

Network Adequacy Advisory Council



Corie Nieto, Director of Telehealth Services

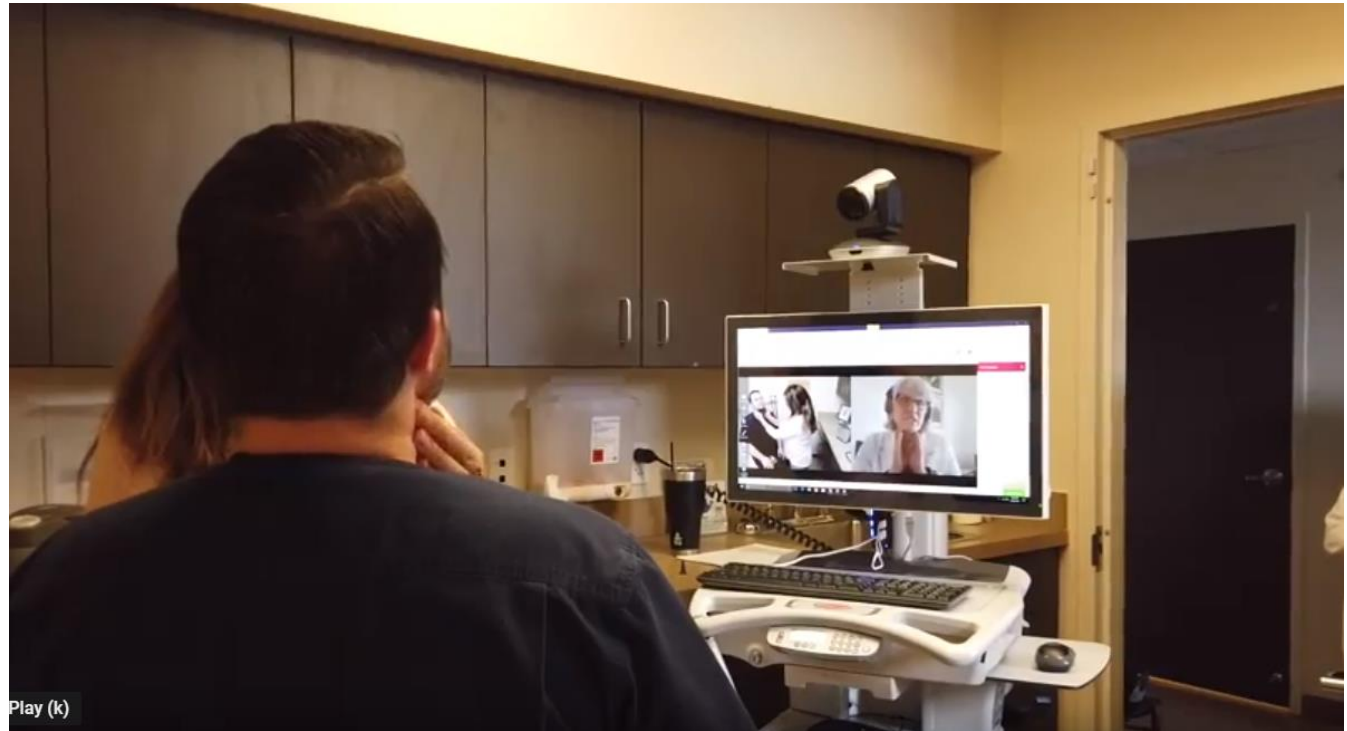
August 13, 2020



Primary Care

Clinic Facilitated

- Scheduled
- On-Demand



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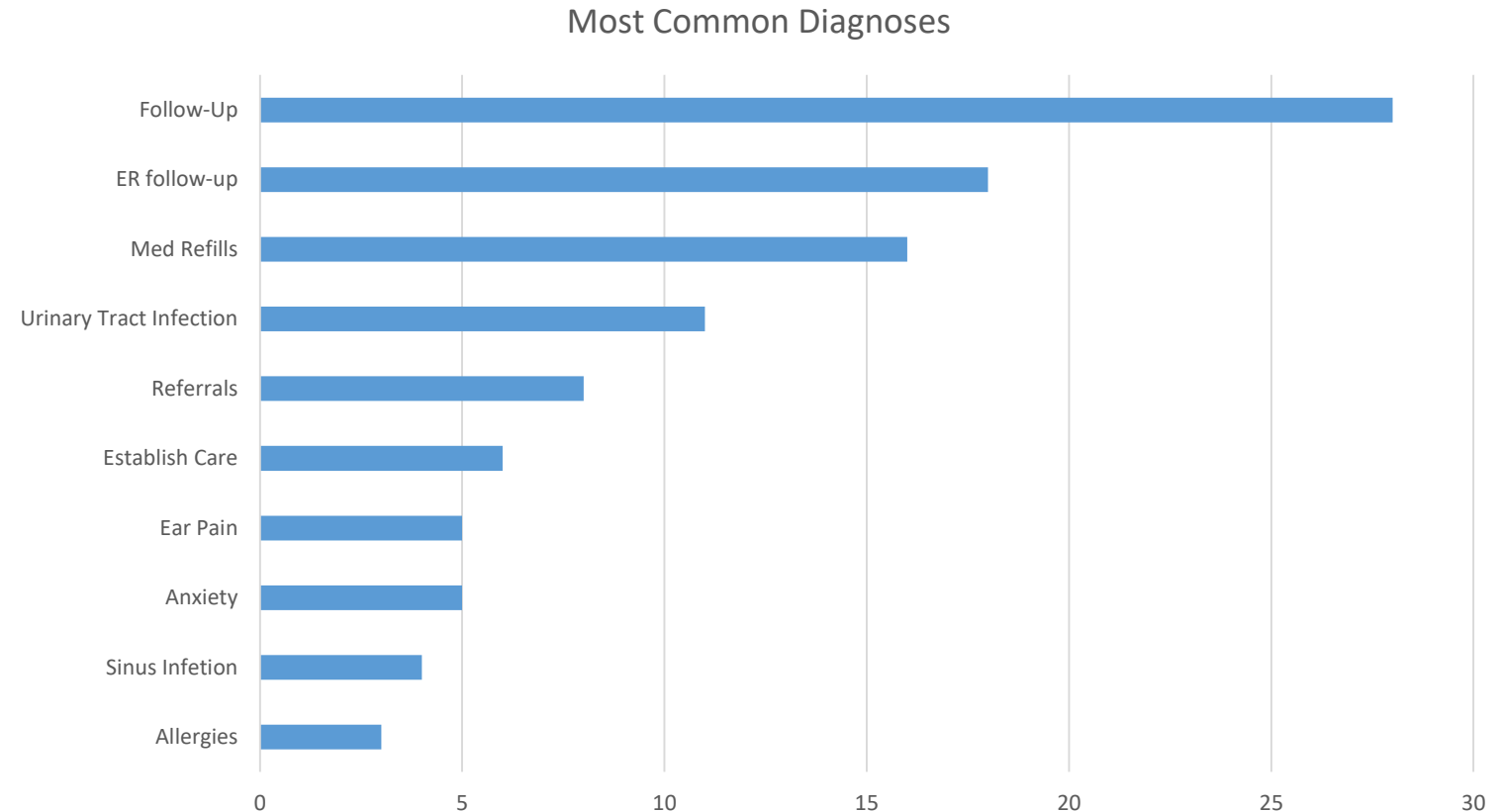
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NVHEALTHCENTERS.ORG

Primary Care Statistics – Clinic Based Telehealth May 2020 (n 117)

Removed (1&2)

| | |
|---------------|---|
| Acne | 1 |
| Dental | 1 |
| Dog Bite | 1 |
| Growth | 1 |
| Hives | 1 |
| Knee Pain | 1 |
| Shingles | 1 |
| Swelling | 1 |
| Infection Toe | 1 |
| Malaise | 2 |
| Gout | 2 |



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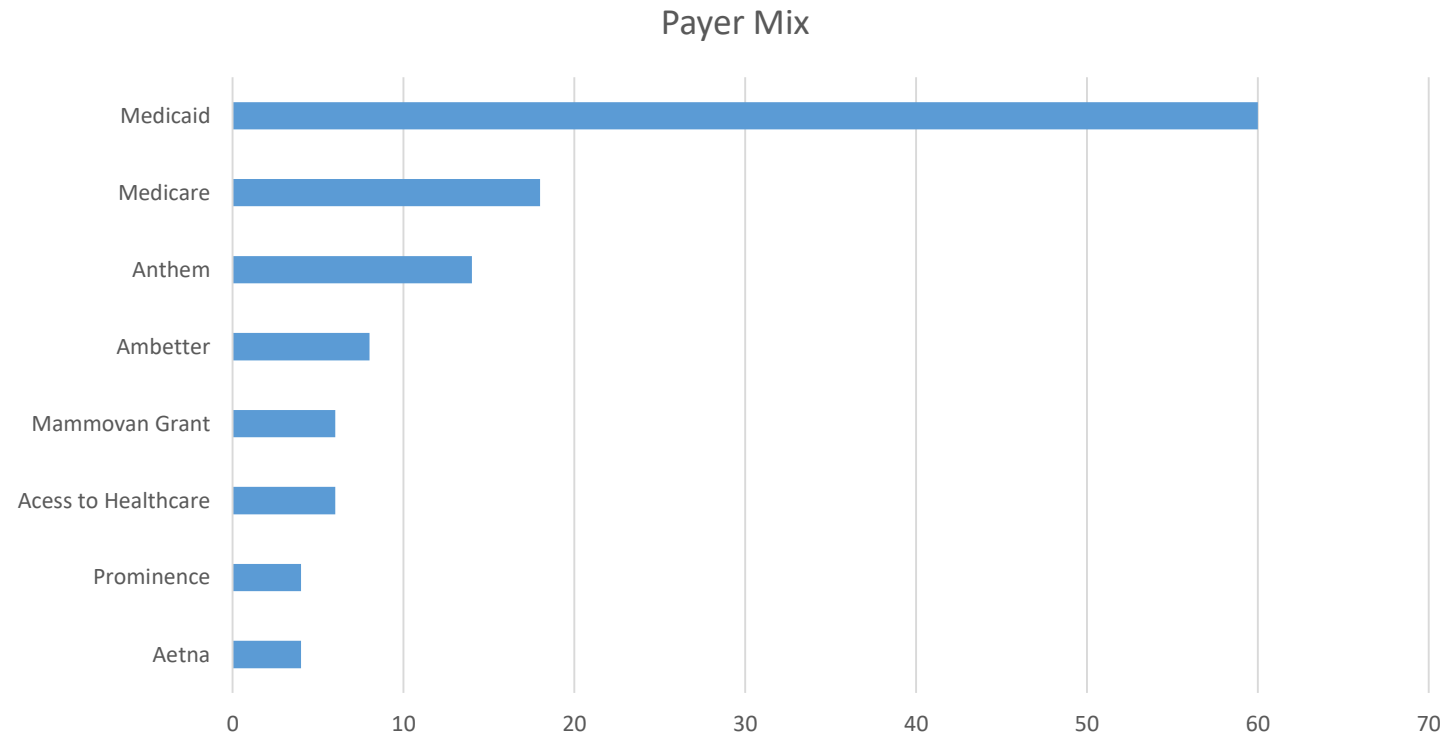
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Primary Care Statistics – Clinic Based Telehealth May 2020 (n139)

Removed (1&2)

| | |
|-------------------|---|
| AARP | 1 |
| Alera Healthcare | 1 |
| Cigna | 2 |
| Healthscope | 2 |
| United Healthcare | 2 |
| Homeless | 3 |
| Hometown | 3 |

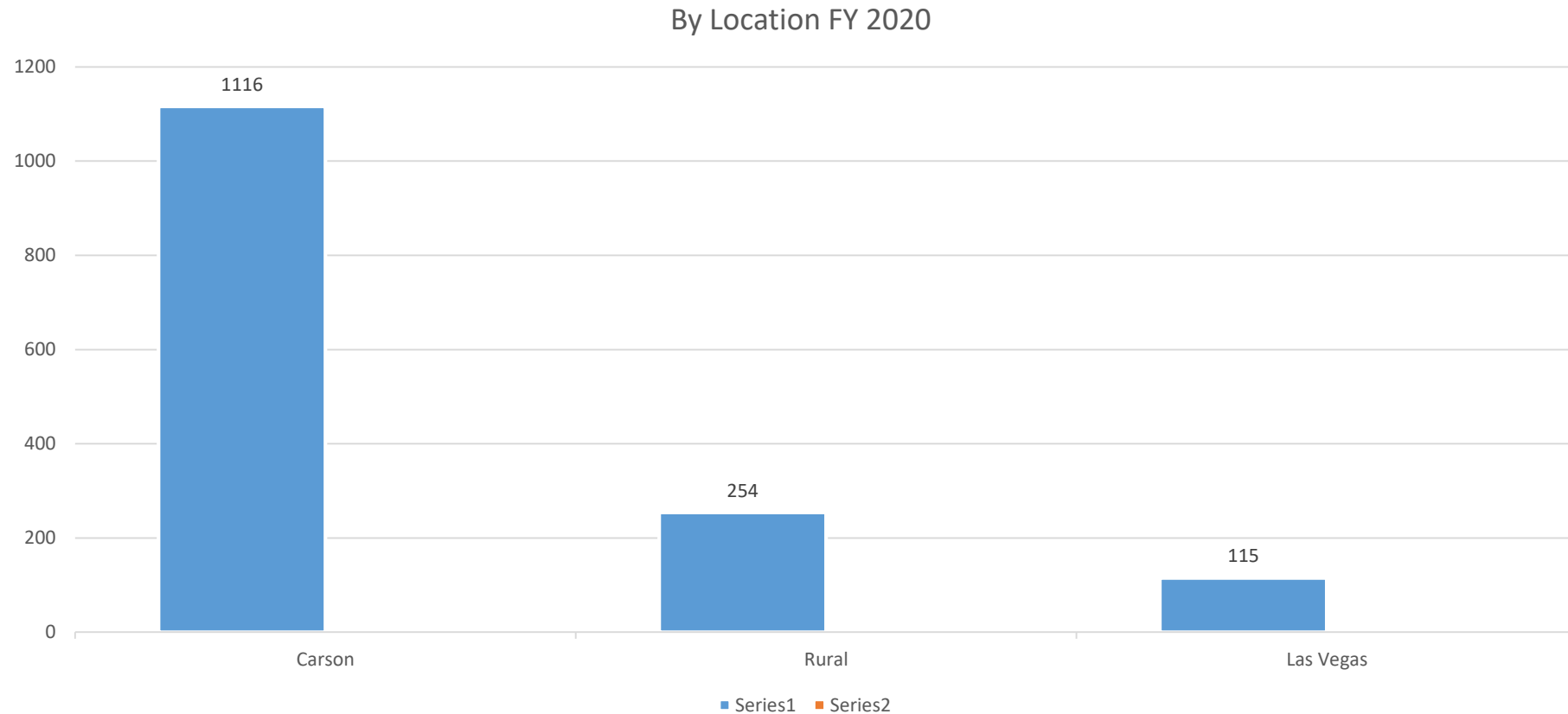


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Primary Care Statistics – Clinic-Based Telehealth



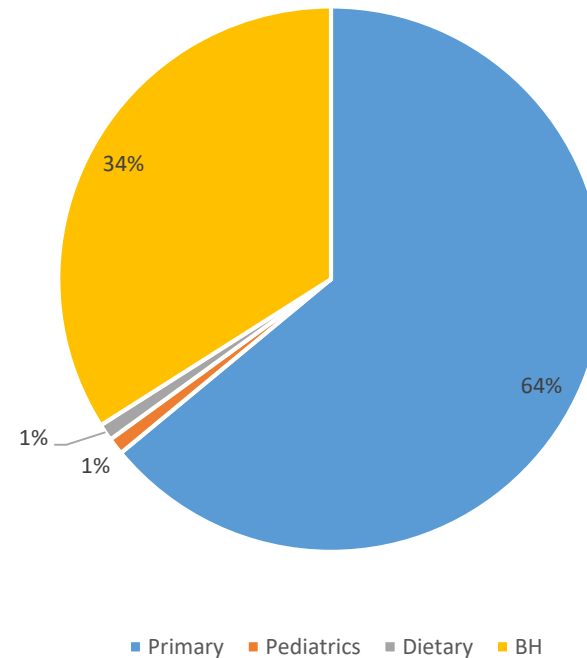
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Primary Care Statistics – Clinic-Based Telehealth

By Specialty, FY 2020



Specialty Care Elko

Bariatrics

Behavioral Health

Cardiology

Dermatology

Diabetes Education

Ear, Nose, & Throat

Endocrinology

Gastroenterology

Geriatrics

Hematology

Infectious Disease

Nephrology

Neurology

Neurosurgery

Oncology

Pain Management

Pediatrics

Pediatric endocrinology

Pediatric hematology

Pediatric nephrology

Pediatric neurology

Pediatric oncology

Pediatric pulmonology

Physical Medicine and
Rehabilitation

Pulmonology

Registered Dietician

Rheumatology

Surgery

Vascular Surgery

Wound Care



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Direct to Consumer

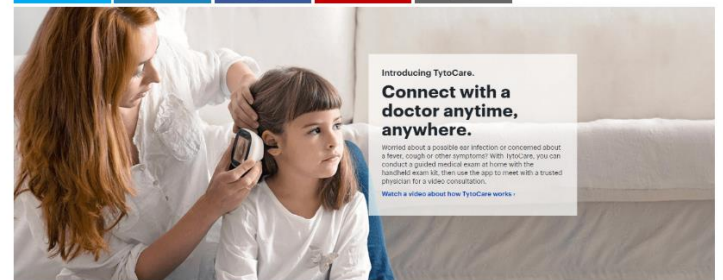
Direct to Consumer

- Scheduled
- On-Demand



TytoCare's On-Demand Medical Exam Kit Is Exclusively Available at Best Buy

by Fred Pennic 04/17/2019 0 Comments



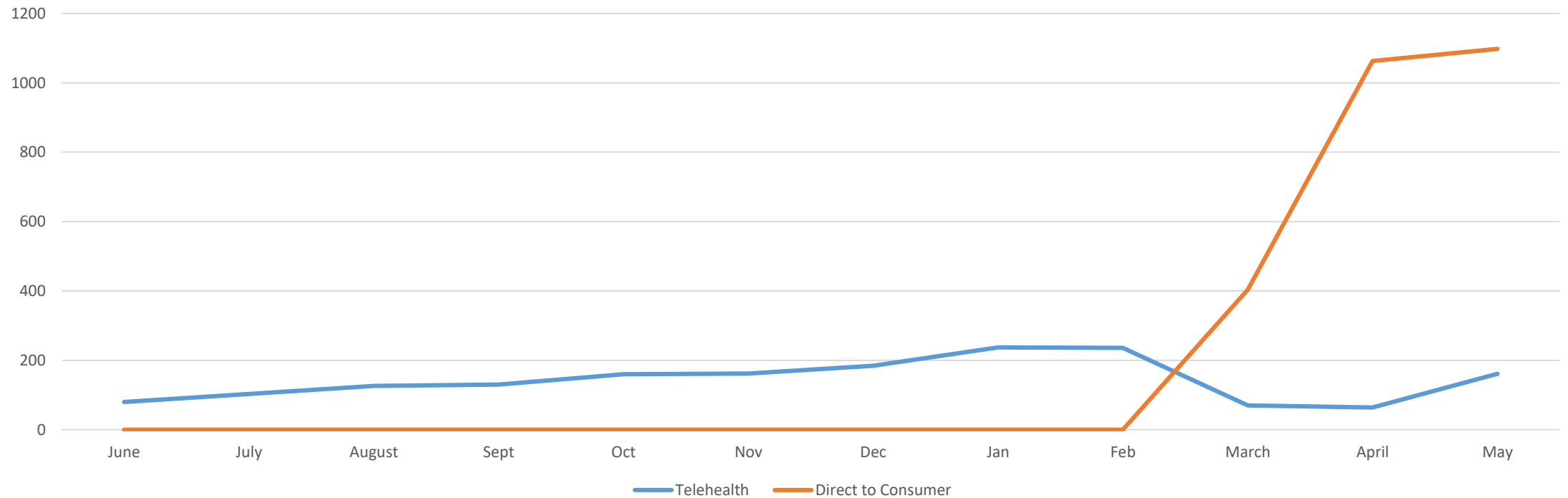
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Direct to Consumer FY 2020

Clinic-Based versus Direct to Consumer



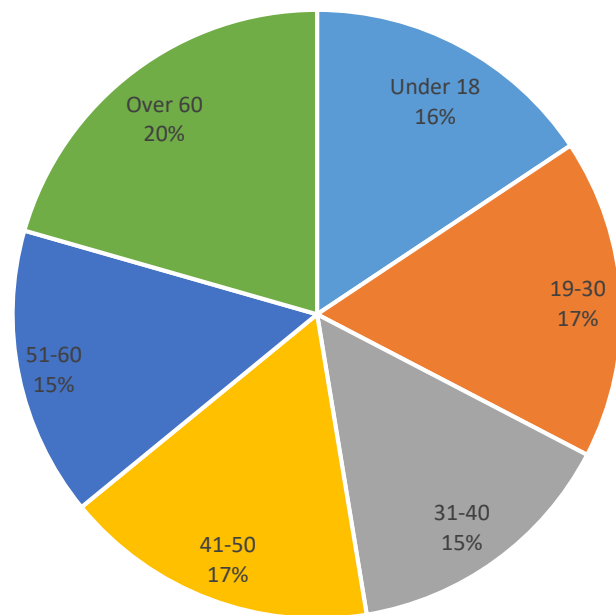
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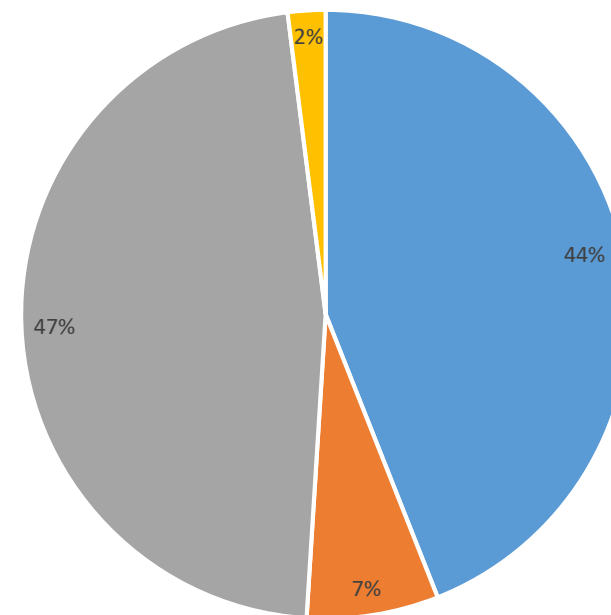
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Direct to Consumer Statistics

By Age



By Specialty



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■ Under 18 ■ 19-30 ■ 31-40 ■ 41-50 ■ 51-60 ■ Over 60

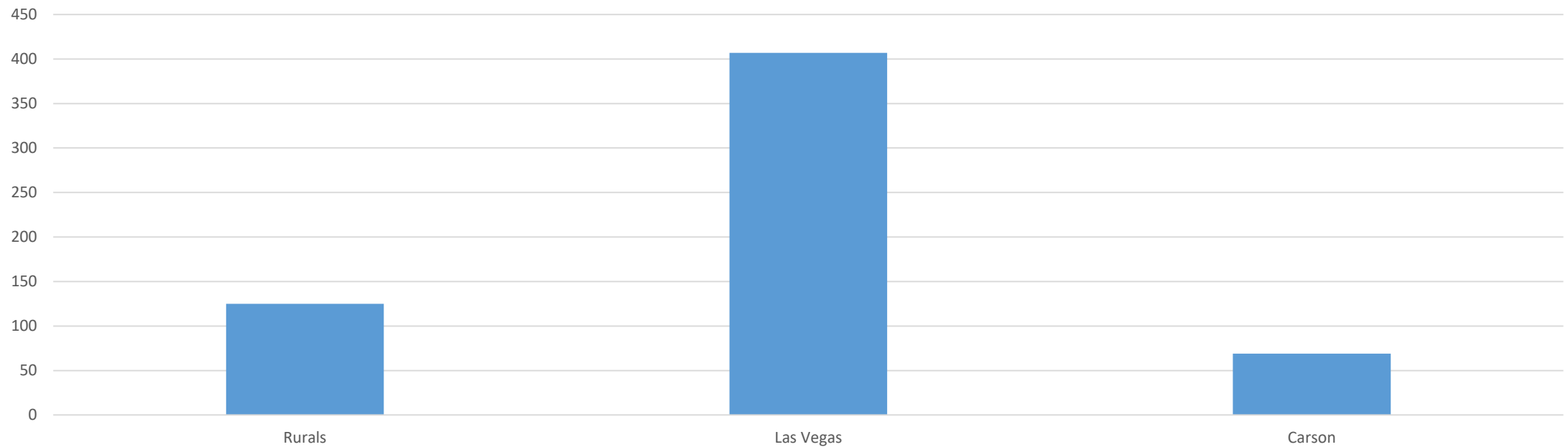
■ Family Medicine ■ Pediatrics ■ Behavioral Health ■ Dietary and Nutritional

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Direct to Consumer

By Location – May & June 2020



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Elko, Gardnerville, Battle Mountain, Beatty, Amargosa,
Parumph, Wendover, Yerington, Wells, Spring Creek

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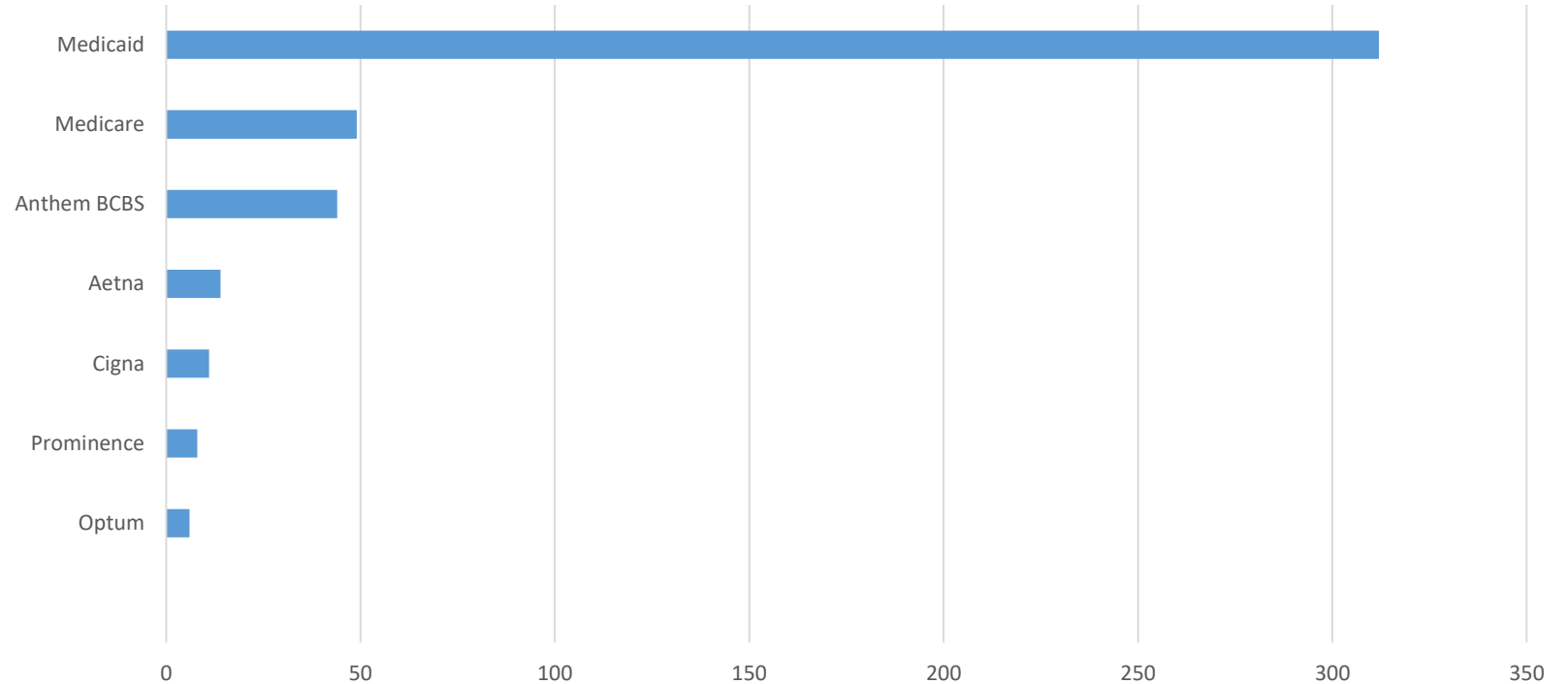
[NVHEALTHCENTERS.ORG](https://nvhealthcenters.org)

Primary Care Statistics – Direct to Consumer

By Payer

Removed (1&2)

| | |
|-------------|---|
| AARP | 1 |
| Allied | 1 |
| Amerigrou | 1 |
| Access to I | 2 |
| Ambetter | 3 |
| Homeless | 1 |
| Grant | 2 |



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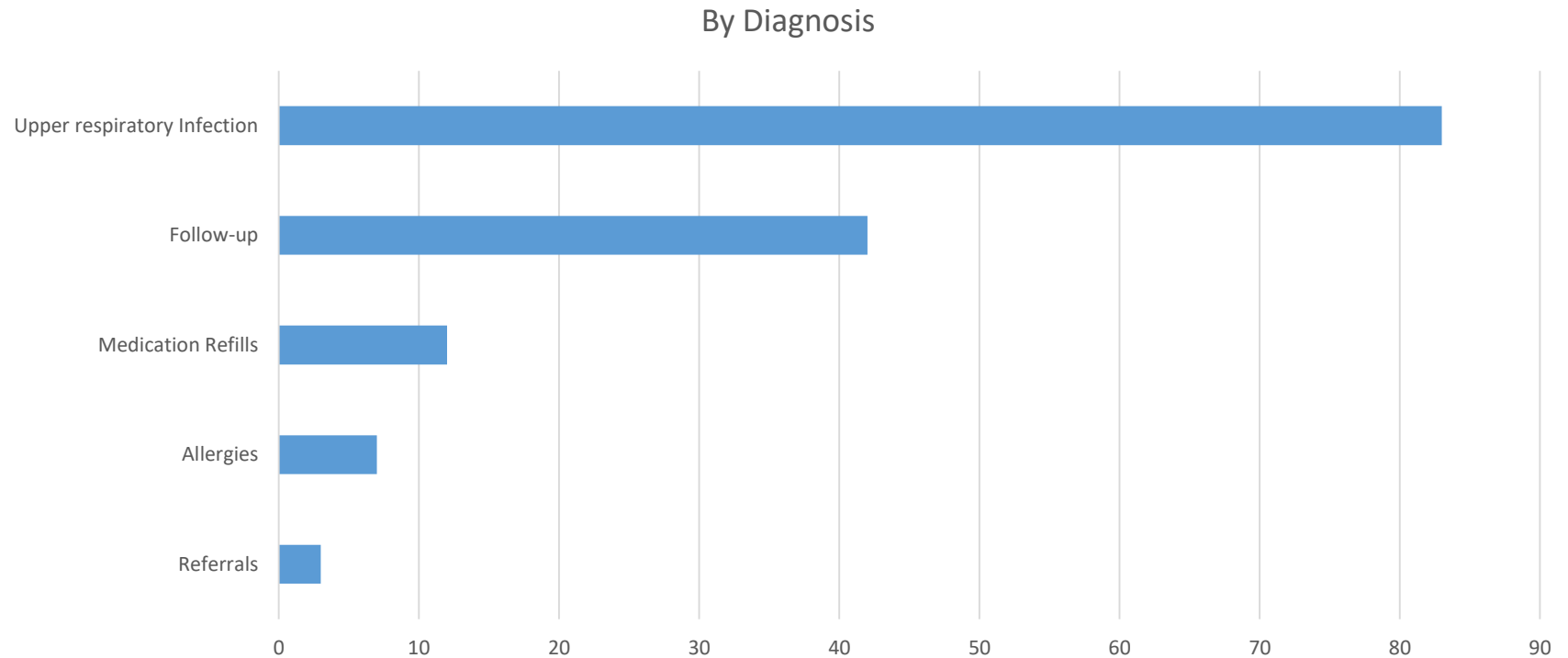
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Primary Care Statistics – Direct to Consumer

May, 2020, n158

Removed (1&2)

| | |
|-----------|---|
| Bruises | 1 |
| Dental | 1 |
| Fungus | 1 |
| Hives | 1 |
| Lockjaw | 1 |
| Anxiety | 3 |
| Bump | 3 |
| Referrals | 3 |



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Direct to Consumer - Unintentional Benefits

Patient Talk Time / Provider Talk Time

- In-Person, about 6 minutes for patient and 5 months for provider
- Direct to Consumer, about 10 minutes patient and 7 minutes provider

Brick and Mortar Capacity

- Health Centers with 3 to 4 providers can virtualize these providers 1 day / week and increase brick and mortar capacity for additional providers.



What Patients are Saying

Clinic Based Telehealth:- 93% Satisfaction (14)

- It would be even better if one didn't have to travel to the medical facility. Out of the home is best and to use ones laptop and or smartphone and or tablet.
- I am very impressed with the office visit. The doctor seemed very knowledgeable and I felt like he was there with me. If I can't get an appointment in my time frame I certainly would use this method again.
- It was a great experience overall!

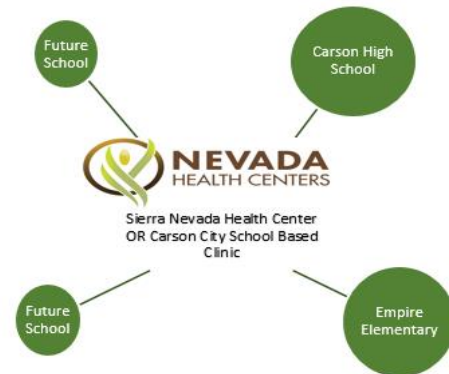
Direct to Consumer – 67% Satisfaction (3)

- No Comments Yet



School Based Telehealth

- Increase access to care.
- Decrease absenteeism based on illness.
- Chronic disease management.
- Facilitate classroom success by keeping children healthy. Providing health care services to students, who, in many cases, would not receive healthcare in a timely manner, if at all.



Operations

- Referrals
- Scheduling
- Integration with EMR/EHR Platforms
- Clinical algorithms
- Workflows
- Training, training, training

NEVADA HEALTH CENTERS TelePresenter Protocol – Pediatrics

MA-TRAINING-CLINIC-TELEHEALTH--TECHNOLOGY¶
In Next-Gen PM, make sure to change your preferences in multi-view to include the telehealth cart resource. - It is labeled Telehealth (location of your clinic) (e-Telehealth Sierra). Any patient scheduled for a telehealth

PROVIDER-TRAINING--CLINIC-TELEHEALTH--TECHNOLOGY¶
STEP ONE--Launch software--¶

PROVIDER-INSTRUCTIONS--TELEHEALTH-REFERRA
Enter the Referral Specialty and choose Telehealth as the location. ¶
Current referral specialties are Diabetes Education or Pediatrics. ¶

TELEHEALTH-SCHEDULING¶
Three telehealth programs offered by Nevada Health Centers¶

TELEHEALTH-REFERRALS-AND-SCHEDULING¶
There are currently two specialties offered by Nevada Health Centers¶

FRONT DESK TELEHEALTH TRAINING

SET-UP -

PROFICIENCY EXAMINATION - TELEHEALTH - FRONT DESK

| TASK | Pass | Notes |
|--|------|-------|
| Scheduling | | |
| Use both Telehealth Resource and Provider | | |
| Use Telehealth New or Established Visit Type | | |



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Questions

Thank you for your time!

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