Telemedicine – Improving access to care

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Stats

125.7 million outpatient hospital visits	928.6 million physician office visits	Approximately 3 visits per person/year

1 in 4 people report it taking 30 days or more to see a physician	1 in 10 physicians practice in rural areas

https://www.cdc.gov/nchs/fastats/physician-visits.htm

PricewaterhouseCoopers

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Medical Costs

- Median charge for 30 minute new patient visit $294

- Retail clinic $109

- Urgent care $242

- From 2017 to 2016 urgent care claims increased 1,725%

Source: FAIR Health, March 2018

70% of emergency room, urgent care and doctors visits can be handled safely and effectively over the phone

Source: American Medical Association

Telemedicine vs. Telehealth

Telemedicine

Telemedicine is the use of electronic communication technologies to improve the patient's health status by connecting him or her with a health care provider who need not be in the same location. The information exchange might take place via phone calls, video chats or email, on tablets, smart phones, or other wireless tools.

Telehealth

Telehealth, a broader term which may involve a nurse, pharmacist, or any health professional. In addition, some talk about mHealth, or mobile health, specifically referring to wireless devices and cell phone technology as a medium for practicing telemedicine, which makes it possible to deliver clinical care through consumer-grade hardware, allowing for greater patient and provider mobility.

Continued Growth

Growth offerings of Telemedicine Services

Large employers (500 or more employees)
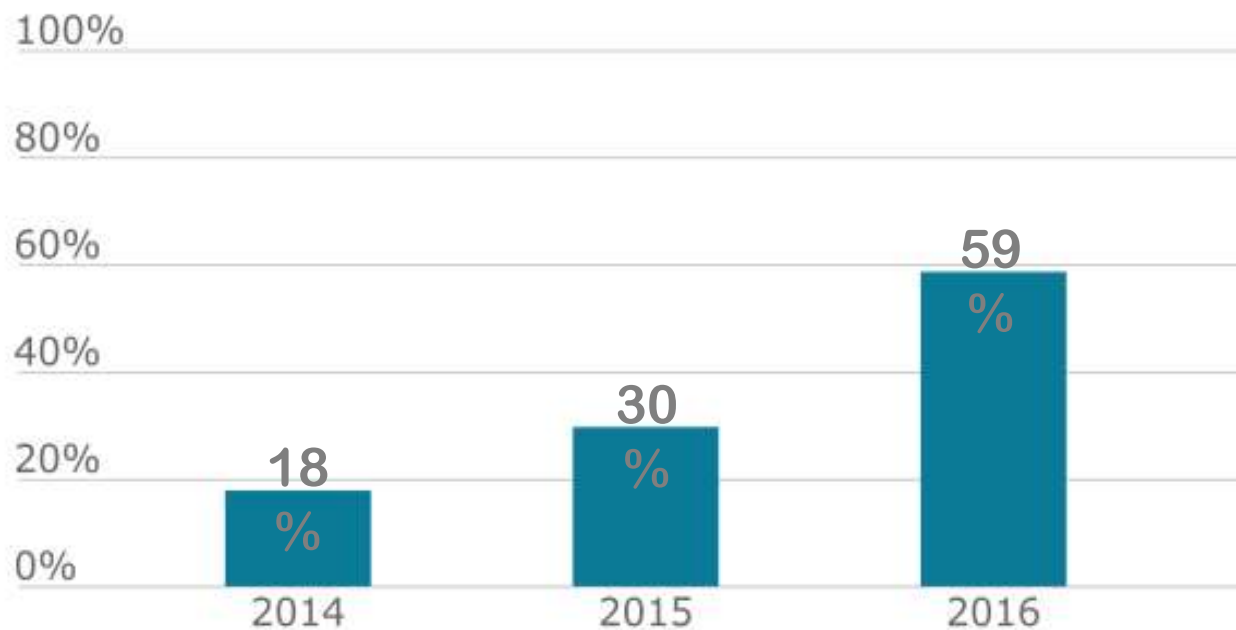
Source: Mercer's National Survey of Employer-Sponsored Health Plans

Is Workers' Comp Ready for Telemedicine?

74% of patients are comfortable communicating with their doctors using technology instead of seeing them in person.[1]

76% of patients care more about access to health care than need for human interactions with their health care providers.[2]

67% of patients said that using telemedicine somewhat or significantly increases their satisfaction with medical care.[3]

30% of patients already use computers or mobile devices to check their medical or diagnostic information.[2]

1. http://newsroom.cisco.com/press-release-content?type=webcontent&articleId=1148539
2. The Promise of Telehealth For Hospitals, Health Systems and Their Communities, TrendWatch, January 2015
3. http://www.softwareadvice.com/medical/industryview/telemedicine-report-2015/

Telemedicine is Taking Off...
Don't Be Left Behind

- Telemedicine's popularity and acceptance is advancing quickly in the group health space.
- This progression is due in part to positive feedback from patients.

Telemedicine consultations are expected to increase 700% to 160 million consults by 2020[1]

21% of patients said not having to travel to the doctor's was the top benefit of telemedicine **20%** said it was the ability to be cared for from their homes[2]

53% of patients said that telemedicine somewhat or significantly increases their involvement in treatment decisions[2]

1. http://americas.nttdata.com/Industries/Industries/Healthcare/~/media/Documents/White-Papers/Trends-in-Telehealth-White-Paper.pdf
2. http://www.softwareadvice.com/medical/industryview/telemedicine-report-2015/

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Regulations Impacting Telemedicine

- State medical board

- Physician Practice Acts

- Pharmacy board – statement on internet prescribing

- Workers' Compensation Board or Act

Telemedicine Features

- **Instant access** to ER and Occupational Medicine trained physicians

- **Immediate assessment** of injured employee by physicians trained in Occupational Medicine Triage Keeps injured employees **out of ER** and Urgent Care

- **Electronic repository** of all medical records, test results and treatment notes

- **Physician's Portal** accessibility for providers and Claims Administrators

- **Employee portal** available for employee access to medical report
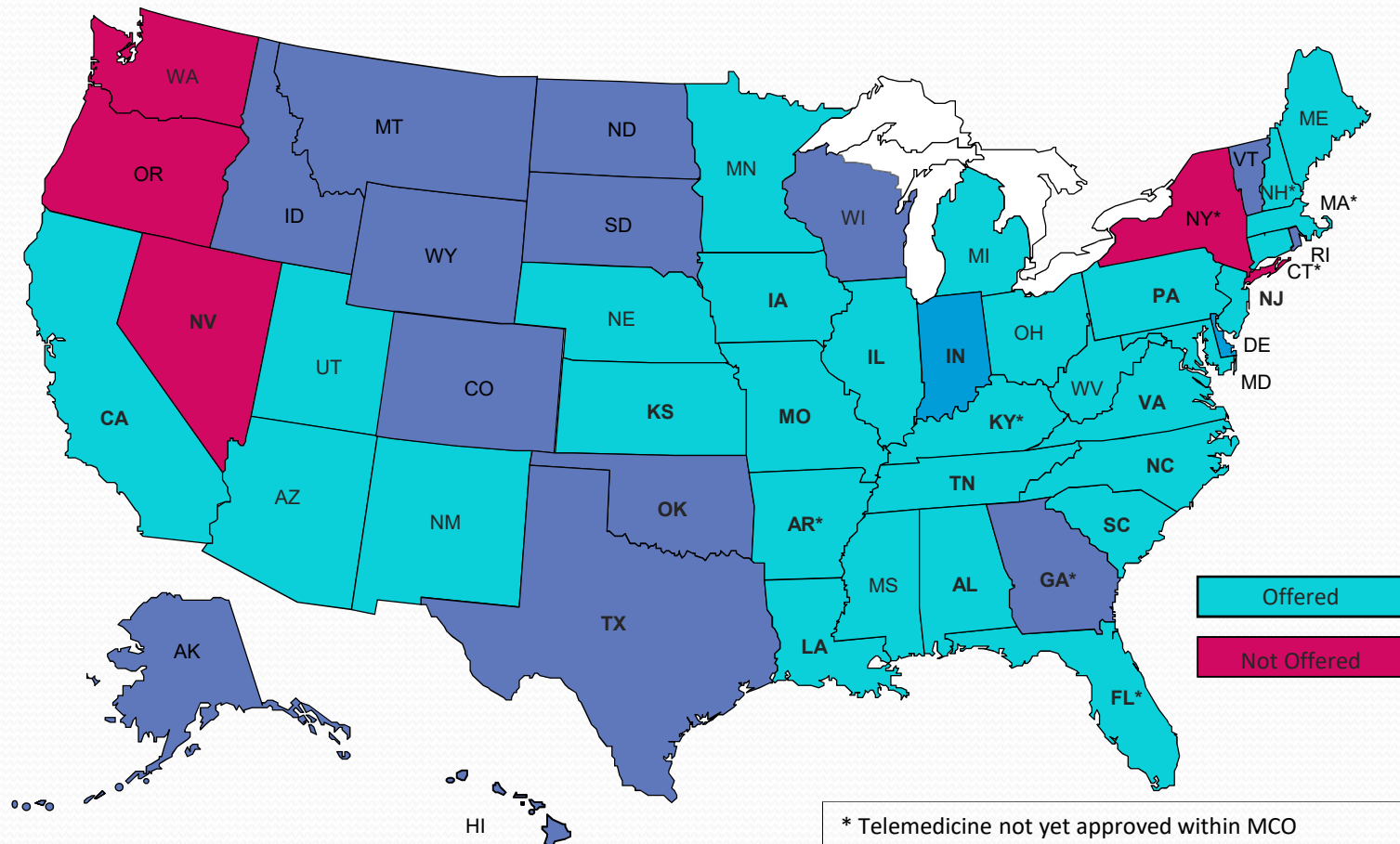
Benefits of Telemedicine

- Improved provider access
- Reduced work absences
- Enhanced productivity
- Reduced travel time
- Immediate care and treatment plan
- Immediate scheduling following nurse triage
- Enhanced communication between employee, provider and employer

Where is Telemedicine Offered by Coventry?

Legend:
- Offered
- Not Offered

* Telemedicine not yet approved within MCO

State labels on map: WA, MT, ND, MN, ME, OR, ID, SD, WI, VT, NH*, MA*, WY, IA, MI, NY*, RI, CT*, NV, NE, OH, PA, NJ, UT, IL, IN, DE, CO, KS, MO, KY*, WV, VA, MD, CA, AZ, NM, OK, AR*, TN, NC, AK, TX, MS, AL, GA*, SC, LA, FL*, HI

MCOs Approved*

California	Connecticut Concentra only	Illinois
New Jersey	Oklahoma	South Dakota
Texas Concentra only	West Virginia	

* Some states may have MCO filing requirements in order to implement the telemedicine program

MCOs Pending or Not Allowing Telemedicine Approval*

Arkansas Not allowed	**Florida** Pending legislative change	**Georgia** Pending legislative change
Kentucky Pending WC Board approval	**Massachusetts** WC Board must approve certified entity	**New Hampshire** Provider must be within 25 miles of IW home
	New York Not allowed for ROC or certified networks	

*If client utilizes an MCO in one of the above states, telemedicine is not available until such time as state DWC provides approval for inclusion of telemedicine in their MCO.

Cost of a WC Telemedicine Visit

- Varies by telemedicine provider

- Most at or close to parity of brick and mortar visit

- Typically billed as office visit CPT with modifier for telemedicine

Symptoms Not Appropriate for Telemedicine

- Anaphylactic or severe allergic reactions
- Respiratory distress or shortness of breath
- Difficulty speaking, confusion or weakness in arms or legs following injury
- Chest pain or pressure
- Altered mental status or confusion
- Post Seizure or epilepsy episode
- Any bleeding that has not already stopped by direct pressure
- Significant burns (blistering)
- Suicide attempt or signs of abuse
- Exposures (BBP, inhalation, chemical, extreme heat or cold)

- Human or animal bites
- Penetrating wounds or embedded foreign bodies
- Any eye injuries
- Abrasions/Wounds with last tetanus immunization >5 years
- Deformity of extremity or suspicion of any fracture
- Significant trauma of any kind
- Chest/Abdominal trauma
- Severe headaches
- Dizziness
- Head trauma or loss of conscious for any reason

Considerations for Complete Episode of Care

- Severity of injury
- Mechanism of injury/type & location/presence of occupational hazards
- Work status
  - Anticipated disability duration exceeding guidelines or not given
- Is treatment and recovery within established guidelines
  - Delayed recovery – refer to clinic
- Worsening health or re-injury – refer to clinic
- Does physician documentation include objective and subjective findings, treatment plan and goals for RTW?
- No comorbid conditions or other "red flags" identified
- Narcotics not being prescribed
- Increased medication since RTW – refer to clinic
- PTSD or other mental health issues – refer to clinic

Technology Requirements

Your direct link to quality workplace health

Injured on the job? Talk to an experienced occupational health physician right now with Concentra Telemed.

With Concentra Telemed, you can get treatment right away - little to no waiting or interruptions. Just log on and connect to quality care in no time.

Learn More >

- Telemedicine platform: Robust, Flexible and Scalable Technology Architecture

- HIPAA Secure

- Employee needs access to:
  - Smart Device
 - Computer with web cam and internet
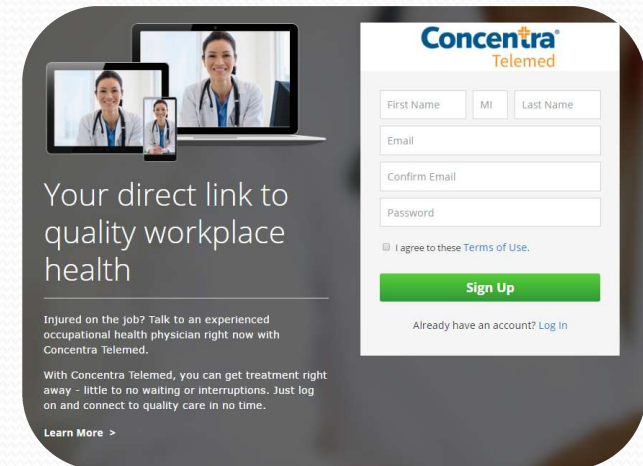
What to look for in an telemedicine partner

- Determine what's most important to your organization
- Credentialing processes are compliant with State, Federal, and accreditation entity requirements
- Performance guarantees specific to:
  - Average speed to answer
  - Availability of physicians 24-7-365
- Assess to physicians who understand workers' compensation and OSHA regulations

2018 Telemedicine Results

% of New Patient Visits and No Shows

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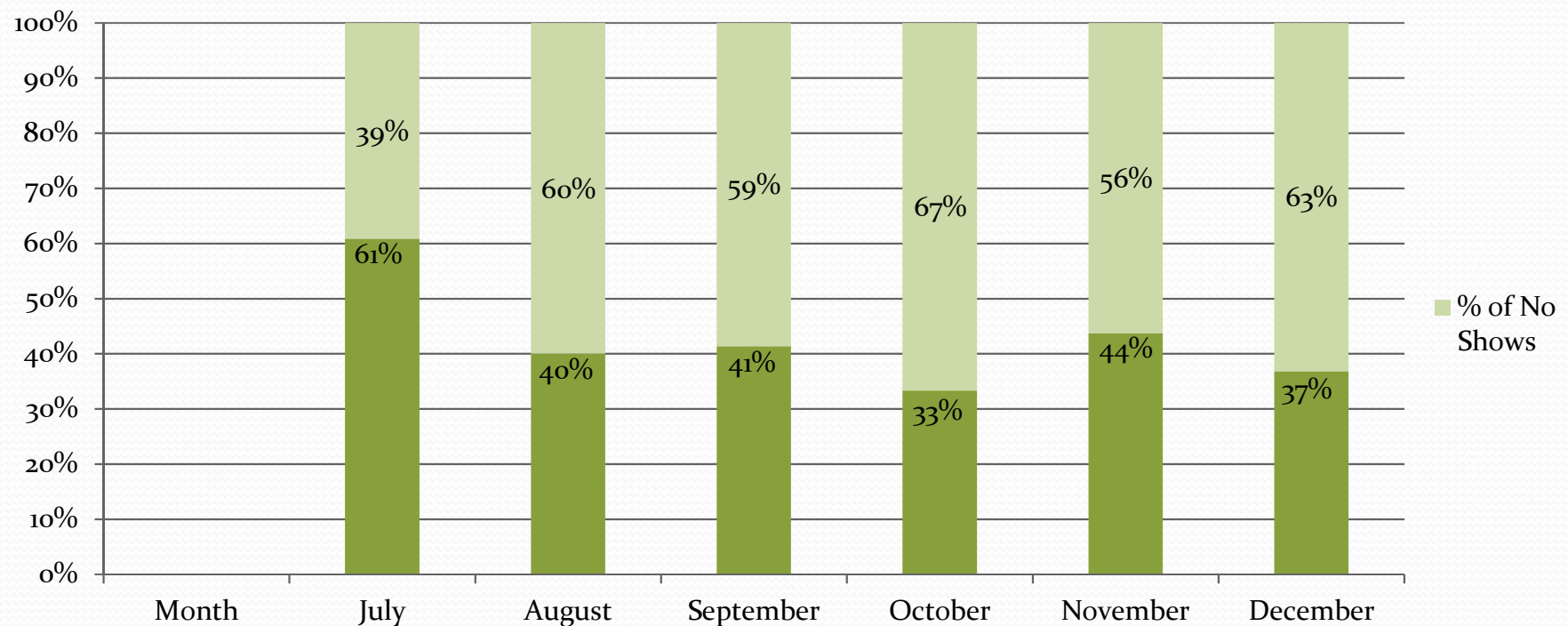
Lessons Learned

- Doesn't eliminate the need or value of nurse triage
- Customers expect that documentation be delivered just like "brick and mortar" visits
  - Patients are not using portal access
  - Payors are not accessing portal
  - Medical record must accompany bill
- Employer/supervisor education required
  - Privacy
  - Technology required
  - Time for video consultation
- Higher success rate when nurse triage does warm transfer

Questions?