



TeleMedicine/TeleHealth in Assisted Living

Telemedicine refers specifically to virtual clinical services, telehealth can refer to a broader scope of healthcare clinical services offered virtually along with non-clinical services, such as provider training, administrative meetings, and continuing medical education. During these unprecedented times, Assisted Living providers can easily connect Residents to their Physicians using technology. It is important to know that your community is a facilitator and would not receive reimbursement for time and coordination.



This is a stop gap measure during this pandemic and because rules have loosened right now, it can be easily used to lower exposure to residents.



What It Is

Telemedicine is the use of telecommunications technology to provide real-time health care to patients at a distance. Telehealth offers long-distance patient and clinician contact, care, advice, reminders, education, intervention, monitoring, and remote admissions.



What You Need

- How to receive telecommunications
- HIPAA compliant software/app
- Person in charge of appointments, clinical updates, and processing any updates/changes following appointment
- Plan for how many visits you can manage based on expected duration



How It Works

- Telemedicine can be delivered using video-conferencing, audio communication, and/or text-messaging using mobile phones, tablets, and desktop computers
- It is up to the service provider to do the billing and know the service codes
- AL staff would be a facilitator



How To Implement

Four Easy Steps:

- Tablet (iPad/Android) or Computer/Chromebook with camera and audio
- Alert healthcare providers you have the telecommunication capability
- Find out what communication path the service provider requires
- Identify how to communicate – such as Doxy.me, Skype, Zoom, Updox, etc.



Benefits

- Convenient
- Simple to connect residents to service providers
- Improved quality of care
- HIPAA-compliant platform



Considerations

- Some providers have telecommunication through their own platform (e.g. myChart)
- Resident insurance information would need kept current
- Area to secure device
- Cleaning schedule for device
- Training for staff to educate on process/involvement
- Resident/POA sign a consent to participate