



Telehealth Experiences

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Spectrum of Telehealth Technical Assistance Provided

Policy Updates/ Billing & Reimbursement

How to Get Started

Provider & Patient Resources

Clinical Workflow

Evaluation

- Rapid changes in policy
- Expansion for eligible providers
- Expansion of modality
- Changes in billing and coding

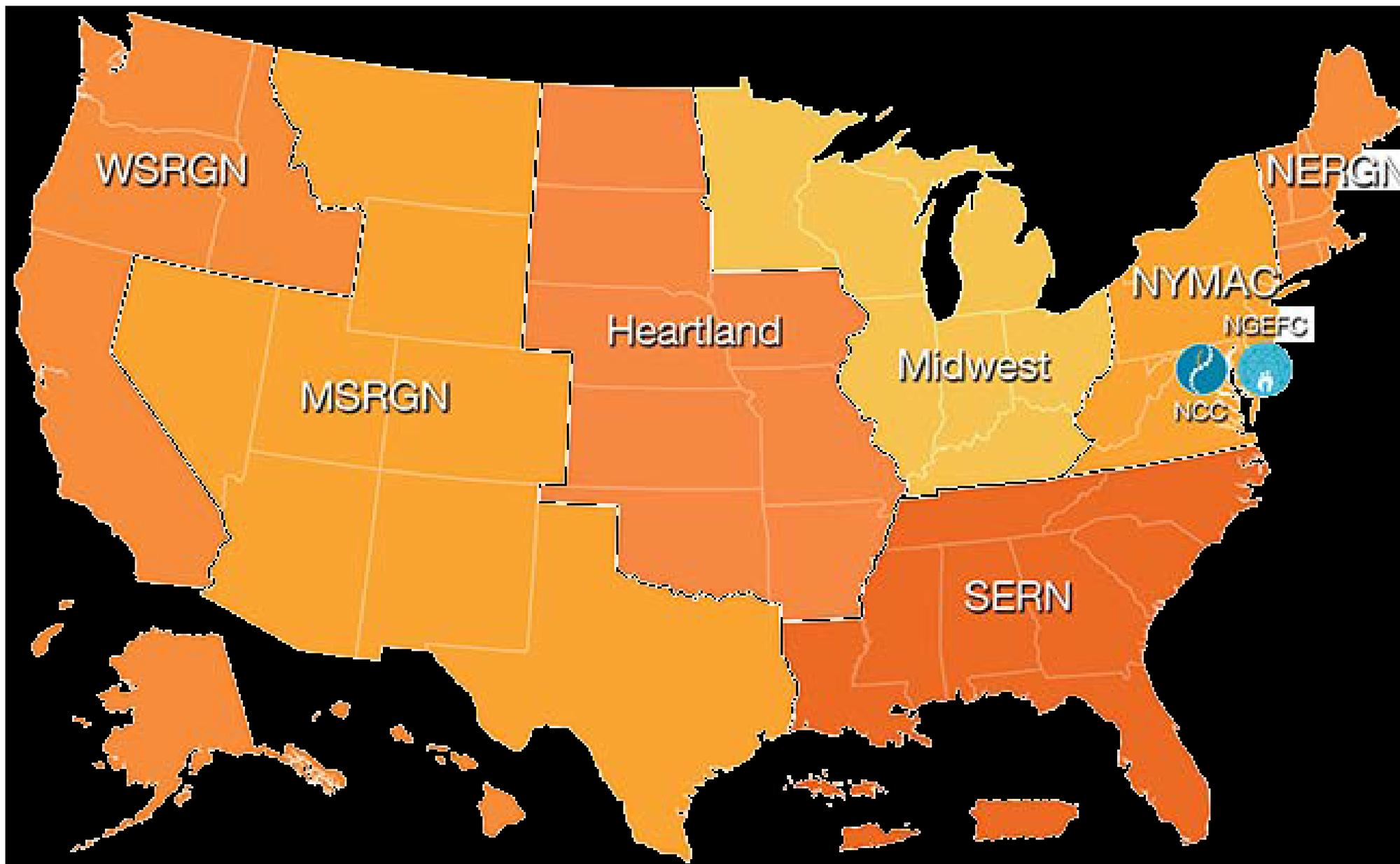
- Equipment
- Platform
- Planning
- Facility Specific Information

- Provider Best Practices Video
- Provider resources on website
- Patient What to Expect Video
- Patient Resources on website

- Best practices for a clinical workflow

- Evaluation of telehealth activities

Regional Genetics Networks





NATIONAL CONSORTIUM OF TELEHEALTH RESOURCE CENTERS

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 to 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.

Regionals

CTRC



gpTRAC



HTRC



MATRC



NETRC



NRTRC



PBTRC



SCTRC



SETRC



SWTRC



TexLa



UMTRC

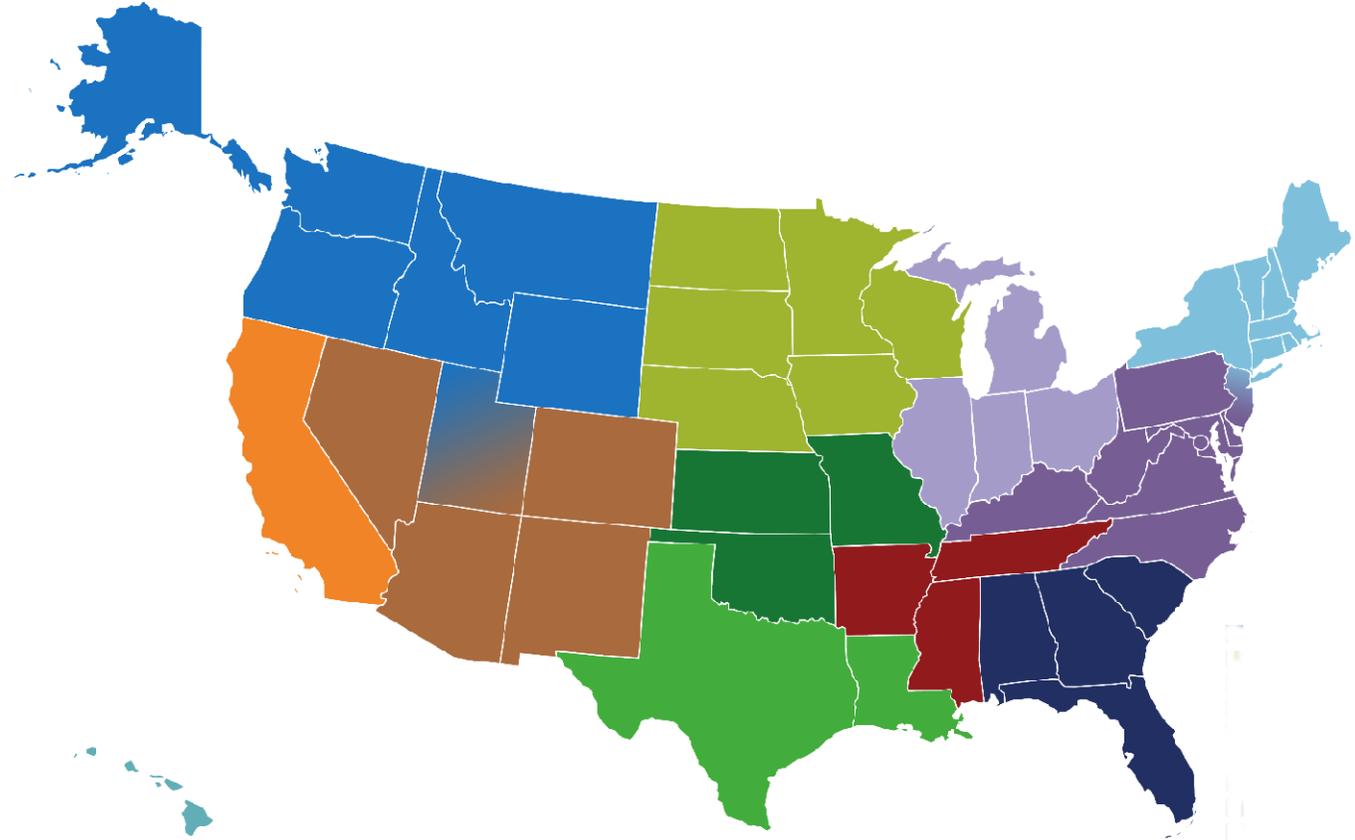


Nationals

CCHP



TTAC



Who is Doing Telegenetics?

Telegenetics Survey of WSRGN

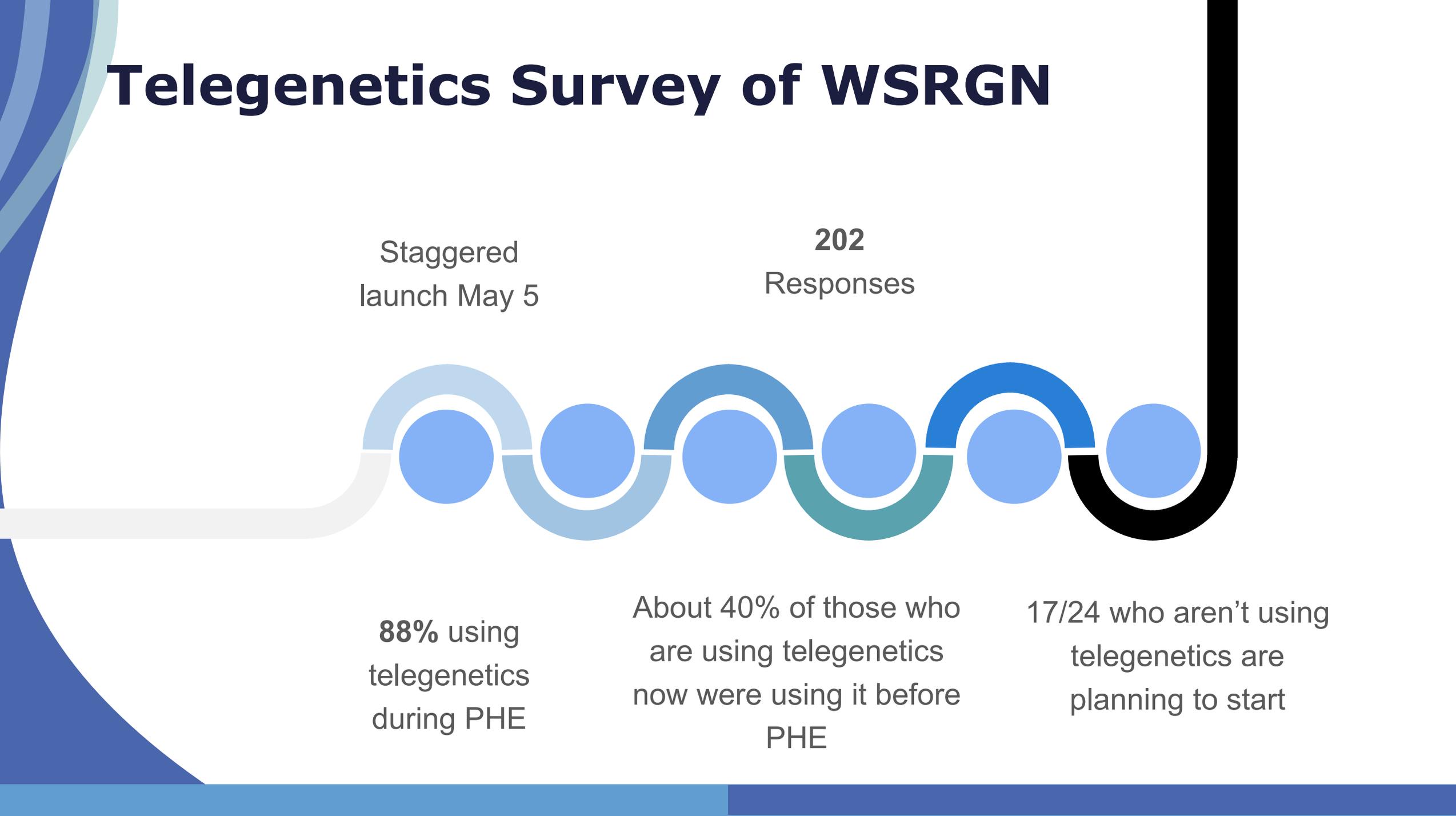
Staggered
launch May 5

202
Responses

88% using
telegenetics
during PHE

About 40% of those who
are using telegenetics
now were using it before
PHE

17/24 who aren't using
telegenetics are
planning to start



Telegenetics Survey of WSRGN

Currently, **89%**
of services
provided by
telegenetics

8% for NBS

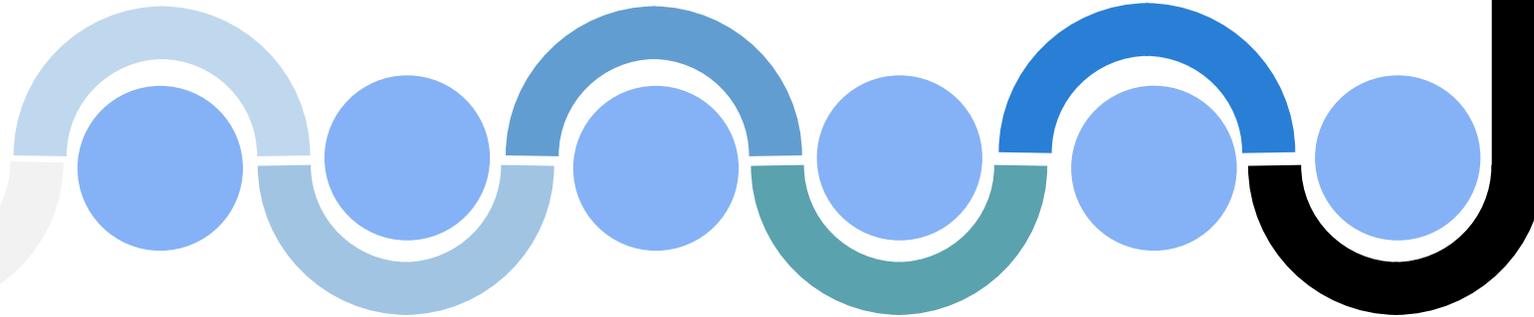
Top Activities:

70% for return of genetic test results

55% for adult counseling

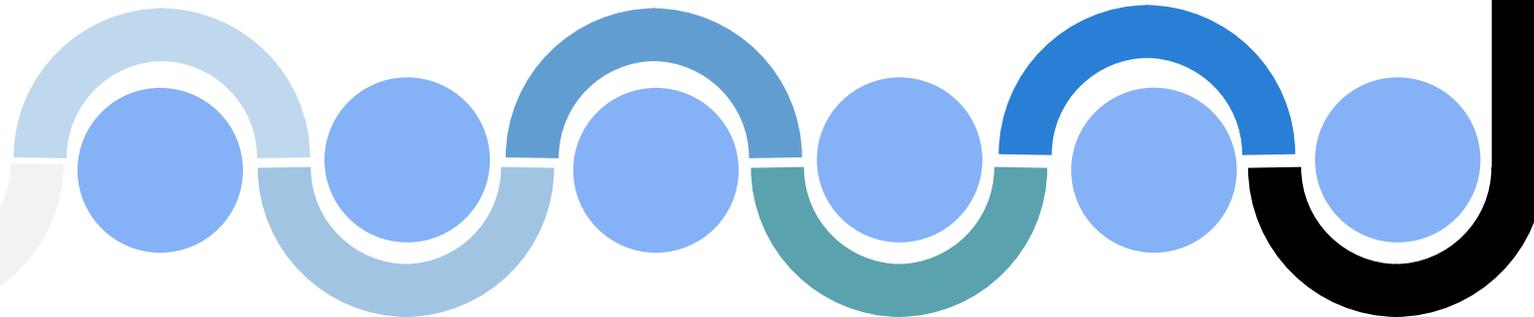
30% for prenatal counseling

Seeing both new and
follow-up patients



Telegenetics Survey of WSRGN

About 70% overall want
TA or support to do
telegenetics better



57% Policy

56% Billing and Reimbursement

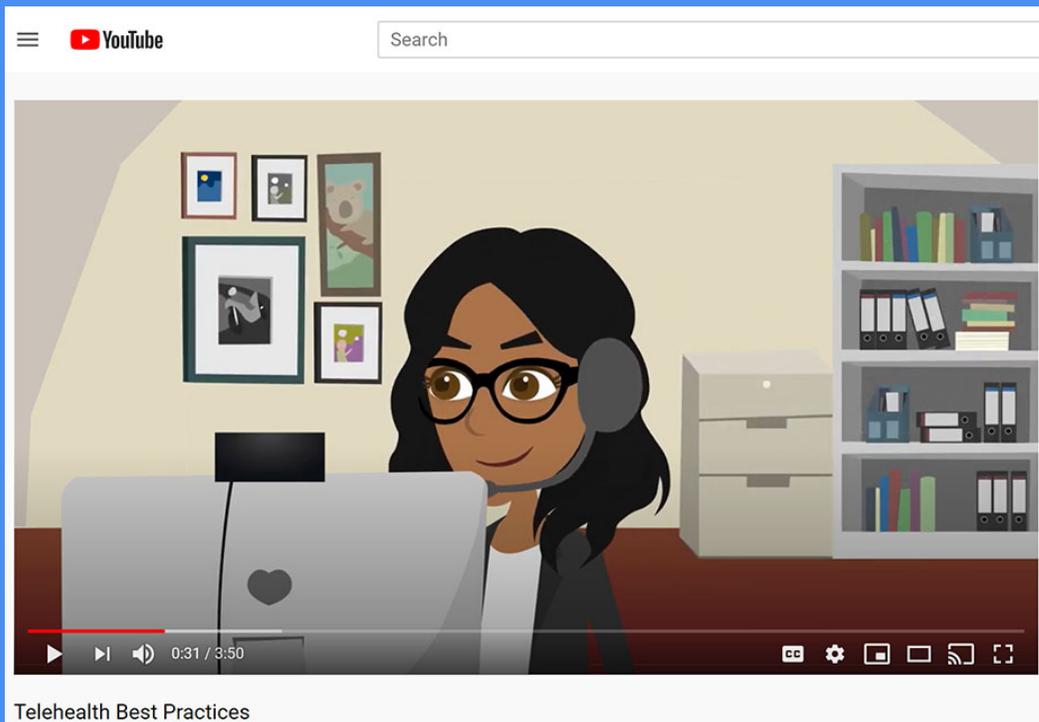
52% Resources for patients

47% Equipment/Devices

40% Provider training

Telegenetics/Telehealth Resources

www.westernstatesgenetics.org/telehealth-resources/



What to Expect from a
Telegenetics Visit Video
(<https://youtu.be/-h-XRYtLEn8>)

Telehealth Basics
for Providers Video
(<https://youtu.be/IQx0SDh9Jc0f>)





TELEHEALTH RESOURCES



This is a curated list of telehealth resources to get providers up and running with telehealth. Due to the COVID-19 crisis, we have included telehealth resources specifically for COVID-19, as well as, regular telehealth resources.

We will continue to update the page as we get new information.

- [General Telehealth Implementation Resources](#)
- [Best Practices for Telehealth Providers](#)
- [Telehealth Resources for Patients](#)
- [Telegenetics Implementation](#)

Telehealth Resources for COVID-19

Telehealth policies are rapidly changing to support activities in response to COVID-19. You may want to sign up to get notices from the HRSA funded [Center for Connected Health Policy](#).

[Telehealth Resource Centers Webinar: Telehealth and COVID-19](#)

[Center for Connected Health Policy COVID-19 Fact Sheet](#)

[Telehealth Weblibliography for COVID-19 Pandemic](#)

[HIPAA Compliance and COVID-19](#)

[Updated Medicare Learning Network Telehealth Booklet with COVID-19 information added](#)

Telegenetics Training for Genetics Providers



<https://youtu.be/3kW21hue1No>

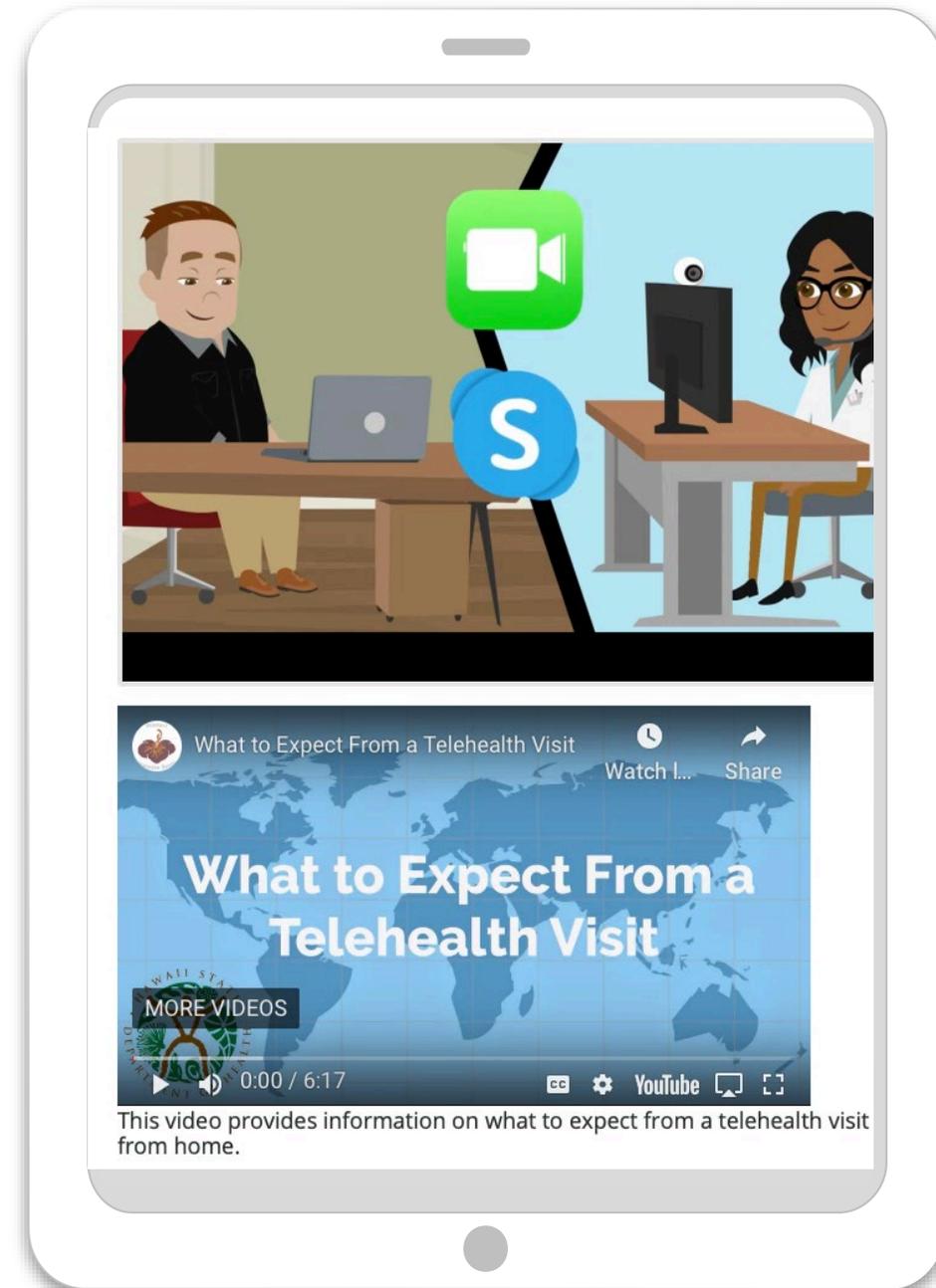
WWW.PBTRC.ORG

➤ Patient Resources

- What is telehealth
- How to get a telehealth visit
- What to expect
- What does telehealth cost

➤ Provider Resources

- Telehealth Billing and Reimbursement Policies
- Quick start guides
- Best Practices Video





Telehealth Information for Patients



What is Telehealth?



What do I Need to Receive Telehealth Services?



Who Provides Telehealth Services?



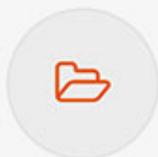
What Do Telehealth Services Cost?

Frequently Asked Questions:



COVID-19 Telehealth Resources

The Telehealth Resource Centers are dedicated to provide healthcare providers with the resources to develop a telehealth program.



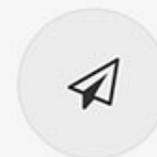
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[Telehealth Resources](#)



[Upcoming Webinar](#)



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📌 If you're having a **medical emergency**, call 911. If you aren't sure, [read when to seek emergency care](#).

TELEHEALTH.HHS.GOV

For patients ▾

For providers ▾

Telehealth: Health care from the safety of our homes.

During the COVID-19 Public Health Emergency, we don't have to choose between medical care and social distancing. When patients can get health care through telehealth — and doctors can provide it — we protect ourselves and our communities.



Learn more about telehealth

For patients



Find out what telehealth is, what you'll need (not much!), and what to expect from a visit. You can also

For providers



Get information to help you integrate telehealth, get up to speed on recent COVID-19 related policies, and

<https://telehealth.hhs.gov/>

Questions?

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