COVID-19 and the Mid-Atlantic Telehealth Resource Center (MATRC)

Medical Society of Virginia
May 29, 2020

Serving Delaware, Kentucky, Maryland, New Jersey, North Carolina, Pennsylvania, Virginia, Washington DC and West Virginia
In the blink of any eye, telehealth and health care have become synonymous.
What It Took…

- **Reimbursement**
  - Eliminate Geographic/Site Restrictions
  - Relax Modality and Platform Restrictions
  - Expand Eligible Services
  - Expand Eligible Provider Types including FQHCs and RHCs
  - Decrease Barriers Related to Requirements for New/Existing Patients, Prior In-Person Visits and Frequency Limitations
  - Flexibility with Out of Pocket Costs/Co-Pays

- **Policy**
  - Licensing and Credentialing
  - HIPAA
  - Prescribing of Controlled Substances
  - Stark Laws
  - Supervision Requirements
  - Scope of Practice
Funded by the U.S. Health Resources and Services Administration (HRSA), the National Consortium of Telehealth Resource Centers (NCTRC) consists of 14 Telehealth Resource Centers (TRCs). As a consortium, the TRCs have an unparalleled amount of resources available to help virtual programs across the nation, especially within rural communities. Each TRC is staffed with telehealth experts who are available to provide guidance and answer questions. As telehealth continues to gain more visibility and recognition in healthcare, the TRCs will remain positioned to provide assistance for all.
ALL 14 TRCs – ONE YEAR (2019)

Our Combined Data at a Glance

- Webinar Attendees: 8,329
- Website Hits: 2,179,527

Regional Conferences
- 5,981 Total Attendees
- 26 Telehealth Technology Showcases
- 559 Presentations at Healthcare Events
- 658 Total Education and Training Sessions

Technical Assistance
- 4,039 Total Inquiries

Technical Assistance Requests

Number of Requests

- Month: March, April, May, June, July, Aug, Sept, Oct, Nov, Dec, Jan, Feb
- Requests: 25, 45, 68, 46, 41, 61, 53, 55, 38, 57, 37, 27, 282, 157

MATRC – ONE TRC, 2 MONTHS = 439
Total Inquiries

COVID-19 and MATRC
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MATRC Telehealth Resources for COVID-19

MATRC Telehealth Resources for COVID-19 Toolkit

We have compiled our most frequently asked questions and requested resources into this COVID-19 Toolkit. We are continuing to update this Toolkit every day as new questions and resources come to our attention. We encourage you to bookmark this page and check back regularly!

- WHAT IS THE DIFFERENCE BETWEEN TELEMEDICINE, TELEHEALTH & REMOTE MONITORING?
- GETTING STARTED WITH TELEHEALTH
- GETTING STARTED WITH TELEMENTAL/BEHAVIORAL HEALTH
- GETTING STARTED WITH REMOTE PATIENT MONITORING
- ABOUT HIPAA, TELEHEALTH TECHNOLOGY AND VENDORS
- BEST PRACTICES FOR CONDUCTING A TELEHEALTH VISIT
- HELPING A PATIENT/CLIENT UNDERSTAND TELEHEALTH
- RESOURCES FOR SPECIALTY PROVIDERS AND SETTINGS
- TELEHEALTH POLICY AND COVID-19
- TELEHEALTH REIMBURSEMENT AND COVID-19
- TELEMEDICINE AND THE FEDERALLY QUALIFIED HEALTH CENTER (FQHC)
- WHAT HAPPENS WHEN THE PANDEMIC IS OVER?

Telehealth and Autism Care

- Telehealth and Autism Care

Best Practices for Conducting a Telehealth Visit

Now that you have possibly figured out what you want to do and the technology you would like to use to do it, this section is designed to help you with the administrative, operational and clinical best practice information you will need to actually successfully perform a telehealth visit.

- Policies and Procedures
- Thinking About Workflow
- Thinking About Consent
- Documenting a Telehealth Visit
- Telehealth Etiquette
- Clinical Assessment and the Physical Exam
- What Should I Do If My Patient/Client Needs An...
- Other Useful Implementation Resources for Clinicians

https://www.matrc.org/matrc-telehealth-resources-for-covid-19/
1. Toolkits and Training – Best Practices and Lessons Learned from UVA and the Region

2. Website Enhancements – Chatbot and AI

3. Collaborative TRC Projects
   - FQHC and RHC Video Library and Case Studies
   - Telehealth Resource Connect Mapping Tool
Virtual Office Hours

Questions about Telehealth Basics or Telemental Health?

Join us for virtual Office hours with Jay Ostrowski.
Second and Fourth Friday of each month from 12 PM - 2 PM

Video Chat: https://adaptivehealth.zoom.us/j/401473325
Or join by phone: +1 844 555 8656 (US Toll) or +1 408 930 0669 (US Toll)
Enter Meeting ID: 401 473 325

Other MATRC Resources

Virtual Office Hours

Questions about TELEHEALTH TECHNOLOGY or VENDORS?

Join us for virtual office hours with Tech Geek Mike Patterson.
First Tuesday of each month 12 PM - 1 PM

Video Chat: https://zoom.us/j/747638437 | Room: MATRC Telehealth Technology
Other MATRC Resources

Hot Topics

COVID-19 Resources
Telebehavioral Health
Remote Patient Monitoring
TeleMAT
Telegenetics
Vendor Selection
HIPAA

HOW CAN WE HELP?
Our Region
Hot Topics
Get Technical Assistance
Request a Speaker

BREAKING BARRIERS through Telehealth AWARD

DISRUPTIVE TECHNOLOGIES & INNOVATIONS SHAPING THE FUTURE OF HEALTHCARE
April 5-7, 2020
Embassy Suites
Concord

POSTPONED UNTIL 2021
Other MATRC Resources

Virginia

MATRC ADVISORY BOARD MEMBERS

Heather K. Anderson, MPH
Director, Division of Primary Care and Rural Health
Virginia Department of Health

Neena Cassell, PhD, CSP
Neuropsychologist
Salem VAMC

David Cattell-Gordon
Director, University of Virginia Office of Telemedicine
University of Virginia Health System

Samuel Collins (MATRC Consultative Service Partner)
eConsult Program Manager
University of Virginia School of Medicine

Steven Dean, MS (MATRC Consultative Service Partner)
Director of Telemedicine
Inova Health System

Vimal K. Mishra, MD, MMSc (MATRC Consultative Service Partner)
Medical Director, Office of Telemedicine
VCU Health System

Lara Oktay (MATRC Consultative Service Partner)
Telemedicine Operations Manager
University of Virginia Health System

Mike Patterson (MATRC Consultative Service Partner)
Founder and Technical Analyst
Tidel Technologies, LLC

Mara Servatius, MSW, PCMH CCE (MATRC Consultative Service Partner - Serving Virginia Residents Only)
Executive Director
Virginia Telehealth Network.

Cheryl D. and Eugene Sullivan, MS (MATRC Consultative Service Partners)
President (Cheryl) and Consultant (Eugene)
South River Consultants, LLC
Now that the genie is out of the bottle…. 

Don't expect “business as usual” when the pandemic is over!

• How will we prepare for a tsunami of patients who have delayed care? 
• How will we address all of the patients who want to continue to delay care? 
• How will we fix “sloppy” telehealth? 
• Now that providers and patients have gotten a taste of telehealth, will we be able to go back to our pre-existing policies? Should we?
For More Information:

Kathy Hsu Wibberly, PhD
Director, Mid-Atlantic Telehealth Resource Center
UVA Center for Telehealth
Email: Kathy.Wibberly@virginia.edu
Phone: 434.906.4960

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