: _____

How Are You Feeling?

Make a list of your current symptoms, when they started, and how severe they are.

- Do you have difficulty breathing or pain in your chest?
- Do you have fatigue? If so, how severe and for how long?
- Do you have stomach pain or diarrhea?
- Do you have a temperature? If so, what is it? Has it changed?
- Do you have a blood pressure monitor? If so, what is your blood pressure today? _____

Are others in your home ill? If so, for how long?

Have you been tested for COVID-19? If so, what were the results?

I am experiencing: (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Pain | <input type="checkbox"/> Light-headed/dizziness |
| <input type="checkbox"/> Needles/needle-stick | <input type="checkbox"/> Sick to my stomach/ vomiting |
| <input type="checkbox"/> Staying on for my full treatment | <input type="checkbox"/> Shortness of breath |
| <input type="checkbox"/> Itchy/ dry skin | <input type="checkbox"/> Swelling |
| <input type="checkbox"/> Muscle cramps | |

Notes/Questions:

Do You Have Questions About Your Dialysis Treatment?

Check all that apply

- How do I know if my treatment is good enough?
- Are my lab results good?
- If not, what is wrong with them?
- How can I make my labs better?
- How is my dialysis access doing?
- I have questions about some of the medications I am taking.
- Who can I talk to if I have a complaint about my dialysis care?

Do You Have Quality of Care or Quality of Life Issues?

Check all that apply

- What can I do to make it easier to fit dialysis into my life?
- What level of physical activity is ok for me to do? Can you give me some ideas?
- If I'm feeling overwhelmed, who is the best member of my care team to talk to?
- What can I do if dialysis is impacting my sex life? Who can I talk with?
- What do I need to do to go back to work or to continue working?
- How can I continue or start to do the things I enjoy again?
- How can I travel?
- Who can I talk to if I have a complaint about my dialysis care?

Notes

Do you have questions about the kidney diet?

Check all that apply

- Why is “what I’m eating” so important?
- What tips do you have to help me control my fluids daily?
- How can I change my diet to eat more of what I like?
- Where can I find some new kidney friendly recipes?
- How can I still eat out in a restaurant?
- If I change my treatment type, will my diet change?

Do you have questions or other concerns?

Check all that apply

- If I’m interested in getting a kidney transplant, what do I need to do to get evaluated?
- Would a home dialysis option (home hemodialysis or peritoneal dialysis) be a good fit for me with my schedule and active lifestyle?
- What are the pros and cons of each treatment option?
- Can I try a different type of dialysis to see if that is a better choice for me?
- I am interested in learning more about peritoneal dialysis at home.
- I am interest in learning more about home hemodialysis.
- Where can I find more information on kidney disease and dialysis?

Notes

For More Information or to file a grievance, please contact:



Qsource ESRD Network 10 (IL)

911 E. 86th St., Ste. 202
Indianapolis, IN 46240

Phone: 800-456-6919

E-mail: ESRDNetwork10@qsource.org

Web: www.ESRDNetwork10.org

[Facebook.com/ESRDNetwork10](https://www.facebook.com/ESRDNetwork10)



Qsource ESRD Network 12 (IA, KS, MO, NE)

920 Main, Ste. 801
Kansas City, MO 64105

Phone: 800-444-9965

E-mail: ESRDNetwork12@qsource.org

Web: www.ESRDNetwork12.org

[Facebook.com/ESRDNetwork12](https://www.facebook.com/ESRDNetwork12)



ESRDNetwork10.org | ESRDNetwork12.org