

# Implementation of telehealth during a novel pandemic

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## Objectives

1. Determine implementation approaches & strategies used for telehealth among during COVID-19
2. Summarize and disseminate results

## Background

- March 13, 2019- President Trump's declaration of a state of emergency
- Elective & preventive visits came to halt
- Many providers ventured into using telehealth
- Toolkits, best-practices, & how-to videos that range from implementation to billing to lessons learned developed

## Methods

- Search terms: telehealth, implementation, COVID-19, HIV, diabetes, obesity, impact, & healthcare
- 1 electronic database (PubMed)
- 4 Medical Associations (National Council on Telehealth, American Medical Association, American Academy of Pediatrics & American Diabetes Association)
- 218 articles; 37 selected

## Results

### Themes

### Sub-Themes

#### Team

- Define team members
- Roles & responsibilities
- Workflow
- Policies & procedures

#### Tech

- Privacy
- Hardware & software
- Connectivity

#### Finance

- Payer & reimbursement
- Logistics
- Digital coding

#### Proof

- Ensure quality care
- Clinical needs/goals
- Follow-up

#### Support

- Access & barriers
- Alternative care paths
- Training & tutorials
- Advocacy

## Conclusions

### Provider Benefits

- ✓ New way of providing care
- ✓ Emergence among clinicians in all areas of general practice and specialties
- ✓ Utilize best practices

### Patient Benefits

- ✓ Good quality care
- ✓ Personalized, stronger connection
- ✓ Uninterrupted time, more trust
- ✓ Convenient, timely, efficient

## References:

