October webinar

MAKING THE CALL
on the Best Use of Telehealth in Primary Care

Wednesday, October 21
4:00 to 5:00 p.m. EDT
You're invited!

PCC 2020 Virtual Annual Conference

CRISIS AS CATALYST
Reimagining Primary Care

November 30 to December 1, 2020

Register at https://pcpccevents.com
01 PCC announcements and introductions

02 Steven J. Kravet, MD, MBA
   Johns Hopkins Community Physicians

03 Beth R. Smolko, DMSc, MMS, PA-C
   American Academy of PAs

04 Chuck Ingoglia, MSW
   National Council for Behavioral Health

05 Moderated discussion among panelists

06 Participant Q&A
## Today's speakers

<table>
<thead>
<tr>
<th>PANELISTS</th>
<th>MODERATOR</th>
</tr>
</thead>
</table>
| **CHUCK INGOGLIA, MSW**  
President & CEO, National Council for Behavioral Health, and member of NCQA Telehealth Task Force | **CHRISTINE BECHTEL**  
President & Chief Strategist, X4 Health |
| **STEVEN J. KRAVET, MD, MBA**  
President, Johns Hopkins Community Physicians | |
| **BETH SMOLKO, DMSC, MMS, PA-C**  
President, American Academy of PAs | |
Agenda

• Adoption
• Successes and Challenges
• Patient Experience
• Risks and Mitigations
Rapid Adoption

Post COVID-19 Volume: 434,810 (Through Aug 31)

Pre COVID-19 Volume: 539

Reflect Memorial Day, Fourth of July, and Labor Day Holidays
Rapid Adoption
Successes and Challenges

Successes
• Intense support for all stakeholders (VVST)
• Rapid pilot and reassessment of technology
• Data and dashboards to ID high performers (and low)
• Integrated team-based workflows
• Simple billing processes
• Leveraged for COVID-19 and non COVID-19 patients

Challenges
• Pediatrics and Geriatrics harder
• Variable payor policies
• Securing equipment early on
• Security and privacy
Patient Experience with Telemedicine

- **Satisfaction with Provider?**
  - Rating JHM providers 95/100 in over 40,000 surveys

- **Recommend to Friends / Family?**
  - Median response 9/10 (where 10/10 = Extremely Likely)

- **Important to Have Video Visit Options?**
  - 88% stated would be moderately, very, or extremely important

*Based on 674 responses from 1,935 surveyed patients*
Risk and Mitigation: Privacy Standards

- Guidelines distributed July 27, 2020 to assure proper use of video equipment in exam rooms
- Key **privacy** and **safety** features:
  - **Recording** remains **prohibited**
    - Integrated video platforms have no recording option
  - Video visit of intimate exams is prohibited
  - In-room and outside-room large, **visible** signage during the visit
  - Physical coverings over cameras when not in use that are **clearly labeled**
Risk and Mitigation: Privacy Standards

- Physical coverings over cameras when not in use that are clearly labeled

Patients are able to clearly see if external video camera is on or off

Laptops with embedded cameras are clearly labeled and kept closed in exam rooms during in-person exams
Beth R. Smolko, DMSc, MMS, PA-C
President
American Academy of PAs
Chuck Ingoglia, MSW
President & CEO
National Council for Behavioral Health
Panel Discussion
Q&A