

NEXXT NOW

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**Telehealth: Reaching patients
where they are, during
COVID-19 and beyond**





In This Issue

A new era of care delivery

As the pandemic took hold across the globe, it became clear to healthcare organizations and their patients that “care delivery as usual” had to change, even as progress is made in managing and treating COVID-19.

Telehealth—in concept and practice—is not a new care modality, but has certainly become a critical option for ensuring patients can receive the robust care they need in a safe manner—remotely using mobile devices. What once was an option for convenience soon became a necessity, and the entire spectrum of healthcare has been affected. From adopting the technology platforms to strengthen virtual care best practices, to embracing clinicians’ “webside” manner, telehealth is calling for a new path forward and it is going to be increasingly important for all members of the healthcare industry to remain open and innovative in the face of these new challenges.

In this issue of *Next Now*, industry experts illuminate key components of adopting and deploying a telehealth strategy in the face of COVID-19, a strategy that will also reach patients where they are and deliver the care they expect as consumers. Regardless of how we combat the pandemic, telehealth has already proven to be a vital piece of many organizations’ care delivery models, and this eMagazine helps highlight different parts of developing the best strategy for achieving success in this new world of healthcare.

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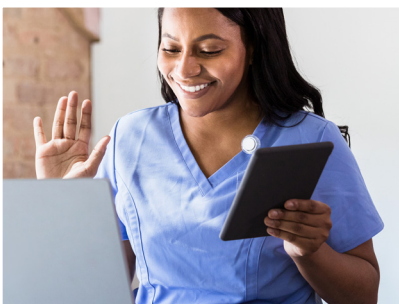
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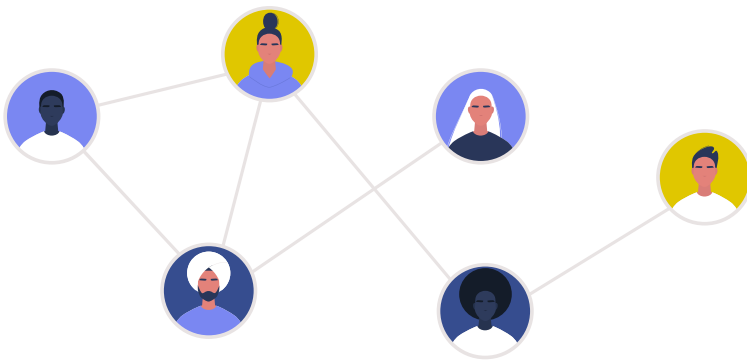
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Telehealth is here for good





The use of telehealth solutions has increased dramatically throughout the COVID-19 pandemic. Patients and providers alike have embraced virtual visits and consultations, and in March 2020, Medicare expanded its coverage for senior patients receiving care remotely. Not only has the practice of telemedicine facilitated the monitoring of possible COVID-19 cases while helping keep at-risk populations safe, it has also supported patients and their clinicians tremendously in managing chronic conditions.

In particular, rural communities and other areas with low-density populations rely on telehealth tools to help address crucial challenges of access and information delivery. These tools can also save costs and optimize clinical resources, including making it easier for providers to continually source, analyze and use key clinical data. Telehealth by definition meets patients where they already are. It helps them keep appointments and maintain communication with clinicians, while giving them many other avenues to track and engage with their own health and see firsthand how their choices impact their health and well-being.

As it addresses so many challenges that existed even before the COVID-19 crisis, and supports better health outcomes, telehealth is clearly only going to become more prevalent. Providers and patients will keep the virtual solutions they've adopted and will likely continue seeking new ones as they discover opportunities for more innovation. Like any other technology shift, however, this will bring its own challenges that every stakeholder must be aware of.

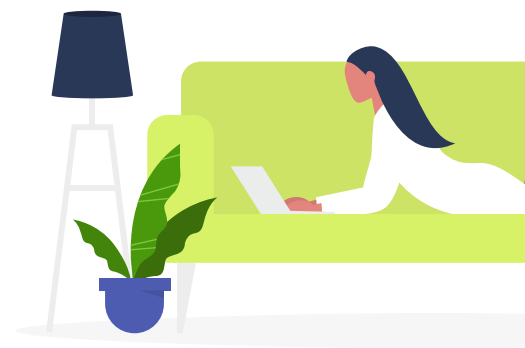
Telehealth is already disrupting models of care delivery. Whether providers go fully virtual, return to mainly in-person services or devise hybrid models, they will still need to grow and sustain their patient bases, which may be difficult in an increasingly crowded virtual market. Patients may also rely on virtual resources for all individual care episodes, rather than maintaining continuity with a primary care provider or even knowing how to find out when an in-person consult may be needed. These challenges are very similar to those presented by some patients' reliance on urgent care, which also create more expense for patients and can inhibit accurate long-term diagnoses. Providers, patients and payers will work together to address these in the future.

A key to navigating telehealth's future challenges, while ensuring the best outcomes, is maintaining reliable and customizable solutions that serve user needs. Many clinicians will need to seamlessly transition between their virtual and in-person patient encounters. They will also need to easily access data for both individual patients and larger trends in their communities, as well as quickly install new tools as they become available.

Patients, meanwhile, will expect their virtual healthcare experiences to be as helpful and user-friendly as their other digital consumer interactions, while also reflecting their experiences in offline provider visits. Options like including loved ones on a telehealth call, the same way they'd join an office visit for support, may become standard.

Solutions that support these needs will be easily integrated into existing healthcare technologies and records.

They will be simple to adopt and adapt, delivering key information to both providers and patients efficiently and where it's needed most. The rapid expansion telehealth in 2020 has already made a significant impact on patient care, and healthcare delivery is unlikely to go back to how it had been in years prior. The right tools are needed to continue delivering better outcomes and managing the challenges ahead.





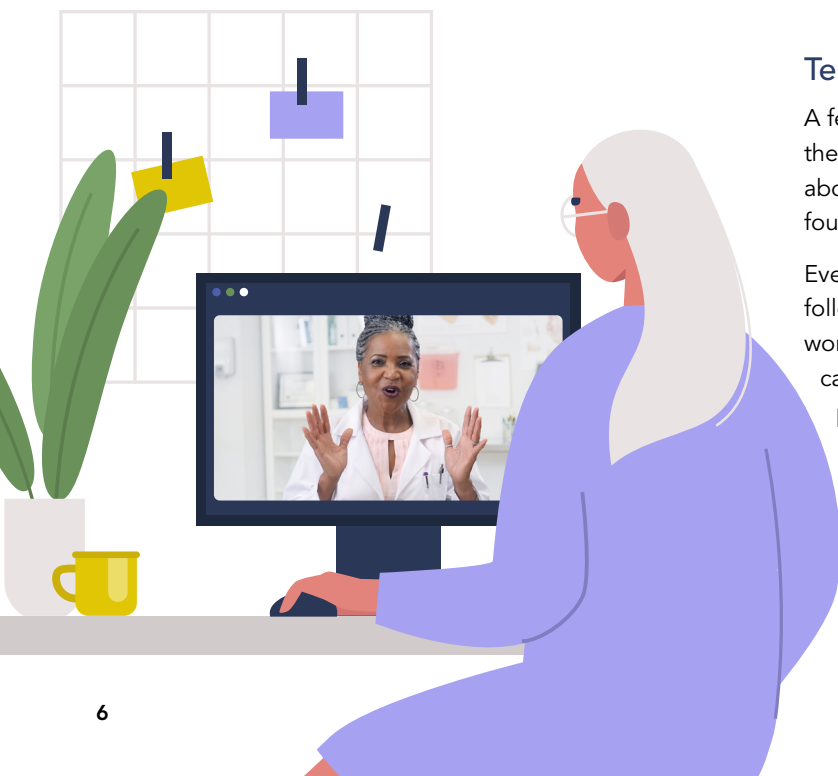
Telehealth, finally, has come of age. It took longer than anticipated, but now, its vital contribution to keeping patients well can't be overstated.

The requirement for telehealth technologies in our healthcare system is as obvious as it is urgent. It delivered, and continues delivering, three needed benefits for treating patients during the COVID-19 pandemic:

- Immediate patient access to care providers
- Physical barriers between patients and providers to slow virus transmission
- Time savings for physician offices so more people can be seen

The CDC recommended healthcare facilities explore alternatives to face-to-face triage to reduce unnecessary healthcare visits and prevent transmission of respiratory viruses. As we learned more about the virus, this included instructing patients to use other available options through their personal health record and proactively contacting patients about what to do should they become ill with symptoms such as fever, cough or shortness of breath.

How telehealth arrived in 2020



Telehealth's past and future

A few years ago, I conducted some research to help provide the Allscripts team with some anecdotal and empirical evidence about telehealth users. I had to dig to find active users, but once I found them, they praised the technology overwhelmingly.

Even then, care providers saw great value in using virtual visits for follow-up patient encounters to ease clinician burden, streamline workflows and deliver greater patient access. A common use case for many of these earlier adopters was to assign nurse practitioners and physician assistants to helm telehealth programs for their organizations.

At the time, we needed to see these COVID-19 patients to prevent exposure, but other patients also needed to be seen without exposure. Instead of having those well patients cancel follow-up visits, why not schedule a video visit, enabling the patient to stay home and remain safe?

Going forward, telehealth will be so commonplace that we'll wonder what we did without it.

Going forward, telehealth will be so commonplace that we'll wonder what we did without it. That's the pathway for many technologies: initial, perhaps slow, adoption, then significant foothold, and finally, ubiquity.

Telehealth's benefits are many, but I think perhaps its best benefit is its ability to meet patients where they are. Whether sitting in their living room or in a nursing home, you have the opportunity to meet with them using a computer or mobile device and see each other face to face. I think it's critically important to meet the patient where they are, during and beyond the current crisis.

Legislation helped pave the way for telehealth and seniors

On March 17, 2020, Medicare announced the expansion of telemedicine coverage nationwide, enabling seniors to receive care from home. Previously, reimbursement for telehealth visits was limited to the critical access market, mainly rural communities where access to care providers is sparse.

Now, millions of seniors can get the care they need while not having to leave the home.

Now, millions of seniors can get the care they need while not having to leave the home. Of course, coronavirus risks are much higher for older patients—and can have the most serious effects.

For example, a diabetes follow up can still occur, only it will happen using a mobile phone and, now, the provider can bill for it. Under the old rules, these visits had to occur at a medical office or specialized facility.

FollowMyHealth offers streamlined telehealth implementation

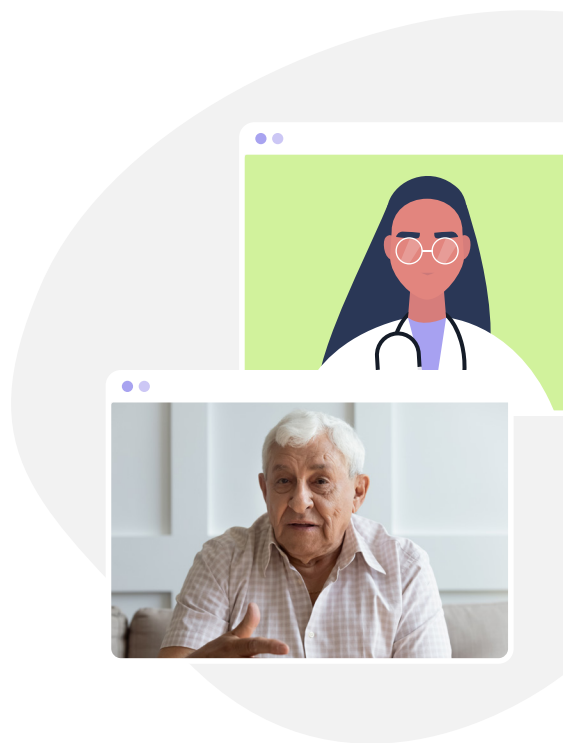
When the pandemic first hit, Allscripts created a specialized plan for clients to swiftly implement telehealth at their organizations through its EHR-agnostic patient engagement platform, FollowMyHealth®. This expedited implementation includes a step-by-step client decision workbook, remote training and set up, and a specialized COVID-19 form and alert verbiage for patient outreach, enabling clients to be up and running in a matter of days.

The FollowMyHealth solution is in line with recommendations made by the CDC to proactively reach out to patients prior to appointments and explore alternatives to face-to-face triage and visits. By converting appointments to telehealth, the solution can help limit no-shows and cancellations while delivering care to those who need it.

Lori Miller, Chief of Information Services at Allscripts client Grand Lake Health System in St. Mary's, OH, said:

"Allscripts was very responsive to our needs to quickly roll out telehealth at our organization in light of the COVID-19 pandemic. This was a quick install and has been easily rolled out to our ambulatory providers as well as several of our acute outpatient service areas. This has been

a welcomed transition for many of our patients who are diligently practicing social distancing."



Learn more about all the virtual solutions Allscripts offers to help you combat COVID-19.



THE
BIG
DIVIDE
IN
TELE
HEALTH

Will the convenience factor prevail?

Jeanne Armstrong, MD

I have been impressed by what we're accomplishing in virtual visits, especially the quality of patient-directed exams. Yes, telehealth is here to stay. But will the convenience of using a telehealth service or the out-of-pocket cost savings of using a preferred provider based on your employer or insurance company further erode the patient medical home and continuity of care?

Patient preferences are evolving

COVID-19 forced us to embrace telehealth and many patients have quickly adapted. I have had the privilege of caring for a wide variety of patients via video visits and most patients found it easy to master the technology component. Early on, fear of seeking care in person was echoed by many patients and their families.

I felt particularly useful when I could triage a toddler with a small laceration for worried parents, avoiding in-person care. On another occasion, a video visit was what I needed to "lay eyes" on a 15-year-old boy with abdominal pain and direct his parents to the emergency department immediately for definitive care, despite their concern and desire to manage the patient at home.

The big divide

Telehealth is an efficient and effective care delivery mechanism. Like other convenient care options, we must be vigilant to maintain continuity of care and avoid further fragmentation of the medical home.

Quality, agile care is at the heart of the many independent telehealth care delivery networks, but with so many options for care and such diversity of platforms, there are challenges in sharing records and communicating with the patient's broader care team, reminiscent of the prior decade with early electronic health records.

While some telehealth organizations may encourage follow-up visits with the same provider when available, the physician may not be available to accommodate the patient's desired follow-up visit preferences given the 24/7 nature of access to these platforms.

Telehealth is here to stay. The care delivery options and technology enable organizations to provide unprecedented, convenient access to quality care. How we communicate and support the care team will ultimately determine its true value.

I've worked for more than 20 years in a brick-and-mortar Urgent Care center that was started by physicians in the community—family doctors who also helped start the emergency department at a small community hospital in prior years.

We are an integral part of the health system and have great relationships with all the doctors in the community. Historically, they referred patients when they could not see them the same day. We worked diligently to share records, ensure the patient sought any necessary follow-up care with their doctor and encourage patients to always call their primary care physicians before seeking care elsewhere.

Over time, patient convenience overcame continuity of care as the driving force in where patients sought care. Patients initially cited difficulty getting to see their primary care physicians (PCP) as their reason for using the Urgent Care center as their primary sources of care, but soon it became clear they stopped calling their PCPs and didn't have a medical home, instead choosing the convenience of walk-in centers.

The global COVID-19 health crisis has demonstrated the importance of telehealth as an invaluable part of the care continuum. Nearly a year into my own journey in providing telehealth visits from the comfort of my home, I love it and so do my patients.

Nearly a year into my own journey in providing telehealth visits from the comfort of my home, I love it and so do my patients.

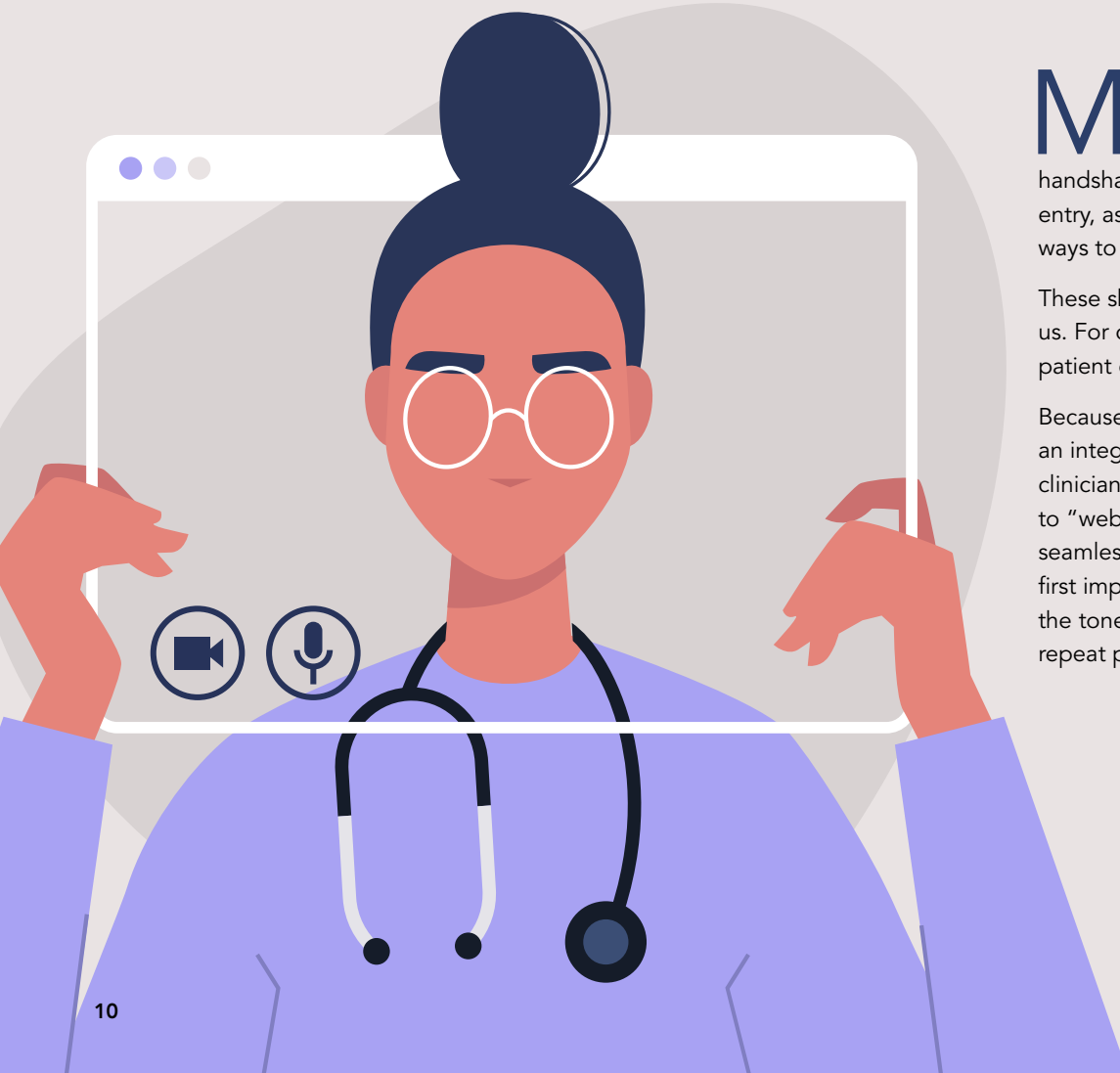
As the shutdown carried on, many patients found themselves using telehealth platforms outside of their regular caregivers for medication refills and evaluations of non-acute concerns that often require additional diagnostic evaluation. In some cases, I encountered unexpected resistance to seeing their personal physicians or care teams.

How is your

“webside”

manner?

Tom Pasquariello, PharmD, BCPS, BCMAS, PRS



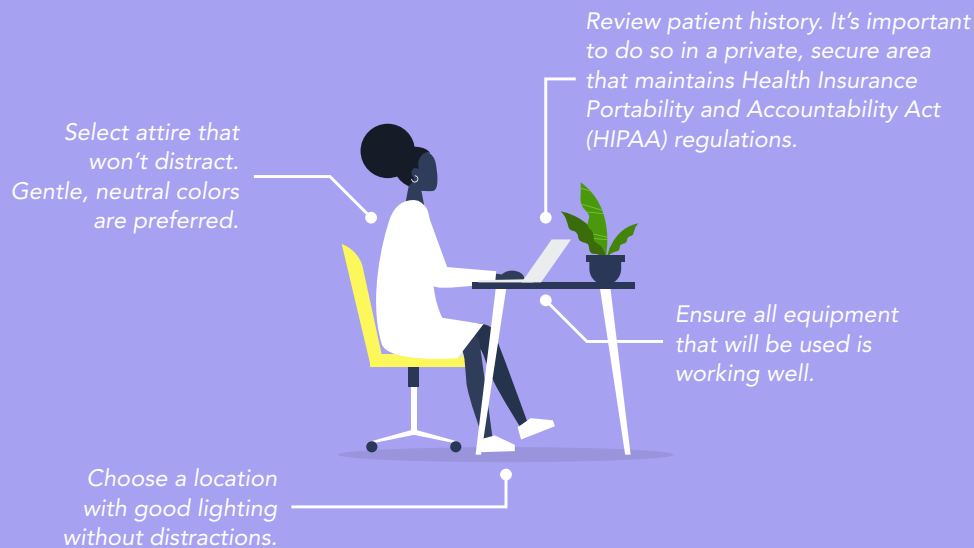
Many caregivers are accustomed to our own versions of exceptional bedside manner. A handshake, a friendly introduction upon entry, asking about a hobby—all great ways to build rapport with a patient.

These skills come naturally to some of us. For others, it can take years of direct patient contact to perfect.

Because of COVID-19, telehealth is now an integral part of everyday practice for clinicians. The transition from bedside to “webside” manner may not be as seamless as anticipated. Making a good first impression with webside manner sets the tone for future visits with new and repeat patients.

Preparing for virtual encounters

Following best practices during the encounter can help foster trusting and lasting patient-clinician rapport. There are several preparation steps to take prior to a patient virtual encounter to help ensure a proper introduction.



During virtual encounters

After logging into the call on time, make sure both parties have a solid connection. Ask if the patient can see and hear you. Refamiliarize yourself to the patient or introduce yourself and any colleagues along with your current location. An example: "Good morning. I am Dr. Pasquariello and I am joined by a pharmacy student, Jake, who will be observing today. We are currently at your West Lake clinic."

Explain that you may be taking notes during the call and may consult with your colleague during the visit. It's important to periodically ask patients if they have questions, especially after explaining something. Lastly, review any education, prescription information or follow-up appointment guidance covered during the discussion prior to logging off the call.

Many of us are accustomed to looking at the main image on our screen when looking up treatments or charting in the electronic health record (EHR). In telehealth, please try to look directly at the camera to maintain direct eye contact. Try your best to speak clearly, maintain upright posture and make time for listening. Be sure to smile!

Telemedicine's expansion

Like many patients, I had my first telehealth visit recently. I actually found that my clinician spent more time with me during our remote visit than when we meet in person.

As telemedicine grows, video training will continue to become further integrated within medical education curriculums. Aside from offering a robust telehealth platform, Allscripts also provides additional resources to help you strengthen the bonds with your patients.



Learn more about all the virtual solutions Allscripts offers to help you strengthen the bond with your patients.

Streamlining telehealth solutions for safer patient encounters

Skyler Wason, Director of Product Management, FollowMyHealth

Doctors and patients have turned to telemedicine to treat patients more safely and prevent the spread of COVID-19. While telemedicine certainly wasn't a new technology when the pandemic hit, we did see our clients' interest and use expand rapidly. With that, we want to make it even easier for you to get started quickly and continue in the future.

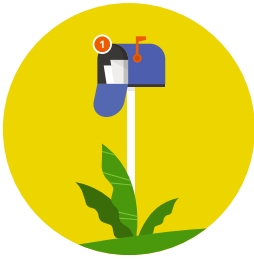
FollowMyHealth® developed expedited implementation plans for telehealth and resources for how to best begin leveraging it in a short timeframe.

With our technology, clients can see patients amid the COVID-19 outbreak while limiting unnecessary exposure to those who may be experiencing symptoms.

This is in line with recommendations made by the CDC to proactively reach out to patients prior to appointments and explore alternatives to face-to-face triage and visits. Use of FollowMyHealth continued as strategies for managing the pandemic developed and telehealth became common and normalized for care unrelated to COVID-19.



For practicing telehealth now, we have four options available within FollowMyHealth:



Email Visits

This option enables organizations to provide patients with a configurable form they fill out based on their chief complaints. Patients enter their preferred pharmacies and callback numbers. The details are sent to the provider who can respond to the patient in a secure message via the EHR. All notes and instructions for the patient flow back to the FollowMyHealth personal health record (PHR) for the patient to review and act upon.



Scheduled Video Visits

This feature permits patients to meet with a provider via video conference at a specific date and time. These sessions can be scheduled by the organization or by the patient via FollowMyHealth. At the appropriate time, a provider joins the video conference from the FollowMyHealth Dashboard and the patient checks in with a preferred pharmacy and callback number. Just as in an in-person office visit, providers will document in their EHRs and all notes and instructions for the patient flow to the patient's FollowMyHealth PHR for them to review and act upon.



On-demand Video Visits

This option functions like remote urgent care. Providers can specify office hours and the patient can meet via video conference with the first available provider. Just as is true with the other options, the patient enters their preferred pharmacy and callback number upon check in and can upload images and other information. The provider joins the video conference from the FollowMyHealth Dashboard, and again, all documented information flows to the FollowMyHealth PHR for the patient to review.



NEW

Universal Queue

With our latest product innovation, Universal Queue, users can treat patients with or without a FollowMyHealth PHR account, making Telehealth available across an entire patient population.

New and existing FollowMyHealth clients can quickly take steps now to treat patients more safely. While this swift implementation was specific to COVID-19, clients will continue seeing long-term benefits as they expand and add additional visit types to support behavioral health, chronic care and more.

See a replay of our webcast, which includes a discussion of technical requirements and a demonstration. The functionality described for COVID-19 still applies to many other conditions and is available now.



See a replay of our webcast, which includes a discussion of technical requirements and a demonstration.

How Los Angeles LGBT Center uses FollowMyHealth to reach its community

ABOUT LOS ANGELES LGBT CENTER

- 16 PCPs, three additional providers specific to its sexual health program
- 10 locations
- 33,750 clinic visits per year
- 32,000 client visits for STI and HIV testing, PrEP programs
 - More than 3,920 patients living with HIV or AIDS
- 5,330 medical visits to its Transgender Health Program

Since 1969, the Los Angeles LGBT Center has cared for, championed, and celebrated LGBT individuals and families in Los Angeles and beyond. The Center is one of the largest and most experienced providers of LGBT health and mental care. It is also supported by a research team to help advance the care and treatment of lesbian, gay, bisexual and transgender people.

The Center is an unstoppable force in the fight against bigotry and the struggle to build a better world in which LGBT people thrive as healthy, equal and complete members of society. Medical providers, therapists and pharmacy staff work together to help patients lead healthier, happier lives.

The Los Angeles LGBT Center earned Charity Navigator's highest rating for more than ten consecutive years—a status achieved by only 3% of the nation's charities. GuideStar also ranks the Center as the #1 community-based LGBT nonprofit in the nation.

Reaching patients where they are

The Los Angeles LGBT Center offers vital programs and resources to the LGBT community, including affordable housing, education, advocacy and health services. With 13,000 patient visits to its STI program annually, Health Services is the Center's largest department, which includes sexual health and prevention services, mental health, addiction recovery, pharmacy and clinical research.

All clinical data is accessible to patients at any time through the FollowMyHealth® Patient Engagement Platform. With FollowMyHealth, patients at the Center can engage with their health journeys through the intelligent enterprise

platform. The application provides an automated check-in process up to 24 hours before the patient arrives. Demographic information is auto-populated from the EHR and enables patients to make updates from their smartphones. All documents—including insurance, health information, assessments and HIPAA documentation—can be read, updated and electronically signed from any device.

Clinicians use the platform, too. It helps them drive outreach for appointments, education, medications, screenings and telemedicine. Creating a connection between clinician and patient, FollowMyHealth helps manage appointment volume, address value-based quality measures and close clinical gaps. The Center's providers report that FollowMyHealth helps create synergy, thus being an effective patient engagement solution.

Clinicians' promotion of the app and the array of functionality that patients can access through the app increased patient adoption, which hovers between 72%–75%.

Allscripts adapted to meet the Center's needs

The Los Angeles LGBT Center is one of the few Federally Qualified Health Centers in the nation with providers specializing in primary care for LGBT people. Its medical providers are experts at caring for lesbian, gay, bisexual and transgender people, and they understand the issues that disproportionately affect the LGBT community.

The Center's patients seek treatment, care, prevention and support. Because of these specific needs, staff members must be cognizant that some patients do not



use their legal names nor identify with the gender assigned at birth.

Health Information Systems Director Gabriel Lopez, CPHIMS, emphasized the importance of addressing patients in the manner which makes them most comfortable—an effort which Allscripts supported.

“Allscripts was sensitive to transgender patients’ needs and built the FollowMyHealth app with fields to allow our patients to enter their preferred information. This unique feature created a stronger relationship and level of comfort between provider and patient,” Lopez added. “Without hesitation, the Allscripts team began using terms pertaining to the trans and nonbinary community on a regular basis. We appreciated that it became part of their vernacular when working with us.”

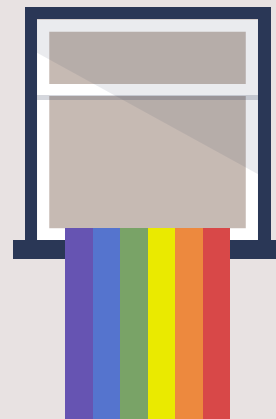
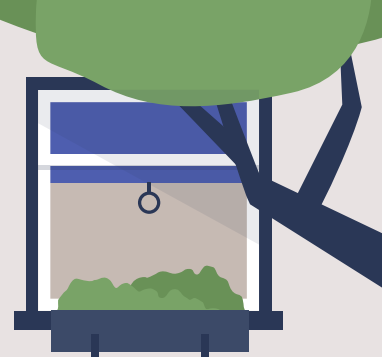
The Center partnered with Allscripts to also add demographic fields for Sex Assigned at Birth, Administrative Sex, and Sexual Orientation and Gender Identity (SOGI). The effort to collect this vital information has resulted in more than 1,200 patients whose medical care can be more accurately monitored for appropriate clinical follow up. The Clinical Module’s patient demographics address gender identity in the patient banner and preferred pronouns are implemented within the history and physical notes. The interfaces built between the Allscripts® Practice Management system and Allscripts Professional EHR™ monitor the databases, so all systems mirror each other.

All clients use the same demographic section upon registration. Since the inception of SOGI data collection within Allscripts, 98% of the Center’s clients have sexual orientation and gender identity (SOGI) data; 16% with gender identity differing from their sex assigned at birth. Of the 16%, 41% are female assigned at birth and 59% are male assigned at birth.


Telehealth using FollowMyHealth Personal Health Record

Allscripts also supported the Los Angeles LGBT Center with recent COVID-19 demands. Like many healthcare providers nationwide, COVID-19 affected the way the Center served its patients. To help reduce exposure to and transmission of the virus, 90% of in-person visits were changed to virtual visits via telephone and/or videoconference. Patients continue to receive the high-quality care they needed through FollowMyHealth’s telehealth system.

Allscripts helps Los Angeles LGBT Center provide patients with access to their clinical data and user-friendly, patient-centered platforms to enrich and empower care. Providing these critical health informatics tools and resources helps the Center to continue its mission of building a world where LGBT people thrive as healthy, equal and complete members of society.



Learn more about Los Angeles LGBT Center’s story here.



Let's support better patient outcomes—now and into the future. Together.

Providers remain focused on delivering care and strengthening the wellness across their communities, but that can be challenging while keeping up with regulatory requirements, improving the bottom line and driving efficiencies across operational and financial workflows. It's more important than ever to have a trusted partner with deep expertise to help improve performance. After all, your performance can't rely on software alone.

Allscripts experts will help you deliver breakthroughs across all areas of your organization. From boosting clinical outcomes to maximizing financial opportunities, we'll also enable your organization to drive meaningful patient engagement and succeed in this ever-evolving industry.

Let's drive healthcare that's smart, intuitive and open, for everyone.

 Allscripts® / All *possible*