

## THE ROAD TO PCH TELEHEALTH CENTER OF EXCELLENCE

### ABOUT OUR HOSPITAL:

#### STRUCTURE OF PRINCETON COMMUNITY HOSPITAL:

#### At the time of onset of COVID 19:

PCH is a community-based hospital with a community appointed board. It is a one hundred and seventeen bed hospital with nineteen critical care beds. It is serviced by two emergency rooms, one in Princeton and one in Bluefield. There is an interventional cardiac catheterization lab at Princeton campus.

#### Ambulatory Multispecialty Group Description:

15 separate sites:

- 5 Primary Care Clinics
- 9 Specialty Clinics

**JAN 21, 2020**

**Public Health Emergency (PHE) declared**

**LATE FEB 2020**

Reports of severe respiratory illness in Asia and first cases in USA. PCH has no Telehealth program in place.

**MID MARCH 2020**

Fear/Shut down of economy due to lack of PPE and ability to protect healthcare workers and patients.

**MID TO LATE MARCH 2020**

Frantic research on everything Telehealth. Power point presentation developed with all info gained. Presented to administration, managers and key providers.

Video Platform obtained by IT department. Decision to use HIPPA compliant version very early in project.

Documentation specific to Telehealth with coding requirements built in Meditech Expanse.

Coding research completed and new codes added to Meditech and chargemaster.

Clerical/Clinical/Provider/Coding/billing staff educated.

Workflow documents with screenshots developed and distributed to providers.

Managers taught telehealth workflow on site.

Ambulatory PCH Telehealth went LIVE on March 16, 2020 via VIDEO conferencing platform.

Policy developed re COVID with screening for all potential respiratory patients.

Telehealth visits done on all potential identifiable COVID patients. No respiratory cases entered the clinics until testing completed.

Established drive up PCR testing for our patients and the community.

FACEBOOK communication with community and patients

EXCEL CODING SPREADSHEET developed to provide updated information on Coding and Billing for Medicare, Medicaid, PEIA, VA, Commercial Payors, RHC and FQHC etc. This information was fluid and very subject to change during this time. Providers and staff found this extremely helpful.

**APRIL 2020:**

MEDITECH offered TELEHEALTH PORTAL to PCH free of charge for 6 months in a “scaled down version”.

Developed Documentation via “Telehealth Portal” with coding, time stamps built in.

Went LIVE with “**Telehealth Portal**” at the MMG -Primary Care site as a pilot in mid-April 2020.

FACEBOOK Videos done by staff of MMG staff and video company to detail Telehealth by ZOOM and Telehealth Portal. Website videos on “What we were doing to keep patients safe” and “How to wear masks”.

Physician participation in COVID 19 Panels on WVVA TV programming some of which promoted Telehealth.

Patients now have option of “Telephone only”, “Video Conferencing Visit” or “Telehealth Portal” visit.

Auditing of documentation, coding and billing of charts at all sites to ensure accuracy.

**Late April 2020:**

PPE supply improves, Elective cases in OR start again, COVID case numbers fall, Numbers of Telehealth visits decrease but are still part of the menu.

**May 29,2020:**

Presentation of “Telemedicine Update” at the WV AFP Scientific Assembly

Patient satisfaction surveys done. Large majority very happy with Telehealth option. Some complaints re payment especially when deductible was not met.

**June 2020:**

TRC (Telehealth Resource Centers) and ASPR begin their TELEHEALTH HACK series weekly throughout summer. Though these educational webinars, learning occurs re laws, licensing, documentation, billing and coding. Changes are made accordingly.

Meeting with TRC representative for Mid-Atlantic States. Great information and contacts for expansion of the Telehealth project.

**August 2020:**

VP Medical Affairs develops a team for the Telehealth Task Force at PCH

Executive at WV AFP approaches PCH with idea of Telehealth Center of Excellence

**October 2020:**

PCH signs contract for Telehealth Portal Platform long term

COVID cases on the rise again. Telehealth visits increase again as per preference of patients and due to screening on the phone before appointments and at the door.

Ongoing learning through TRC Telehealth HACK webinars with new information leading to changes in workflows and documentation

**NOV 2020:**

Still no cases of staff or provider infections at MMG-Primary Care

**DEC 2020**

COVID reaches new highs and Telehealth is recognized as a valuable tool again

**JAN 2021 through JUN 2021**

PCH partners with CDC, WV AFP, WV BPH and WVU Medicine Medical Nutritional Therapy to provide Online Diabetic Nutritional Counseling

**MARCH 2021**

PCH goes LIVE with Teleneuro and Telestroke program partnering with WVU Medicine Neurology

**APRIL 2021**

PCH Online Nutritional Telehealth Program presented at WV AFP Scientific Assembly

**JUNE 2021**

Completion of the Guide to Telehealth for Primary Care Providers in West Virginia