Telehealth Resources

Prepared for the Webinar Telehealth & HIV: After COVID-19
TAP-in TA and Training for EHE Jurisdictions, February 2020

In 2020, many healthcare agencies reportedly put some form of telehealth in place, often in just a matter of weeks. Their goal was obvious: to maintain continuity of care during the COVID-19 pandemic. Most agencies report positive experiences—from patients and staff. Telehealth, it may be obvious, is here to stay. But what will it look like? How should agencies fully integrate telehealth within their HIV services?

Many answers can be found in the extensive collection of telehealth technical resources, most having been developed under HRSA's auspices and long before the pandemic. The choices, however, can be overwhelming. Following are highlights of key federally-funded websites and a sampling of specific tools. Many can be tailored to address varied HIV care topics, like how best to prepare patients to use the technology; support adherence; and prepare programs and staff to use telehealth.

> Ending the Epidemic (EHE) jurisdictions can contact TAP-in at TAP-in@caiglobal.org to access TA and training on telehealth and many other topics.

A Path to Finding Telehealth Tools

> Telehealth and HIV Care: What Resources are Out There?
>
> A 2020 white paper outlines the potential benefits and drawbacks of telehealth in HIV care and outlines ideas for integrating telehealth within a program. Notably, the report shares the following observation on resources/tools to guide programs:
>
> "Federal and state programs have a number of resources for supporting telehealth services, but more resources are needed. Many stakeholders have asked for new tools, such as a common playbook for introducing telehealth into a clinic, and new opportunities for shared learning that could include webinars, chat groups, and best practices reports. Introducing telehealth into a clinic will likely require additional provider training, development of standard operating procedures and protocols, updates to electronic health records, and staff to provide technical support to patients and providers." From Big Ideas. Integrating Telehealth Into HIV Services Systems Can Help To Sustain Improved Outcomes. O'Neill Institute for National and Global Health Law. October 2020.
> https://oneill.law.georgetown.edu/wp-content/uploads/Big-Ideas-HIV-Telehealth.pdf

Start Your Search: HRSA Telehealth Programs

HRSA Telehealth Programs
All HRSA-funded telehealth initiatives are listed here. https://www.hrsa.gov/rural-health/telehealth
The starting point for resources and technical help is the National Consortium of Telehealth Resource Centers https://www.telehealthresourcecenter.org. Search the national and regional websites for resources. For hands-on help, fill out an online form at the national or regional site in order to secure help and resources tailored to your needs.

Preparing Patients for Telehealth

There are loads of patient materials explaining the basics (what is telehealth) and how to use the technology. Below is just a sampling. Search the national and regional websites for much more.

How Patients Can Engage Telehealth
This two-page handout for patients explains telehealth and covers areas like what it is, what equipment is needed, and assurances on the safety of the patient's information.
https://telehealthresourcecenter.org/resources/fact-sheets/how-patients-can-engage-telehealth/

10 Tips To Help You Master Your Telemedicine Visit: A Patient Guide
This document summarizes what a patient should do to prepare for a telehealth visit, from setting up equipment and space to preparing information and questions in advance.
https://www.aaaai.org/conditions-and-treatments/library/allergy-library/telemedicine

Introducing Patients to Telehealth
This webpage covers: telehealth basics; benefits of telehealth; and appointment logistics.
https://telehealth.hhs.gov/providers/preparing-patients-for-telehealth/introducing-patients-to-telehealth/

Easy-To-Understand-Telehealth-Consent-Form

www.ahrq.gov/sites/default/files/wysiwyg/easy-to-understand-telehealth-consent-form.docx

Boosting Telehealth Adoption
Presented here are three ways agencies can build patient interest in using telehealth: (1) build awareness with marketing and communication; (2) overcome concerns about quality of care; and (3) treat every patient interaction as an opportunity for engagement.
https://www.americantelemed.org/resources/boosting-telehealth-adoption/

Running a Telehealth Program

Telehealth Resource Centers (national and regional) have prepared tools and guides on how to start and administer a telehealth program. Some also provide links to national associations and private sector toolkits. Although many HIV care programs have already put telehealth programs into place, these resources nonetheless provide tips on making adjustments to telehealth operations. The national center and every regional resource center have something to offer. Below are just examples from each TRC site.

- National Consortium of Telehealth Resource Centers. The Center has many of the tools that are posted on regional telehealth centers, so it's best to start here. https://www.telehealthresourcecenter.org.
- National Telehealth Technology Assessment Resource Center. This is the place for the hardware, so to speak. https://telehealthtechnology.org
- Center For Connected Health Policy. Find information on reimbursement, billing, legislation, and more. https://www.cchpca.org

Here's a sampling of what's out there in each regional center.
- Mid-Atlantic Telehealth Resource Center (MATRC) Telehealth Resources for COVID-19 Toolkit. Examples of topics: technologies; best practices in patient interactions; patient education; reimbursement. https://telehealthresourcecenter.org/resources/matrc-telehealth-resources-for-covid-19-toolkit/
- Upper Midwest Telehealth Resource Center has compiled Resources for patients and providers, along with templates, workflows and other tools, all accessible via the sidebar. https://www.umtrc.org/resources/
- California Telehealth Resource Center. Program guides, toolkits, are just some of the resources provided via this state-specific site https://www.caltrc.org/knowledge-center/
- Southwest Telehealth Resource Center. Tip sheets on how to use an electronic stethoscope and conduct a remote physical exam can be found under Tools & Tips, but there are many other sections with resources. https://southwesttrc.org/resources
- Southeastern Telehealth Resource Center. This site provides state-specific guidance to agencies for Medicaid, prescribing and other topics. https://setrc.us/resources/
- TexLA Telehealth Resource Center. This regional site houses the region's version of the Project ECHO telehealth program to reduce health disparities and select Resources, like an Excel Sustainability Spreadsheet to input data for start-up, growth, and maintenance phases. https://texlatrc.org
- Heartland Telehealth Resource Center. Site features include state-specific guidance and brief and regular how-to webinars for staff. http://heartlandtrc.org
- Great Plains Telehealth Resource and Assistance Center. A Start-Up Guide provides sample forms, worksheets, and links to resources https://www.gptrac.org/resources/startup-guide-and-clinical-resources.html
- Northwest Regional Telehealth Resource Center. The Quick Start Guide to Telehealth features checklists and links to tools. https://nrtrc.org/regulatory/toolkit.shtml
- Northeast Telehealth Resource Center. This site has links to varied journal articles on the efficacy of telehealth, including infectious diseases. https://www.netrc.org/
- South Central Telehealth Resource Center. Technical Assistance for Providers features sessions on mHealth, technology, building a team, and much more. https://learntelehealth.org/courses/
- Pacific Basin Telehealth Resource Center. An extensive set of patient-focused FAQs are presented, from what is telehealth to what does it cost. http://www.pbtrc.org

HITEQ Telehealth Resources
HITEQ (Health Information and Technology, Evaluation and Quality) is the HRSA-funded resource that supports health centers to maximize their EHR/HIT systems Included are an array of tools on telehealth. Highlights found at https://hiteqcenter.org/Resources/Telehealth-Telemedicine include the Telehealth Resource Library. Curated telehealth resources for health centers. HITEQ. Resources by HITEQ and other entities include tools on varied topics for providers (e.g., Telehealth Implementation Playbook (setting up a telehealth program) as well as patient focused resources. Some of the latter include: How to Prepare for a Video Appointment with Your Mental Health Clinician (for patients); Best Practices in Videoconferencing-Based Telemental Health; Keep Your Telehealth Visit Private (for patients); tech guides for seniors (for patients). https://hiteqcenter.org/Resources/HITEQ-Resources/telehealth-resource-library-1 Access additional telehealth resources on HITEQ using their search function at https://hiteqcenter.org/Resources

Telemedicine Hacks
Telehealth Hack. This is webinar series covers implementing telehealth. The 2/10/21 webinar is titled FQHC Program Models Post-COVID. https://telehealthresourcecenter.org/hack-series/ Yet another Hack is a 10-week learning community designed to accelerate telemedicine implementation for ambulatory providers. https://hsc.unm.edu/echo/institute-programs/covid-19-response/us-covid19/past-sessions/telemedicine-hack.html

Topical Highlights: PrEP Rural Telehealth, Adherence, HCV

PrEP Telehealth
This tip sheet explains what telehealth is, lists some strategies for implementing telehealth, and provides references on ways to help build organizational capacity, including on behavioral change and treatment adherence. Materials were prepared by the CDC-funded HIV CBA Center at CAI. https://www.ncsddc.org/wp-content/uploads/2018/04/PrEP-Telehealth-IB.pdf

Rural Telehealth Toolkit
Included are program models, implementation tasks, evaluation techniques, and more. https://www.ruralhealthinfo.org/toolkits/telehealth. See also Making Connections: A Guide to Starting a Rural Health Care Telemedicine Program https://www.aidsunited.org/resources/making-connections?docid=82

Telehealth, Adherence, and Chronic Care. COVID-19: A Clinical Update for HIV Care Providers
Notable sections in this webinar are: An escalation matrix for adherence, using electronic HIV-related checkups. AAHIVM and ANAC. 2020 (go to time code: 53:15) and eHealth and Chronic Care Model (go to time code 50:07)
https://aahivm.webex.com/recordingservice/sites/aahivm/recording/563de6b641924da0b3f9cb0eb6604be2/playback

TACKLE HIV/HCV
Targeted Access to Community Knowledge, Linkage to treatment and Education for HIV/HCV in people of color (TACKLE HIV/HCV in people of color) is a multifaceted program to improve prevention, care, treatment and cure of HCV in people living with HIV (PLWHIV) in South Texas. Funded under HRSA's SPNS Curing Hepatitis C In People of Color Living with HIV
https://wp.uthscsa.edu/tackle/

RWHAP and Telehealth

Ryan White 2020 Sessions on Telehealth
Go to the playlist, Telehealth, https://www.youtube.com/c/TargetHIV/playlists, to see sessions featuring telehealth programs, with insights and tips on telehealth in HIV agencies. Featured are these sessions:

- Getting Started with Telehealth in Rural Communities to Improve Access to Care for PWH (15650)
- Successful Use of Telehealth in Rural Communities: Emerging Model of Care for HIV Providers (15802)
- Using Telehealth to Improve HIV Care Management (15026)
- Let's Talk Rural II: Telehealth Promising Practices during the COVID-19 Pandemic (DCHAP BD)
- Increasing Access to HIV Care via Tele-medicine at a University-Based Ryan White Clinic (15902)
- Ending the Epidemic with Urban Telehealth: Development of a Pilot Telehealth Program (16093)
- Incorporating Telemedicine into Care at a Large Urban HIV Clinic (16257)
- Innovative, Integrated Care: Two Unique Deliveries of Telepsychiatry Services (15880)

RWHAP and Telehealth. Expanding HIV Care Through Telehealth. HRSA CAREAction Newsletter. October 2019. Examples of RWHAP telehealth programs. https://hab.hrsa.gov/sites/default/files/hab/Publications/careactionnewsletter/telehealth.pdf

HIV Telehealth & Telemedicine in the Era of COVID-19
This webinar slide set provides a thorough outline of telehealth legal and reimbursement issues and clinical care considerations with this key point on telehealth: "one this remains the same": the standard of care UTSA/SEAETC. 2020. https://3reqjj2w37ot2bnym9qbiae1-wpengine.netdna-ssl.com/echo/wp-content/uploads/sites/59/2020/10/HIV-Telehealth-TA_Session-1_10.14.2020.pdf

Technical Assistance COVID-19 Telemedicine Implementation ECHO
This webinar series, funded under the HRSA initiative Curing Hepatitis C In People of Color Living with HIV, covers varied topics (e.g., reimbursement, technology) and provides resource links (e.g., protocols, samples). https://wp.uthscsa.edu/echo/echo-programs/telemedicine/

Peer-Reviewed Journal Highlight: Efficacy of Telehealth

Telehealth and texting intervention to improve HIV care engagement, mental health and substance use outcomes in youth living with HIV: a pilot feasibility and acceptability study protocol. BMJ Openv.9(7); 2019PMC6661640. https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6661640/

Quality Improvement Interventions: Increasing Adherence
This tip sheet outlines the core components of a telehealth program, lists some tips for adherence and mental health services through telehealth, and provides an extensive list of resources. Go to Mental Health>Tele-Health to Increase ART Adherence at https://targethiv.org/cqii/create-equity-interventions

Example: A State Prepares its RWHAP Part B Programs

COVID-19 Updates from DSHS HIV-STD Program. Texas Department of Health and Social Services. Includes telehealth guidance/resources. https://www.dshs.state.tx.us/hivstd/covid19/#202003202

Summary of DSHS Guidance for Ryan White Part B Providers for Telehealth and Telemedicine https://3reqjj2w37ot2bnym9qbiae1-wpengine.netdna-ssl.com/echo/wp-content/uploads/sites/59/2020/11/UTHSA_SCAETC_DSHS-Telehealth-Guide-Summary_11.04.2020-v2.pdf

Hands-on Technical Assistance: A Few More Options

Ending the Epidemic (EHE) jurisdictions can contact TAP-in at TAP-in@caiglobal.org to access TA and training on telehealth and many other topics.

HRSA Telehealth Resource Centers
As explained above, HRSA-funded national and regional telehealth centers are a key resource for technical assistance and resources. Start with the national site at https://www.telehealthresourcecenter.org as well as regional sites. Fill out an online form to request TA and resources.

TelehealthHIV
Resources include capacity building assistance, webinars, and a resource listing, like a repository of tools. Coming soon is a Telehealth Practitioner's Guide for HIV Prevention and Care that will "walk a health center, clinic, or program through the essential steps to start and implement a telehealth program and depict that telehealth does not have to be complicated or costly." https://healthhiv.org/programs/telehealthhiv/

Project ECHO. This well-known telehealth and technology center operates various telehealth projects, including HIV care and prevention and HCV. https://hsc.unm.edu/echo/

Montgomery AIDS Outreach Telehealth Resource Center
Consultation services on integrating telehealth within an agency's operations, with a focus on direct practice applications. https://maoi.org/get-connected/telehealth/