



BEHAVIORAL HEALTH COMMUNITY OF PRACTICE EXPANDING ACCESS: USE OF ALTERNATIVE VISIT TYPES

Facilitator:

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SCREEN TIME!: CONNECTING WITH TELEPSYCHIATRY

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SCREEN TIME!

CONNECTING WITH TELEPSYCHIATRY



DISCLOSURES

CONFLICT OF INTEREST

Neither Dr. Gevedon nor Dr. Johnson have any conflict of interest issues to report.

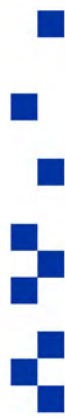
IN THE "BEFORE-TIMES" ...

VISITS WERE FACE-TO-FACE



THEN COVID-19 ARRIVED...

REMOTE BECAME THE RULE!



REPORTED FROM THE APA

Study Examines Growth, Trends Of Telehealth Use Between 2020 And 2022

mHealth Intelligence (11/9, Melchionna) reports, “Following an analysis of demographic, geographic, and clinical trends, a study from the Chartis Group found that telehealth grew in popularity between 2020 and 2022, ultimately gaining the reputation of being considered a lasting option for healthcare delivery approaches.” In the study, **“the most notable finding suggests that telehealth now accounts for 10 percent of all outpatient visits, significantly higher than the 1 percent before the pandemic.”** Moreover, **“behavioral health is the most dominant specialty, with 57 percent of all related outpatient visits occurring through telehealth,”** followed “by primary care at 10.1 percent and medical specialties at 5.8 percent.”

WHAT WE EXPERIENCED

THE PLUSES

- **THE ABILITY TO MEET WITH PATIENTS WHILE IN ISOLATION, MAINTAIN CARE!**
- MANY PEOPLE LIKED THE VIDEO AND ITS CONVENIENCE
- SEEING FOLKS IN THEIR HOMES/LIVES
- MEETING OTHER FAMILY MEMBERS
- OPPORTUNITY FOR REAL TIME INTERVENTIONS
- INTEGRATION OF DOCUMENTATION

THE CHALLENGES

- INTERNET/SYSTEM INADEQUACIES
- SOME WERE UNCOMFORTABLE WITH THE TECH
- MAINTAINING AN ENGAGED, PROFESSIONAL ENCOUNTER
- DISTRACTIONS
- NOT EVERY PERSON/SITUATION IS APPROPRIATE FOR A TELE VISIT

GETTING READY TO LAUNCH...

- Station (Workstation, that is!)
- Software
- Security
- Support

STATION

HARDWARE IS A FOUNDATION

- A reliable computer and webcam with good resolution (HD)
- Optimize sound by using a headset with a microphone
- Carefully consider location and lighting
- Adequate Internet speed

SOFTWARE

ESSENTIAL!

- Electronic Medical Record
- Scheduling capability
- Billing and payment solution
- Research options and try before you buy

SECURITY!!!

THIS IS NOT FACE TIME OR TIK TOK...

- HIPAA compliance is required! For software, devices, YOU!
- Verify encryption standards of any video vendor
- Be sure the vendor does not intercept or store video

SUPPORT

NEVER LEAVE HOME WITHOUT IT!

- Check out the availability of support for any video vendor
- Consider hiring or training an IT support person (for provider and patient- Digital Navigators)
- It is often beneficial to consult with a financial advisor
- It is definitely beneficial to consult with a legal advisor

BEFORE BLASTOFF...

RESEARCH AND RESPECT LICENSURE BOUNDARIES, BILLING REQUIREMENTS, CREDENTIALING

- Be aware of interstate licensure boundaries, regulations
- Insurance payors may require special credentialing
- Documentation needs to reflect a tele visit, and whether audio/video, or audio only
- Billing CPT codes need a 95 (tele) modifier and may be specific

MAKING THE CONNECTION

(THE VERY BEST PART!!!)

BEING THERE FOR QUALITY CARE



7 TIPS FOR ENGAGEMENT ONLINE

ADAPTING COMMUNICATION SKILLS

- Be comfortable and prepared for the session
- Make eye contact!
- Be sure you can hear and be heard
- Smile!

7 TIPS FOR ENGAGEMENT ONLINE

ADAPTING COMMUNICATION SKILLS

- Pay attention to the interaction
- If you see something, say something
- Identify where the person is and who they are with

CONTINUING TO GROW AND LEARN

EVERY INTERACTION HONES SKILLS

Telepsychiatry, though not a panacea, can significantly expand mental health services, conveniently and efficiently, to those that otherwise would have barriers to accessing it. Adapting our communication skills and technology can make the experience very gratifying for everyone...



MOST PROFESSIONAL ASSOCIATIONS
NOW HAVE PROFESSIONAL TELEHEALTH
RESOURCES AVAILABLE...

IF YOU WOULD LIKE MORE INFO:

IN ADDITION TO THE APA WEBSITE

KMA is presenting a two-part series on telehealth and advanced telemedicine featuring Matthew C. Katz, MS, Principal, MCK Health Strategies, that will explore the current and changing landscape and includes descriptions and guidance on best practices and clinical practice implementation.

Part I: Telehealth 101: Medical Payment Policy and Clinical Use of Telehealth Technologies for Physicians

Available now as virtual enduring material! Click [here](#) to begin course

Part II: Advanced Telemedicine: Considerations for Visual and Virtual Treatment Modalities

[Thursday, Dec. 8 | 12 p.m. ET | Register Now!](#)

Upon completion of this course, participants should be able to understand Medicare's recent changes in policy, including CPT and payment determinations, along with very recent decisions by commercial health insurers and state agencies tied to their ongoing acceptance and payment for telehealth services by physicians.

This program is being offered by KMA's CME Guarantee, a member-only benefit that allows physicians to receive access to at least 30 hours of Category I Continuing Medical Education (CME) credit each three-year cycle **at no cost**. Learn more about the CME Guarantee and view other available courses [here](#).



Telehealth Immersion Program

PART OF THE
AMA  | *STEPSforward*
Innovation Academy



2022 Telehealth Retrospective & 2023 Predictions

December 8 | 10:00 – 11:30 a.m. CT

In this live panel discussion, we invite several authors of the [Telehealth and Medicine Today 2022 Market Predictions article](#) to take a retrospective look at what they predicted at the start of the year and share short-term predictions for what's to come in 2023.

Speakers

- **Marcus Osborne**, Senior Vice President, Walmart Health (*Moderator*)
- **Bradley J. Erickson**, Professor of Radiology, Mayo Clinic College of Medicine and Science
- **Eyal Zimlichman**, Chief Innovation and Transformation Officer, Sheba Medical Center, Israel
- **Russell Glass**, Chief Executive Officer, Ginger Health

[Register now](#)

Presented as part of the AMA STEPS Forward® Innovation Academy. For a full

Thank
you!





**HOW MANY
OF YOU USE
TELEHEALTH
IN YOUR
PRACTICE
OR CLINIC?**

PANEL DISCUSSION: USE OF TELEHEALTH IN A POST-COVID ERA



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Steven Johnson, PhD, LCSW
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Please enter your questions for our panelists into the chat!

PANEL QUESTIONS

What are some telehealth best practices that you follow?

What level of service and types of care are best suited to telehealth?

What capabilities are essential for effective telehealth care?

How do you effectively screen patients for depression or suicidality via telehealth?

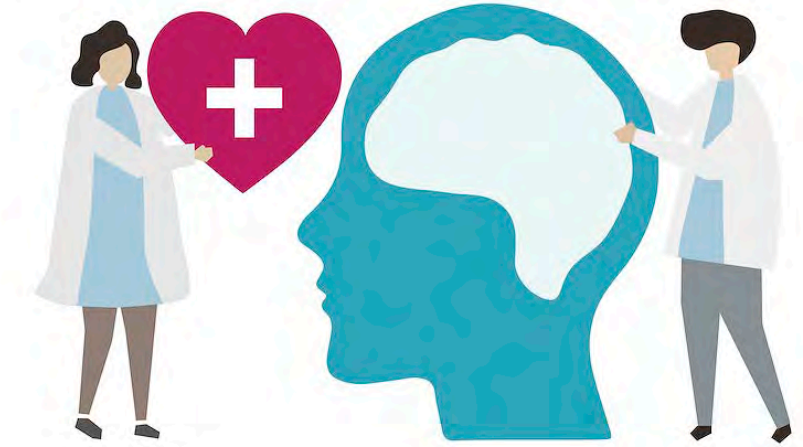
Can you please discuss inequities and barriers to patients accessing and using telehealth?



QUESTIONS?

MENTAL HEALTH FIRST AID TRAINING

- Mental Health First Aid increases understanding and teaches people to safely and responsibly identify and address a potential mental illness or substance use disorder.
- We are offering **free** Mental Health First Aid Training classes to our attendees from January - April.
- Training is open to **everyone!**



Register for Mental
Health First Aid
Training Here!



THANK YOU FOR PARTICIPATING!

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[HTTPS://UKHEALTHCARE.UKY.EDU/COMMUNITY-COMMITMENT/MENTAL-HEALTH/BEHAVIORAL-HEALTH-CP](https://ukhealthcare.uky.edu/community-commitment/mental-health/behavioral-health-cp)

NEXT WEBINAR: JANUARY 5, 2023, 12-1PM ET