

Transforming Healthcare via Telehealth: A Compassus Pilot

Resources and links of interest:

The Medical Futurist TMF <https://medicalfuturist.com> lots of lists included in blogs and newsletters about digital health companies and products, some predictions and reviews. Updated frequently.

American Telemedicine Association www.americantelemed.org Association with resources and guidelines to structure of programs, coding and documentation resources as well as state rules references. Membership fee as with most medical associations.

HealthcareDive www.healthcaredive.com – up to date news about all things healthcare and health IT news and policy. Open source, daily email available.

Exponential Medicine— <https://exponential.singularityu.org/medicine/> Links to videos about Digital health and thinking differently about what's to come in the frontier of medicine

Video visit pointers from my usage of a few different platforms

Obligatory check out equipment and platform trial before attempting to connect with patients

Try to remain stationary, movement is confusing to patients using a new modality and adds blurring, most platforms are not as robust as facetime/WhatsApp

Speak slowly—despite efforts by industry, there is often a lag in audio perceptible to both parties

Establishing trust is the main benefit –try not to solve problems on the first visit and take cues from the patient/family—a second call planned will allow problem solving

Great tool for assisting nurses in diagnostics (underutilized)

Focus on your camera to maintain eye contact

Pause the call to do research instead of doing while on camera when appropriate

Use earphones when able to reduce external noise and improve audio

Assisted calls with nurses are very difficult –ask the nurse to use a tripod or hold the phone on speaker, focused on the patient

Keep visit simple and basic until connection and rapport is mature

Background distraction is a huge dissatisfier for patients and families

Hospice patients generally are a lot more receptive than anticipated!