Telehealth Experiences

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Spectrum of Telehealth Technical Assistance Provided

Policy Updates/ Billing & Reimbursement:
- Rapid changes in policy
- Expansion for eligible providers
- Expansion of modality
- Changes in billing and coding

How to Get Started:
- Equipment
- Platform
- Planning
- Facility Specific Information

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

Clinical Workflow:
- Best practices for a clinical workflow

Evaluation:
- Evaluation of telehealth activities
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.
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/

Telehealth Basics for Providers Video (https://youtu.be/lQx0SDh9Jc0f)

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