



Citizens and cities facing new hazards and threats

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Telemedicine Pandemic Response Plan Draft

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Pandemic Response Action Plan For the next Pandemic - Covid 19 DRAFT

Task Force - Epidemiology, Infection Control, Hospital Executive mgt, Public Health mgt.
Nursing, Technology, Regulatory-Policy

Identify the critical issues facing providers in a pandemic

Define/describe the issues and specific needs

Identify solutions for each of the key issues using telemedicine and related technologies

Document a plan - useful guide to use these tools to address issues immediately and in the future

Identify examples of each of the technologies - Assess examples at TTAC

Create a Policy-Regulatory summary to inform and guide policy requirements and change



Critical Areas

1. **Keeping care protocols up-to-date**
2. **Keep the hospital open**
(operations, care delivery, quality, revenue)
 1. **Divert the potentially infected before they arrive at the hospital**
 2. **Replace / cover for infected staff, provide for critical care staff needs**
 3. **COVID-19 containment in the hospital/clinic**
 4. **Provide access to urgent care, ongoing care/follow-up care for current patients**
(hospital, private practitioners, rehabilitation, etc.)
1. **Provide care at home, create ability to rotate patients out of the hospital**
Most appropriate care location
To make room for more critical cases
1. **Support remote work for staff**
2. **Behavioral health**, (support for patients, staff, community; address needs and fears)
3. **Transportation**
4. **Public Health**,



Example - Plan

2. Keep the hospital open (operations, care delivery, staff, quality, revenue)

Describe Issues in Depth - Dropped revenue, increased costs, facilities, pressure on staff, families, infection of/from staff, remote work, mental health, etc.

Ideas/solutions

- Keep infection risks to a minimum.
- Divert potentially infected before they arrive at the hospital or clinic (see #3 below.)
- Conduct standard and appropriate specialty appointments with telemedicine and bill for encounters where possible
- Allow and enable staff to work from home whenever possible
 - reduce their exposure and the risk of carrying infection into the hospital
- Assure connectivity to the home especially in rural areas.
- Conduct a connectivity survey of all employees who can potentially work from home.
 - Know the connectivity capabilities and gaps in advance. Update every year.
- Close/get rid of physical waiting rooms and create virtual or drive-up waiting rooms



- Keep infected people out of the facility wherever possible. (see #3 below)
- Protect providers by reducing the need to enter infected rooms with infection risk
- Consider robotics to avoid in-room contact with patients, delivery of food, medications and supplies, removal of soiled linens
- Use Pad on a pole or similar technologies - Reduce demand for PPEs. Allow patients to interact with staff and family from this room avoiding the need to enter the room and change PPE.
- Relieve workload on key providers who have additional demands placed on them especially in dealing with public and patient inquiries.
- Assess the condition of your staff. Use surveys and other tools.
- Inform your patients and community of the actions and procedures the organization has made for their safety to give them confidence to use care services.



Example - Technology Reference

2. Keep the hospital open (operations, care delivery, staff, quality, revenue)

a. APPs that allow remote screening for COVID-19

- <https://prahs.com/responding-to-the-covid-19-pandemic-in-more-ways-than-one>
- <https://www.spectrumhealth.org/covid19/spectrum-health-app-screening>
- <https://www.vivifyhealth.com/>
- <https://bright.md/>
- <https://www.diagnosticrobotics.com/>
- <https://www.lumahealth.io/covid-19-solutions-by-care-model/>

a. APPs that allow a virtual check-in and waiting room to keep patients out of physical waiting rooms

- <https://vecnahealthcare.com>
- <https://www.phreesia.com>
- <https://www.gless.com/>
- <https://www2.relatient.net/virtual-waiting-room-solution/>
- <https://www.docpace.com/covid-19>

Examples/references

- <https://www.fiercehealthcare.com/tech/banner-health-revamping-doctor-offices-wake-covid-virtual-waiting-rooms>
- <https://www.altru.org/about-us/who-we-are/2020/virtual-waiting-rooms-altru-innovates-during-covid-19-pandemic/>
- <https://www.providertech.com/4-reasons-your-practice-needs-a-virtual-waiting-room/>





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