

# Atlantic Health System Telehealth *Provider Guide*



Atlantic  
Health System  
Telehealth 

# Telehealth Is the Newest Destination for Quality Care

Across industry, telehealth is radically transforming the way that we deliver care – reaching into the white space outside the walls of our fixed medical facilities and connecting patients, care teams, and caregivers in ways like never before.

To maximize the value of telehealth capabilities to the system, Atlantic Health System is moving forward with a single virtual care strategy. The goal is to provide a spectrum of standardized telehealth tools and services to providers, care teams, and patients across the trusted network of caring.

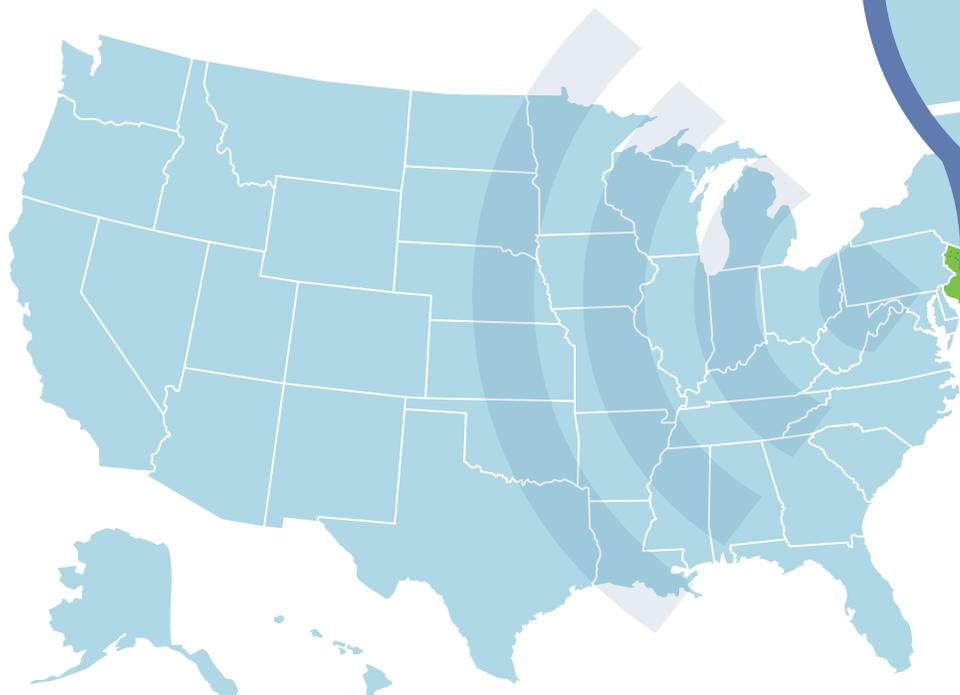
## Mission

Our mission is to deliver enterprise virtual health capabilities to provide the highest quality care at the right time, at the right place, and at the right cost.

## Vision

Our vision is connecting patients, providers and caregivers in the *Trusted Network of Caring™* – Anytime, Anywhere.

Telehealth is transforming how health care is delivered. Using secure voice, video and messaging technology we can decrease barriers, reduce costs, and make it more convenient for patients and caregivers to connect to medical care otherwise unavailable to them.



# What Does Telehealth Include?

Telehealth includes a spectrum of information and communications technologies, including telephones, remote patient monitoring devices, or other electronic means, to support clinical health care, provider consultation, patient and professional health-related education, public health, health administration, and other services.

Telehealth spans across the care continuum to deliver the right level of care at the right time.



## Asynchronous Teleconsultations:

*Involve the use of store and forward technological capabilities to support provider to provider or provider to patient consultations.*



## Virtual Visits:

*Virtual Visits enable a patient to receive real-time, synchronous care via phone or video. There will be 2 types of Virtual Visits for our patients:*

- 1) Direct to Consumer- on demand care for minor illnesses*
- 2) Scheduled Virtual Visits- enable patients to connect to their provider for scheduled appointments*



## Virtual Carts:

*Medical carts equipped with digital exam cameras and peripherals enable a higher level of remote specialty care. Providers can see the ear canal of a patient in a different location through digital otoscopes*



## Remote Patient Monitoring:

*Includes the use of mobile devices and digital peripherals to capture real time vitals data for patients with chronic conditions.*



## Telestroke:

*Connects providers and patients to remote neurologists for stroke evaluation and treatment.*



## Tele Critical Care and TeleICU:

*Use of remote monitoring technology by off-site critical care providers to manage ICU and CCU beds.*

Capabilities differ in terms of bandwidth (store and forward vs. synchronous), technology (hardware and software), and programmatic requirements (provider and staff support).



## Fast Facts:

According to a 2018 survey from the American Hospital Association, **89% of health systems** have fully or partially implemented a telehealth system.

# Asynchronous Consultations

Store and forward capabilities can support provider to provider and provider to patient consultations.

Capabilities like secure messaging, image transfer, and secure emails can support the following:



Atlantic Health System is documenting the organic provider to provider relationships and second opinion use cases.

# Virtual Visits

Virtual Visits enable a provider to connect to a patient to deliver real-time, synchronous care via phone or video.

Atlantic Health System recently partnered with MDLive for the platform to provide virtual video visits to our patients.



There are two instances of Virtual Visits:

- 1 On-Demand
- 2 Scheduled

## 1 On-Demand Virtual Visits:

On-Demand Virtual Visits enable patients to access a provider 24/7/365 for low acuity conditions. We brought AHS-affiliated providers onto the platform to deliver encounters in June of 2019. Additionally, for Atlantic Health Employees enrolled in the AHS benefit plan, for just \$15 you can get an on-demand consultation.

Direct to Consumer  
**\$49**

Atlantic Health Employee  
**\$15**

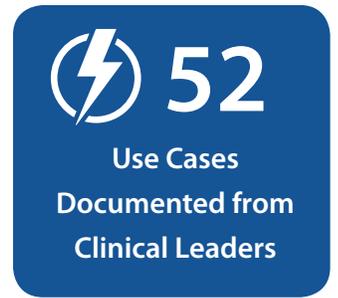
 Download the AHS Virtual Visit App to Register and See a Provider Now!

## 2 Scheduled Virtual Visits:

Scheduled Virtual Visits give patients access to their own doctor, providing Atlantic Health quality care in the palm of their hand. AHS is piloting scheduled Virtual Visits with a small number of providers in general surgery and orthopedics starting in July.

The Telehealth office is documenting use cases for interested providers.

For more information on Virtual Visits, go to [atlantichhealth.org/virtualvisit](http://atlantichhealth.org/virtualvisit)



## Virtual Carts

A few carts have historically been deployed in AHS Emergency Departments to support specialty consultations.

AHS is integrating virtual cart capabilities in enterprise strategy documents to support areas with specialty shortages, and evaluating deployment to practices outside Emergency Departments.

Carts can be manned by nurse telepresenters who can proctor physical exams and connect to specialists in other locations.

This can support a higher level of care and exam for patients requiring specialty care.

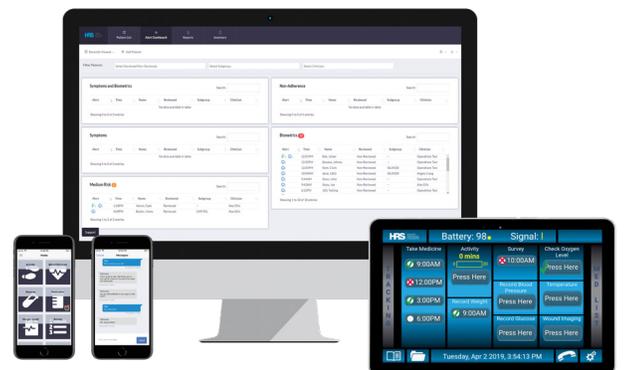
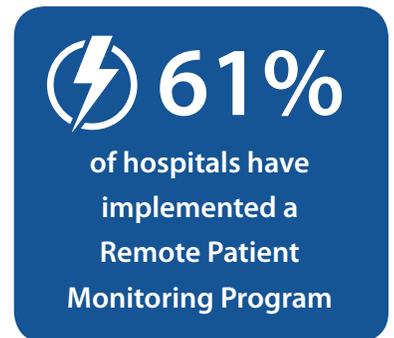
## Remote Patient Monitoring

Remote Patient Monitoring equips patients with chronic disease with tablets and digital peripherals (pulse oximeter, scale, and blood pressure cuff) to capture vital signs in real time.

Nurse coordinators can provide educational content, reminders, and intervention in real time if readings are out of range.

Implementation of remote patient monitoring for diseases like congestive heart failure (CHF) and chronic obstructive pulmonary disease (COPD) can result in reduced readmissions and improved self-management. For example, Penn Medicine had a 15% reduction in 30-day all cause readmissions after implementing a similar program.

In the summer of 2019, AHS will be implementing a system Remote Patient Monitoring Pilot focused on CHF, COPD, CJR and diabetes. The initial program will support approximately 100 patients.



## Telestroke

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Atlantic Health was the nation's first system to deploy and use portable Telestroke technology in ambulances for routine pre-hospital assessment of stroke patients.

Paramedics carry a portable device into the ambulance and connect with a neurologist who uses his/her desktop, laptop or mobile device to conduct a rapid neurological evaluation before the patient arrives at the hospital, reducing average time to treatment by 15 minutes.



Stroke neurologists at Overlook Medical Center also provide neurological evaluations via Telestroke devices deployed across six counties. In 2018, out of 2,638 stroke patients treated at AHS, 795 were evaluated through Telestroke.

AHS and the Neurology service line are working to expand Telestroke access.

## TeleICU/TeleCCU

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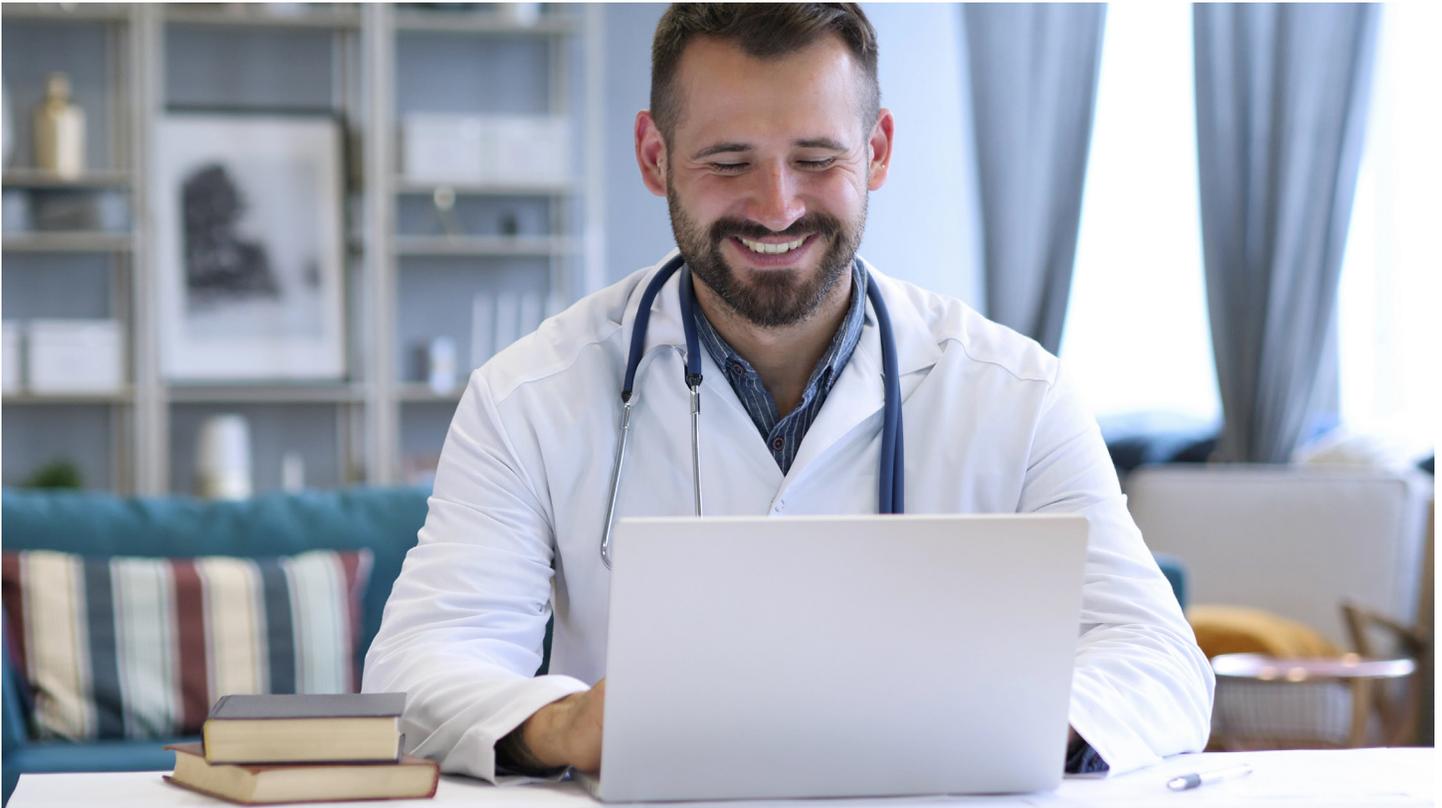
Hackettstown, Chilton and Newton leverage TeleICU to provide 24/7 intensivist coverage for ICU beds. Using state-of-the-art software and real-time clinical data, remote intensivists monitor patients in partnership with client bedside care teams.

We are developing a standardized spectrum of telehealth tools that providers can leverage to support their patients across the care continuum.

To support this, we are also building the infrastructure elements for a system-level telehealth program including:

- › Establishing a Telehealth office to support the management and execution of strategy
- › Creating system-wide telehealth policies
- › Documenting training standards and clinical competencies
- › Formalizing governance processes for reviewing requests for telehealth capabilities
- › Tracking metrics for telehealth initiatives
- › Developing coding, billing and documentation framework in Epic

For more information, contact the AHS Telehealth office at [Telehealth@atlantichealth.org](mailto:Telehealth@atlantichealth.org).



## How Can You Become Involved in Telehealth Services?

We are excited to expand telehealth services to change the way we deliver health care and support our mission of providing care at the right time, right place, at the right cost!

**If you are interested in participating in telehealth services,  
please email [Telehealth@atlantichhealth.org](mailto:Telehealth@atlantichhealth.org)**

You can also submit an interest form at <https://forms.office.com/Pages/ResponsePage> or, using a secure Atlantic Health System mobile device, you can use the QR code below.



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