

HIV Telehealth Care Resource Document

This resource document is comprised of a variety of resources that were gathered from various reputable organizations such as the New York State Department of Health, the Centers for Disease Control and Prevention, and the Occupational Safety and Health Administration. These resources are intended to support efforts in implementing the Checklist for Evaluating HIV Telehealth Care to ensure high quality care. The document is meant to be a quality improvement/management tool so, it is important to engage consumers in offering their insight into how to improve the telehealth experience. It is important to note that this list does not contain all available resources but is intended to be a start to providing high quality telehealth care. Users are encouraged to find additional resources as necessary.

What is Included:



Provider Readiness

pg. 2



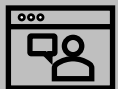
Consumer Readiness

pg. 5



Technical Assistance for Providers/Staff

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Technical Assistance for Consumers

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Effectiveness of Telehealth Services

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Provider Experience

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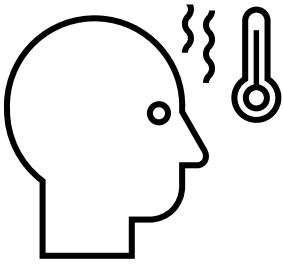


Consumer Experience

pg. 9

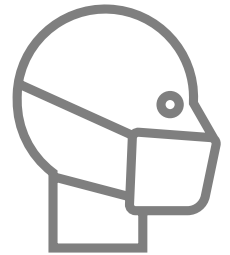
Provider Readiness

COVID-19 Screening and Testing Guidance:



Providing patients with up-to-date accurate information regarding COVID-19 and the resources to stay safe are an important part of telehealth care. Knowing the symptoms of COVID-19 is crucial for providing the best care. Symptoms of COVID-19 can range from mild to severe and include many flu-like symptoms (fever or chills, cough, shortness of breath or difficulty breathing etc.). For a complete list of symptoms visit the Centers for Disease Control and Prevention [CDC COVID-19 Symptoms](#).

In addition to understanding the symptoms of COVID-19, it is important to know where to steer patients for COVID-19 testing. Additionally, if individuals have been exposed, regardless of vaccination status, they should seek a COVID-19 test. For locations, the types of COVID-19 tests available and information regarding the results of a COVID-19 test, the New York State Department of Health provides current information on their website here:



[DOH COVID-19 Testing](#) (New York State Department of Health [NYSDOH])

[Free Testing Site Search](#) (NYSDOH)

Assessing Needs for Telehealth:

The first step in providing effective telehealth care is having all the necessary resources. This may include private workspaces, proper technology, etc. The following list of resources provides information on the resources needed to provide telehealth care. It is important to note that this is not a comprehensive list, and it is encouraged that users seek out additional resources as needed.

What to Consider:

Staff Training

Reimbursement
Methods

Financial Considerations

Equipment

HIPAA Compliance

42 CFR Part 2
Compliance

Space

And Much More!

General Resources:

- [Telehealth Practitioner's Guide for HIV Prevention and Care](#) (The Center for Disease Control and Prevention)
- [Telehealth Readiness Assessment Tool](#) (Maryland Healthcare Commission)
- [Telehealth and Use of Technology to Improve Access to Care for People Living with HIV/AIDS](#) (The Rural Health Information Hub through the Health Resources and Services Administration)
- [Telehealth Implementation Playbook](#) (American Medical Association)
- [Telehealth Guidance by State](#) (American Psychological Association)

Staff Training Resources:

- [Staff Training on Telehealth Services](#) (University of Virginia Health)
- [Telehealth Training](#) (Emory Healthcare)
- [NYS Telehealth Training Portal](#) (Northeast Telehealth Resource Center)

Reimbursement Methods Resources:

- [Reimbursement for Telehealth During COVID-19](#) (Health Resources and Services Administration)
- [Medicare and Medicaid Reimbursement for Telehealth Services](#) (Center for Medicare and Medicaid Services)

HIPAA Compliance Resources:

- [Telehealth Discretion and HIPAA Compliance](#) (U.S Department of Health and Human Services)
- [HIPAA and Telehealth](#) (Telehealth Resource Center)
- [HIPAA Compliance Datasheet](#) (Zoom, United States)

Telehealth Equipment Resources:

- [Telehealth Implementation Guide Book](#) (Department of Social and Health Services)
- [Technical Infrastructure Requirements for Telehealth](#) (The Office of the National Coordinator for Health Information Technology)

Example of Provider Readiness Assessment from Housing Works



Provider Work From Home Competency List

Select Yes/No:

<u>At Home Work Station & Technology</u>	
<input type="checkbox"/>	Private space to conduct televisits at home
<input type="checkbox"/>	Laptop/Computer with sufficient internet access (you can test using Skype, Teams or other video conference service)
<input type="checkbox"/>	Functioning Webcam
<input type="checkbox"/>	Functioning speakers or headphones
<input type="checkbox"/>	eCW access from home via internet browser
<input type="checkbox"/>	Understands how to use Google Voice and Microsoft Teams
<u>Appointment/Progress Notes</u>	
<input type="checkbox"/>	Self-support for changing visit status for No-Show and Cancelled Appts
<input type="checkbox"/>	Able to navigate resource schedule and reschedule appointments
<input type="checkbox"/>	Understands how to access Healow televisits
<input type="checkbox"/>	Able to provide pre-visit support for client to access televisits (contacting client before visits) including finding scheduled televisits in the Healow App and through email/text, directing clients to starting a televisit, and filling out the previsit questionnaire
<input type="checkbox"/>	Able to initiate and use language line(1-866-874-3972, Client ID 719340) for televisits
<u>Follow-Up</u>	
<input type="checkbox"/>	Creating/Scheduling follow –up appointment for clients
<input type="checkbox"/>	Handling any pharmacy modifications
<input type="checkbox"/>	Understands lab transmission process and navigation support for client completion at LabCorp locations
<u>Troubleshooting Issues</u>	
<input type="checkbox"/>	I know who to contact if I am having technical issues with my computer (Synoptek)
<input type="checkbox"/>	I know who to contact if I am having issues with eCW/Healow (Jacob Amegbe)
<input type="checkbox"/>	I am comfortable taking televisit appointments at home

At Home Workstation & Technology

Appointment/Progress Notes

Follow-Up

Troubleshooting Issues

Additional Aspects to Consider:

Another important aspect of provider readiness is professionalism. Telehealth trainings should include information on proper attire, appropriate video backgrounds and explanation of the difference between HIPAA compliant interfaces and non-HIPAA compliant interfaces (i.e., facetime). Telehealth trainings could also be used as a pre-requisite for working in telehealth to ensure high quality care.

Consumer Readiness

Ensuring that consumers are able and ready to use telehealth services is a big part of providing effective telehealth care. Ensuring consumers trust the platform, have personal privacy during their telehealth visit, understand how to sign on to a telehealth visit, know what to expect when receiving healthcare via telehealth are just a few examples of consumer readiness. Below is a list of resources to ensure consumers are prepared for their telehealth visit. Note, this list is not comprehensive and does not include all resources available.



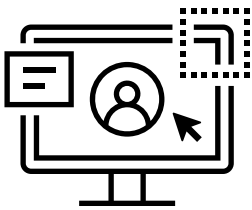
Resources:

[Gaining Patient Trust in the Age of COVID-19](#) (Center for HIV Identification, Prevention, and Treatment Services)

[Telehealth for Providers: What You Need to Know](#) (From Coverage to Care)

[Strategies for Provision of Telemedicine Services for HIV, STIs, HCV, and Drug User Health in NYS during the COVID-19 Pandemic](#) (Clinical Education Initiative)

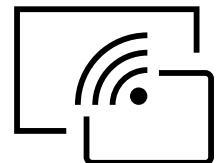
Technical Assistance for Providers/Staff



As with all technology, it is important to have technical assistance plans put into place in case any technical issues arise. It is important for providers to have an IT department or IT staff member to reach out to if any problems do arise. Common telehealth issues provided by the Center for Care Innovations can be found here: [Telehealth Technology 101: Common Telehealth Technical Issues and How to Resolve Them](#)

Technical Assistance for Consumers

In addition to having technical assistance available for staff, it is also important to have technical assistance available for consumers. This can include an IT department or staff member available to answer technical questions and solve minor technical issues. This can also include resources on digital literacy and patient rights.



Resources:

- [Challenges of Telehealth Video Conferencing and How to Overcome Them](#) from **Telehealth Training: A Blink Session**
- [Telemedicine for Health Equity](#) from the **Center for Care Innovations**
- [Training and Technical Assistance Related to COVID-19](#) from the **Substance Abuse and Mental Health Services Administration (SAMHSA)**
- [Digital Literacy for Consumers](#) from the **University of California San Francisco**
- [Digital Literacy Training for Consumers](#) from the **Good Things Foundation**
- [Protecting Patients' Rights and Confidentiality](#) from **HRSA**
- [Digital Justice](#) from the **Community Tech New York**
- [Health Equity through Virtual Care](#) from the **Center for Care Innovations**

Effectiveness of Telehealth Services

Ensuring the quality-of-care that patients are receiving via telemedicine is crucial to patient outcomes and patient satisfaction. Below is a list of various resources that break down key components of providing high quality telehealth care, specifically for PLWH. It is important to note this list is not comprehensive and we encourage using these resources as only a starting point. More research should be conducted after utilizing the resources below to increase the effectiveness of the telehealth resources provided.

General Resources:

- ✓ [Telehealth Practitioner's Guide For HIV Prevention And Care](#) (CDC)
- ✓ [TeleHealthHIV's Summit on Telehealth Implementation and COVID-19](#)
- ✓ [CDC Compiled Resources for Providing Telehealth Care to PLWH](#)
- ✓ [Gaining Patients' Trust in the Age of COVID-19 \(Webinar and Resources\)](#) (Center for HIV Identification, Prevention and Treatment Services)
- ✓ [Strategies for Provision of Telemedicine Services for HIV, STIs, HCV, and Drug User Health in NYS during the COVID-19 Pandemic](#) (CEI)

- ✓ [American Health Information Management Association Telemedicine Toolkit](#)
- ✓ [Telehealth Implementation Playbook \(American Medical Association\)](#)
- ✓ [Using Telehealth to Expand Access to Essential Health Services \(Centers for Disease Control and Prevention\)](#)

Telehealth care for Medicaid patients may be more challenging for many reasons (reimbursement issues, access to resources for telehealth services, billing guidelines, etc.). Guidance to adequately provide telehealth services to this priority population is crucial to HIV testing and viral load suppression rates. Below are sources from reputable organizations outlining the necessary guidance to provide telehealth services effectively to Medicaid patients.

Resources for Medicaid Providers:

- ✓ [Medicaid Telehealth Services Fact Sheet during COVID-19 Emergency](#)
- ✓ [Medicaid Update Special Edition: Comprehensive Telehealth Guidance](#)
- ✓ [Frequently Asked Questions \(FAQs\) on Medicaid Telehealth Guidance during the Coronavirus Disease 2019 \(COVID-19\) State of Emergency](#)

Drug User Health Resources:

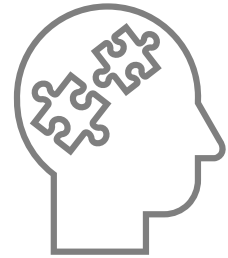
Studies have demonstrated that drug user health is highly important in preventing and reducing negative outcomes of HIV/AIDS. Additionally, those with an active diagnosis of SUD (within the last year) are more vulnerable to complications due to COVID-19. This emphasizes the importance of keeping HIV patients linked with substance use resources to ensure the effectiveness of their treatment.



- [New York State Guidance for Accessing Buprenorphine through Telemedicine \(New York State Department of Health \[NYSDOH\]\)](#)
- [NYSDOH Drug User Health \(NYSDOH\)](#)
- [NYS Opioid Overdose Prevention Program \(NYSDOH\)](#)

Mental Health Resources:

In addition to drug user health care management, mental health care is another area that is crucial for PLWH. Those with mental health diagnoses are also more vulnerable to complications due to COVID-19. Staying connected with behavioral health providers through telehealth is extremely important and increases the likelihood of patients keeping up with their treatment, appointments and reducing their risk of COVID-19.



- [Introduction to Telehealth for Behavioral Healthcare](#) (Health Resources and Services Administration)
- [Telehealth for the Treatment of Serious Mental Illness and Substance Use Disorders](#) (Substance Abuse and Mental Health Services Administration [SAMHSA])

Resources for Patients with High Needs:

Patients with high needs require more assistance and additional services to fully meet their needs. This may include language barriers, high-risk patients, patients unable to get to or attend in person visits. Similar to the other resources in this document, this list is in no way exhaustive and additional research is encouraged.



- [Self-exams at home](#) (TytoCare)
- [Providing care to patients with limited English](#) (Developed by various clinicians)

Provider Experience

Provider experience is driven by the satisfaction of the providers when using the telehealth services. Putting procedures in place to evaluate the overall satisfaction of providers with the telehealth services is one way to determine the provider experience. Below are examples of surveys used to evaluate provider satisfaction with telehealth services. Note, these are examples and are not meant to be the only surveys used to evaluate provider satisfaction.



Satisfaction Survey Examples:

- [Telemedicine Provider Satisfaction Survey](#) (Hawaii Health Systems Cooperation)
- [Patient and Provider Satisfaction with Telemedicine in Otolaryngology](#) (American Academy of Otolaryngology-Head and Neck Surgery Foundation)

Consumer Experience



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Satisfaction Survey Examples:

- [Patient and Provider Satisfaction with Telemedicine in Otolaryngology](#) (American Academy of Otolaryngology-Head and Neck Surgery Foundation)
- [Measuring the Patient Experience with Telehealth Services](#) (Center for Care Innovations)

Additional Resources?

If you believe there are any resources that are relevant but missing from this document, please send them to Nicole Fera at Nicole.Fera@health.ny.gov or Dan Belanger at Daniel.Belanger@health.ny.gov.

