Teaching Telemedicine in Graduate and Undergraduate Medical Education

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Speakers

Ryan Jelinek, DO
Hennepin Healthcare
Internal Medicine
Clinical Informatics
Medical Director of Telehealth and Access
Associate Program Director of Clinical Informatics Fellowship
Assistant Professor University of Minnesota

Pamela Vohra-Khullar, MD, FACP
Assistant Professor of Medicine
Emory University School of Medicine
Director, Internal Medicine Resident Clinic at Emory Main Campus
Director, Outpatient Experience (OPEX) pre-clinical course, School of Medicine
Outline

• Importance of this modality
• How to Facilitate Learning
• Optimize Logistics
• Build Skills
• Equity issues
• Documentation and Billing
• Innovative approaches for teaching
Objectives

• Understand the concept and importance of tele-precepting
• Become better prepared to precept telemedicine
• Learn about elements of and strategies for instructing telemedicine to medical trainees
• Appreciate the impact of the equitable delivery of telemedicine and the importance of teaching this to your trainees
Telehealth + Precepting = Tele-precepting:

Tele-precepting is the practice of telehealth combined with clinical precepting of a medical trainee who participates in the patient care either through telehealth or co-locating with the provider and/or patient.
Why do we need Telehealth education?

Telehealth is not going away, but it did come to relevance very quickly.

There are currently big gaps in education around this topic.

Did you receive any Telehealth training during residency or fellowship?

Why do we *need* Telehealth education?

ACGME milestones now include Digital Health requirements for Internal Medicine

<table>
<thead>
<tr>
<th>Patient Care 6: Digital Health</th>
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<td><strong>Level 1</strong></td>
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<tr>
<td>Uses electronic health record (EHR) for routine patient care activities</td>
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<td>Identifies the required components for a telehealth visit</td>
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Comments:

- Not Yet Completed
- Not Yet Assessable
Why do we need Telehealth education?

- Patients like this modality of health care delivery
- There is evidence to support the utility of telemedicine

Ramaswamy A, et al  
Patient Satisfaction With Telemedicine During the COVID-19 Pandemic: Retrospective Cohort Study  
*J Med Internet Res* 2020
Training to the *Importance of Telehealth*

Improved longitudinal care

- Synchronous and asynchronous telemedicine, RPM, and other tools will be vital to more proactive chronic disease management and preventative care
Training to the *Importance of Telehealth*

Healthcare access is an issue, pandemic or not.
Training to the Importance of Telehealth

Ability to see the patient on their terms and conditions

• Flip the paradigm of patient coming to you
• Access to rich, personal data from the home
Up next – strategies for tele-precepting
Innovative Approaches to Telehealth Education

• Telehealth OSCE's or SIM lab
  ▪ Technical issues
  ▪ Medical emergencies
  ▪ Social issues
  ▪ Variables that aren't present in clinic
Other Topics for Consideration

Asynchronous telehealth training
- in-basket management, understanding appropriateness of various modalities of care
- Many providers will be expected to see patients asynchronously moving forward
- Understanding "when enough information is... enough"
- Knowing when to pivot

RPM training
- Separate software, data synthesis, message triage
- Understanding the tools required to visualize data if not integrated into EHR
Documentation & Coding

• Faculty need to document where they and the patient are located (at home vs at a healthcare facility)

• Be mindful of hospital policy and state regulations around out-of-state telemedicine visits

• GE codes are appropriate for telemedicine encounters and precepting flexibilities can be designed around this
Equity in Telehealth

Invisible costs of healthcare are important to understand.

Total patient opportunity costs for an in-person medical appointment: 120 minutes and $50.
Equity in Telehealth

It's important for learners to understand which populations may have more difficulty connecting over video.

Equity in Telehealth

Audio-only can be a viable solution for those populations who have difficulty with video.

**Learners and Faculty should be aware that many states run the risk of losing this option for the patients who need it most.

Equity in Telehealth

• One of the bigger drivers for these inequities in telehealth is digital literacy.

• Learners should understand how digital literacy can impact many different SDOH.
Equity in telehealth

- It's important for learners to have some basic understanding of how to provide tech support to patients during telemedicine visits.
- Teach to and assess for understanding of the technology.
- Have some training in providing support over the phone (perhaps partnering with IT).
- Go through the most common points of failure with learners and strategies for quick wins:
  - How to locate the mute/camera button, connect to audio, covering the microphone on device.
- Teach when to pivot to another modality.
References


• https://libguides.hofstra.edu/mededresources/teachingresources


• Old Dominion’s nursing-based C-TIER
  • https://telehealtheducation-ctier.com/national-telehealth-toolkit-for-educators/
References, cont.

• AAMC icollaborative