How to Provide Home-Based Primary Care Using Telehealth: Tele-presenter Model

Health care providers are facing increasing challenges in caring for the medical needs of their senior population in response to COVID-19. In efforts to reduce transmission of the virus, medical providers have cancelled or delayed many appointments and home visits. However, seniors continue to need medical care. Telehealth gives providers a safe and effective way to provide that care to their patients while maintaining social distancing guidelines. The model described below uses a staff member as a tele-presenter to facilitate a video visit between a patient and a provider. Follow these steps to implement a facilitated telehealth model for the seniors you serve.

STEPS	
Choose Tele-presenter	1. Tele-presenter can include medical assistants, certified nursing assistants (CNA), licensed practical nurses (LPN), emergency medical technicians (EMT) and personal care aide/professional caregiver. 2. Each role has a different scope of practice, which can vary by state, so be sure to choose someone in a role whose scope of practice covers the types of encounters you anticipate.
Train Staff	1. Run a few hands-on training sessions during which staff practice logging in and out of the telehealth system. 2. Have staff initiate calls with each other to learn how to use the technology and experience it from the perspective of staff and patient/caregiver. 3. Make sure your Electronic Medical Record or documentation system is set-up for telehealth documentation and billing. 4. Train tele-presenter and physician staff in use of telehealth specific note / encounter for documentation and newly expanded telehealth billing codes.
Pre-Visit Checklist	**Preparing Tele-presenter for Visits:** 1. Typically, at least two tele-presenters (paired) per physician should be scheduled each day. One tele-presenter should be scheduled for a patient visit starting on the hour and the other tele-presenter should be scheduled for a patient visit starting on the half hour. This staggering allows physician to see two patients every hour. 2. At the beginning of each day, the tele-presenter and provider should review the schedule of visits on the calendar together. This is a good time to discuss the appointments and patients scheduled that day. 3. If needed, the tele-presenter should check out equipment necessary to complete a physical exam and vital sign monitoring, equipment for facilitating the telemedicine visit and equipment necessary for documentation of encounter. **Prepare Patient for Initial Video Visit:** 1. Using a telephone, call the patient to explain how the tele-presenter will enable the telehealth visit.

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	2. Obtain consent from the patient for the telehealth visit. During a public health emergency, verbal consent is permitted. Written consent is needed otherwise. 3. If you determine that a caregiver must be present for the call, ensure that the patient understands this and that any necessary arrangements are made. 4. Provide information on what to expect during the visit such as (1) name of tele-presenter who will arrive at their house, (2) name of provider who will conduct video visit and (3) duration of the telehealth visit.
Conduct the Visit: Tele-presenter and Provider	1. The tele-presenter will arrive at the patient's house and perform a clinical assessment. The assessment should include vitals and a physical exam. 2. After performing an assessment, the tee-presenter should contact the provider partner by phone to indicate readiness to launch the two-way video visit. 3. Provider will initiate the video visit call to the tele-presenter. 4. The tele-presenter will provide a brief report to the provider on vitals and the results of the physical exam. The tele-presenter then facilitates a two-way video visit, ensuring that the patient can see and hear the provider and that the provider can see and hear the patient. 5. The tele-presenter documents the visit outcome in a secure document and the provider documents in the medical record in real time. 6. The provider ends the video visit. The tele-presenter drives to the next appointment. 7. Provider documents telehealth visit. Some details to include: a. A statement that the service was provided using telemedicine b. The location of the patient c. The location of the provider d. The names of all persons participating in the telemedicine service and their role in the encounter 8. While the tele-presenter is en route to the next visit, the provider will begin a new video visit with a different tele-presenter.
Evaluation Metrics	1. Define process metrics to assess your program such as those that can be captured via patient and/or caregiver surveys. 2. Tele-presenter metrics may include: (a) time on scene, (b) video visit duration, (c) number of physical exams performed, (d) number of failed video connections and number of attempts and, (e) number of successful video connections 3. Provider metrics may include: (a) number of telehealth visits conducted (b) visit outcomes, including care plan changes, patient/caregiver education provided, etc. (c) number of visits per patient, and (d) amount of time on video.