

CTC-RI / PCMH Kids Telehealth Learning Collaborative
“Using Technology to Improve Care for Patients with Chronic Conditions”
Resource Guide v2

This guide is a resource for practices participating in the CTC-RI / PCMH Kids Telehealth Learning Collaborative “Using Technology to Improve Care for Patients with Chronic Conditions.” This is an evolving guide; new resources will be added as they are identified, see version date in footer of document.

Table of Contents

1. [Summary of Participating Practices](#)
2. [CTC-RI/Practice Facilitator Contact List](#)
3. [Telehealth Resources](#)
 1. [CTC-RI Telehealth Website](#) (Learning Collaborative Resources, webinars, RI Needs assessment)
 2. [NETRC Telehealth Classroom](#)
 3. [Coding and Billing](#)
 4. [Community Partnerships](#)
 5. [Legal Considerations](#)
 6. [Patient Access](#)
 7. [Patient Surveys](#)
 8. [Pediatric Resources](#)
 9. [Staff Training](#)
 10. [Telehealth Organizations](#)
 11. [Toolkits and Comprehensive Resources](#)

Summary of Participating Practices

Summary of Practices 21 Practices: 9 Adult Practices, 2 Family Practices, 10 Pediatric Practices Cohort 1: February 2021 – January 2022 Cohort 2: May 2021- April 2022				
Practice Types	Practice Type	Cohort Start	Technology of focus	Chronic condition(s) of focus
6 adult practices	Adult	Feb 2021	Athena Health, and interested in identifying RPM for diabetes; Doximity and RPM-- CM Assist for HTN, OneTouch and Telware for remote glucometer; ABPM	Diabetes, congestive heart failure, COPD, hypertension
2 family practices	Family	Feb 2021	AthenaHealth for video; RPM for glucose, BP, weight, peak flow	Congestive Heart Failure; Diabetes, hypertension, obesity, asthma
6 pediatric practices	Pediatric	Feb 2021	Doxy; Doximity, CNE portal; Virtual visits, interested in identifying RPM for pulse ox and peak flow; Currently using Chaddis, Clocktree. Interested in RPM for pulse ox and BPM; (2 sites have not identified yet)	Patients with COVID and another comorbid mental health diagnosis (ADHD, anxiety, depression) or higher risk SDOH; Asthma, diabetes, hypertension; ADHD, Depression, Anxiety
3 adult practices, 4 pediatric practices	Adult, Pediatric	May 2021	Athena, Doxy, Epion; Doximity, RPM for blood glucose, weight monitoring	Adult: Heart Failure Pediatric: ADHD, depression Anxiety; diabetes, blood pressure, liver enzymes, obesity

Telehealth Learning Collaborative Team and Contact Information

Name	Role	Contact Information
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Telehealth Learning Collaborative (TLC) Resource Guide

Note: this is an evolving guide as new resources get identified, see version date in footer of document

Resources by Topic

12. [CTC-RI Telehealth Website](#) (Learning Collaborative Resources, webinars, RI Needs assessment)
13. [NETRC Telehealth Classroom](#)
14. [Coding and Billing](#)
15. [Community Partnerships](#)
16. [Legal Considerations](#)
17. [Patient Access](#)
18. [Patient Surveys](#)
19. [Pediatric Resources](#)
20. [Staff Training](#)
21. [Telehealth Organizations](#)
22. [Toolkits and Comprehensive Resources](#)

CTC-RI Telehealth Website

CTC-RI Website

[Telehealth Learning Collaborative Page](#)

- Links to important documents, meeting schedule, project overview

[Telehealth Webinar Series Page](#)

- On demand webinar recordings from past trainings:
 - Coding and Billing
 - Technology Considerations
 - Workflow and Etiquette
 - Community Health Worker Training
 - RPM Strategies

[Telehealth RI Needs Assessment Page](#)

- Overview and data summary of the RI Telehealth Needs assessment, which surveyed over 40 RI practices and 900 patients about their experiences with telehealth during the pandemic

NETRC Telehealth Classroom

NETRC Telehealth Implementation Toolkit

[NETRC Telehealth Classroom](#)(website)

Our partners, the Northeast Telehealth Resource Center, have put together a telehealth learning portal with a comprehensive emodule covering the following steps:

- Assess Needs

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	<ul style="list-style-type: none"> • Establish (Workflow, clinical outcomes & performance goals, billing, team roles) • Define (Policies & procedures, referrals & consults, patient consent, education) • Implement (software, equipment, conducting visit, ongoing support) <p>Practices will need to create a free account to access resources.</p>
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Coding and Billing	
CTC-RI “Coding and Billing” Webinar	<p>Coding and Billing Webinar Recording</p> <ul style="list-style-type: none"> • Recording of webinar that CTC-RI offered on 11/19/20. The webinar covers strategies to optimize coding and billing for telehealth services in RI, including Medicare, Medicaid and commercial payers. <p>Coding and Billing FAQ (PDF)</p> <ul style="list-style-type: none"> • Short FAQ document created to summarize information from the Coding and Billing webinar presentation and Q and A period.
CMS/Medicare	<p>Medicare Telemedicine Health Care Provider Fact Sheet (website)</p> <ul style="list-style-type: none"> • Overview of Medicare coverage and payment of virtual services <p>Medicare Learning Network (MLN) Booklet – 2020 (pdf)</p> <ul style="list-style-type: none"> • Overview of Medicare coverage and payment of virtual services from the Medicare Learning Network <p>Final Policy, Payment, and Quality Provisions Changes to the Medicare Physician Fee Schedule for Calendar Year 2021 (website)</p> <ul style="list-style-type: none"> • Overview of Medicare Physician fee schedule changes for 2021
Center for Connected Health Policy (CCHP)	<p>https://www.cchpca.org/</p> <p>Telehealth Coverage Policies in the Time of COVID-19 (website)</p> <ul style="list-style-type: none"> • Summary of telehealth coverage policies under the Public Health Emergency <p>COVID-19 Related State Actions (website)</p> <ul style="list-style-type: none"> • State-by-state list of state actions taken by each state’s Office of the Governor, Medicaid Program, Medical Board and/or Department of Insurance, and their current status. <p>Billing For Telehealth Encounters (PDF)</p> <ul style="list-style-type: none"> • CCHP 2020 Guide on Fee-for-Service <p>2021 Medicare Physician Fee Schedule (PDF)</p>

Community organizations in RI working on technology access or education	
Community Health Teams	<p>Community Health Team “cheat sheet” (PDF)</p> <p>This document outlines community health teams in RI, the areas they serve, and their connections to primary care.</p>
Cyber Seniors-- URI	<p>Cyber Seniors (website)</p> <p>Cyber Seniors is a program at URI that provides educational supports to older adults around the use of technology</p>
TechACCESS of Rhode Island	<p>https://www.techaccess-ri.org/</p> <p>TechACCESS of Rhode Island provides assistive technology (AT) services to people with disabilities</p>
RI Parent Information Network (RIPIN)	<p>https://ripin.org/services/services/</p> <p>RIPIN helps any Rhode Islander, from infants to seniors. We can help you navigate: Special education and supports Specialized services for children and young adults with disabilities Healthcare and health insurance Health education training, support, and resources</p>
RI Department of Education	<p>FALL 2020 Internet Access Options for Schools - Google Docs</p> <p>List of free and low cost internet services for individuals and families in RI</p>

Patient Access Resources	
<p>Ensuring equal access to telehealth</p> <ul style="list-style-type: none"> - Telehealth for people with disabilities - Telehealth for patients with limited access to internet and devices - Telehealth for patients w/ limited English proficiency - Telehealth for older patients 	<p>https://www.telehealth.hhs.gov/</p>
<p>Rhode Island patient resources for older adults and adults living with disabilities</p> <ul style="list-style-type: none"> - Telephone equipment loans for those hard of hearing or who have speech disabilities - Find seniors, people with disabilities, veterans, and caregivers wireless devices and services 	<p>http://oha.ri.gov/digiAGE/</p>

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<ul style="list-style-type: none"> - Accessibility options to make smartphones and tablets easier to use - Technology donations for underserved individuals - Devices, instructions, and free technology support to seniors and low-income communities for telehealth 	
<p>Patient engagement modules and resources</p> <ul style="list-style-type: none"> - Guide to engaging patients - Other patient engagement resources - Optimizing Patient Portals for Engagement 	<p>https://www.healthit.gov/playbook/patient-engagement/</p>
<p>Telehealth resource guide and patient education</p> <ul style="list-style-type: none"> - Patient step-by-step instructions for a telehealth visit (preparation and process) 	<p>https://caravanhealth.com/covid-19/telehealth-resources/ Visit the link above to fill in your information and receive telehealth resources by email.</p>
<p>Patient telehealth education resources (Zoom)</p> <ul style="list-style-type: none"> - Telehealth Zoom Patient Guide-English - Telehealth Zoom Patient Guide-Spanish 	<p>https://www.stjohns.health/services/telehealth/zoom-instructions/ Visit the homepage by clicking the link above for zoom patient education videos. (Instructions for the installation of zoom on computers, smartphones, and tablets)</p>

Patient Surveys	
<p>Agency for Healthcare Research and Quality</p>	<p>Telehealth Patient Satisfaction Survey 15 question telehealth satisfaction survey for patients</p>

Pediatric Telehealth Resources	
<p>Parent Education for Pediatric Practices</p>	<p>https://www.healthychildren.org/English/family-life/health-management/Pages/Telehealth-Services-for-Children.aspx Preparing for Pediatrician Telehealth Visit (video) Resources for Parents to Read https://www.childrenshospital.org/bchp/families/telehealth-visits This page provides infographics and useful tips for parents with their child’s pediatric telemedicine visits Lurie Children’s Hospital: Patient and Parent resources</p>
<p>“Telemedicine in Pediatrics: is it Right for Your Practice?”</p>	<p>https://blog.pcc.com/telemedicine-in-pediatrics-is-it-right-for-your-practice</p>
<p>Practice Resources for Telehealth</p>	<p>https://www.americantelemed.org/resource_categories/practice-guidelines/Telemental Health with Children and Adolescents Guidelines ATA</p>

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	<p>Special Interest Group on Pediatric Telehealth</p> <p><i>The second link requires a membership to ATA... it might be beneficial for practices to purchase a membership.</i></p>
Provider Education: Implementation of Pediatric Telemedicine	<p>https://blog.evisit.com/virtual-care-blog/top-telehealth-tips-for-pediatricians</p> <p>Journal Article: Pediatric Application of Telemedicine</p> <p>Children's online protection rule (COPPA)</p>
Interviews with pediatricians about Telehealth	<p>https://www.massgeneral.org/children/coronavirus/what-telemedicine-means-for-pediatric-health-care</p> <p>https://www.contemporarypediatrics.com/view/covid-19-how-use-telehealth-patient-visits</p>
Journal Articles/Access to Journal Articles	<p>"Assessing patient safety in a pediatric telemedicine setting: a multi-methods study"</p> <p>Comprehensive list of telehealth research</p> <p>"Considerations When Implementing a Pediatric Telemedicine Program"</p> <p>"Using Telemedicine to Reach Adolescents During the COVID-19 Pandemic"</p> <p>"Using the Electronic Health Record to Conduct Adolescent Telehealth Visits in the Time of COVID-19" See Telehealth use cases: the confidential visit</p> <p>"The COVID-19 Pandemic and Rapid Implementation of Adolescent and Young Adult Telemedicine: Challenges and Opportunities for Innovation" *** "there are no telemedicine guidelines specific to adolescent medicine."</p> <ul style="list-style-type: none"> - This journal article has a table (3) of telemedicine barriers and solutions specific to adolescent telemedicine.
Telemedicine Equipment for Patients to Purchase to assist providers with virtual Home Visits	<p>https://www.bouldermedicalcenter.com/make-the-most-of-your-pediatric-virtual-visit/</p>
Anytime Pediatrics Telehealth Platform	<p>https://anytimepediatrics.com/patients/</p>

Legal Considerations	
Federation of State Medical Boards – Board by Board Review	<p>U.S. States and Territories Modifying Requirements for Telehealth in Response to COVID-19 (PDF)</p> <ul style="list-style-type: none"> • State by state guide to out-of-state physicians; preexisting provider-patient relationships; audio-only requirements; etc.
Office of Civil Rights	<p>FAQs on Telehealth and HIPAA during COVID-19 public health emergency (PDF)</p> <ul style="list-style-type: none"> • FAQ addressing questions about HIPAA and remote telehealth communications <p>DEA COVID-19 Information Page (website)</p>

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	<ul style="list-style-type: none"> DEA policies and guidelines for many topics related to COVID-19 and telehealth
Office of Health and Human Services— Public Health Emergency	Public Readiness and Emergency Preparedness (PREP) Act Overview and Resources (website)
RI Office of the Health Insurance Commissioner	Rhode Island Office of the Health Insurance Commissioner (ri.gov) Source for RI policy, laws and regulations, and health plan review documents.

Resources for Patients with Language Barriers	
HITEQ—a training and technical assistance center	Telehealth Resources for Patients with Limited English Proficiency in Health Centers (PDF)
CTC-RI—list of portal and computer program tutorials in Spanish and English	FAQ and Resources-- Telehealth CHW webinar.pdf (ctc-ri.org) (PDF) CTC-RI created this guide for a webinar in the Telehealth series. The final section contains a bilingual list of links to video and text guides for how to use programs like Zoom and Doxy.me

Staff Training	
California Telehealth Resources Center— Telehealth Coordinator Online Training	Telehealth Coordinator Training (telehealthtrain.org) Modules to train staff on different components of telehealth

Telehealth Organizations	
North East Telehealth Resource Center (NETRC)	https://www.netrc.org/ Staff from NETRC will be providing technical assistance to this project.
National Technology Center – Telehealth Technology Assessment Resource Center	https://telehealthtechnology.org/
National Consortium of Telehealth Resource Centers (NCTRC)	https://telehealthresourcecenter.org/resources/

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Toolkits and Comprehensive Resources	
Telehealth Resource Center 15 Step	<p>15 Step Business Model to Implement Telemedicine (PDF)</p> <ul style="list-style-type: none"> Concise 2 -page guide/checklist to create a business proposal for telehealth implementations
NETRC Telehealth Classroom	<p>NETRC Telehealth Classroom(website)</p> <p>Our partners, the Northeast Telehealth Resource Center, have put together a telehealth learning portal with a comprehensive selection of resources around</p> <ul style="list-style-type: none"> Assess Needs Establish (Workflow, clinical outcomes & performance goals, billing, team roles) Define (Policies & procedures, referrals & consults, patient consent, education) Implement (software, equipment, conducting visit, ongoing support)
American Medical Association Playbooks	<p>AMA Telehealth Implementation Playbook (PDF, 128 page guide)</p> <p>AMA has researched this Playbook documenting the most efficient path to implement a new digital health solution including key steps, best practices, and resources to accelerate and achieve digital health adoption.</p>
	<p>AMA Digital Health Implementation Playbook (website)</p> <p>This online guide includes information on Remote Patient Monitoring. Other helpful steps in this online guide include:</p> <ol style="list-style-type: none"> Identifying a Need Forming Teams Defining Evaluating the Vendor Making the Case Contracting Designing the Workflow Preparing the Staff Patient Partnerships Implementing Evaluation Success Scaling
Substance Abuse and Mental Health Services Administration (SAMHSA)	<p>SAMHSA COVID-19 Page</p> <ul style="list-style-type: none"> Many BH and SUD resources and factsheets related to COVID-19
American Telemedicine Association Practice Guidelines for	<p>ATA Children & Adolescents Guidelines</p>



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Telemental Health with Children and Adolescents	
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