

# Virtual Practice

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## Conducting Telemedicine Visits Topics To Consider

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**Ochsner Health Center -  
Tangipahoa (Hammond)**







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Facebook: FB.ME/TEDHUDSPETHMD



# Dr. Ted's Virtual Visit Grading Scale

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- GREET them warmly and know them as a PERSON?
- LISTEN to their entire reason for seeing you?
- ADDRESS their problem and EXPLAIN your plan?
- EXPRESS EMPATHY?

25%

25%

25%

25%

100%



# Topics

- **Definitions In Telemedicine**
- **Changes In Healthcare**
- **5 Best Practices For Virtual Care**
  - Team Support
  - Care Management Strategies
  - Workflow Development
  - Communication-business/medical
  - Technology Choices



# Definitions

## Telemedicine

The practice of health care delivery, diagnosis, consultation, treatment, and transfer of medical data by a physician using interactive telecommunication via two-way video and audio transmissions simultaneously

## Telehealth

Telehealth means a mode of delivering healthcare services that enable the diagnosis, consultation, treatment, education, care management and self-management of patients at a distance from **healthcare providers**. Facilitates patient self-management and caregiver support for patients and includes synchronous and asynchronous communication .

## E-Visit

Epic workflow to provide low level diagnosis and treatment via asynchronous communication between a provider and patient via epic: Dermatology

## Virtual Visit

All synchronous video interactions with patients are virtual visits: there are different channels this can be provided.

- Provider Direct
- Consumer Direct





**The World Is Constantly Changing**



# Hospitals & Physicians Are Not Meeting The Demands Of Consumers

Consumers are driving the demand for change!

## What Millennials Want

- **71%** want to book appointments with mobile apps
- **74%** would prefer to see a doctor virtually
- **75%** look at online reviews before selecting a physician
- **One-third** downloaded a health app in the last 30 days
- **42%** have used synchronous video telemedicine

## What Hospitals Provide

- Only **14%** offer digital tools and information to enable consumer engagement
- Only **23%** offer a range of virtual/telehealth access points
- Only **20%** have an online price estimation tool
- Only **43%** provide messaging between patients and providers

Sources: Salesforce: *2016 State of the Connected Patient*; Rock Health: "50 Things We Now Know about Digital Health Consumers," Jan. 9, 2017; Ripton, J.T.: "Five Ways Millennials Are Changing the Healthcare Industry," *Becker's Hospital Review*, March 1, 2017; Koren, D.: "What Millennials Want When It Comes to Healthcare," *Media Post*, Dec. 23, 2016; Kaufman Hall: *2017 State of Consumerism in Healthcare*.

Source: 2018 Kaufman, Hall & Associates, LLC



# Macro Trends Transforming Healthcare

Payment Structures, Insurers, Competitors, AI/Technology  
Are driving change!



Consumer Search,  
Triage &  
Navigation



Financial Pressure,  
Health Financing  
Evolution &  
Shift of Risk



Affordability  
Driving Steerage &  
Transition To  
Lower-Cost  
Settings



Reduction Of  
Commercial  
Insurance,  
Employers Take  
Action To Reduce  
Cost of Care



Emergence Of  
New Competitors



Digital Options,  
Technology & AI  
Capabilities

Driving The Reconfiguration Of Traditional Health Systems & Care Delivery



# They Are Not Coming... They are HERE!



About Social Responsibility Thought Leadership Careers Newsroom Investors

## CVS Health's MinuteClinic Introduce Virtual Care Offering

Wednesday, August 8, 2018

MinuteClinic Video Visits now available through Walgreens  
New telehealth service will provide patients access seven days a week

WOONSOCKET, R.I., August 8, 2018 —CVS Health announced that MinuteClinic, the company's retail medical clinic care offering for patients with minor illnesses and illness wellness needs. MinuteClinic Video Visits, a telehealth service with access to health care services 24 hours a day on a mobile device.

Walgreens

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Resou

Search by keyword or item #

5

Rx Refills Health Info & Services Contact Lenses Shop Photo Weekly Ad & Coupons Balance Rewards

Home > Pharmacy & Health > Balance Rewards for healthy choices™

See a Doctor Virtually with MDLIVE

Powered by  
MDLIVE®

Skip the waiting room  
**SEE A DOCTOR**

— \$59 per visit —



LOCATIONS | SERVICES & PROGRAMS | PATIENTS & VISITORS

## VIRTUAL CARE



### IN THIS SECTION

VIRTUAL CARE

ABOUT TELEMEDICINE

VIRTUAL AFTER HOURS CLINIC

VIRTUAL AFTER HOURS CLINIC -  
REGISTRATION FORM

The Virtual CHNOLA program allows patients to connect with healthcare providers at Children's Hospital remotely via video. [Click Here](#) to learn more about the technology.

### PROGRAMS OFFERED

VIRTUAL AFTER HOURS CLINIC

As an extension of our After Hours Clinics in Metairie and River Ridge, we are able to offer remote care for patients as a convenient alternative to traveling to see the doctor during the evening or late at night. [Click Here](#) for more information or to sign up.

### QUALITY SERVICES

Some of our providers are able to offer follow up or post op care for patients who live outside of the New Orleans Metro Area. [Click Here](#) for a list of providers and specialties.

Download the app  
to your phone:



POWERED BY  
TELADOC

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Visit with a Doctor Anytime!

24 hours a day, 7 days a week,  
365 days a year – for just \$49!

By smart phone or online, Teladoc® doctors can



ejgh.org



# Walmart-\$0 Doctor Visit

[Company](#) ▾[Me](#) ▾[Login](#)

## \$0 Doctor visit

Video chat with a doctor 24/7 for as low as \$0.

[SEE A DOCTOR ONLINE](#)

Doctor On Demand lets you see a doctor on your schedule, right from your computer, tablet, or phone. It's available to most people enrolled in a Walmart medical plan.

## Talk to a doctor anytime, anywhere.



### Save time and money

U.S.-based, board-certified doctors can diagnose and treat common conditions through video-chat for as low as \$0 a visit.



### Talk it out

Licensed psychologists and psychiatrists are also available to help with depression, anxiety, or other behavioral health issues.



### Check your options

Access and cost will depend on your medical plan. See below for your options—even if you're not enrolled.



# CVS Plans To Become The New “Front Door” Of Medicine

**Eight out of 10 Americans are within 10 miles of a CVS!**

**“CVS will become the Front Door to Healthcare in America”**

- Larry Merlo, CVS CEO, 2019



Nearly 36,000 Clinical Professionals, Including Nurse Practitioners, Infusion Nurses & Pharmacists.

More Than 75% Of U.S. Population Lives Within 5 Miles Of A CVS Pharmacy

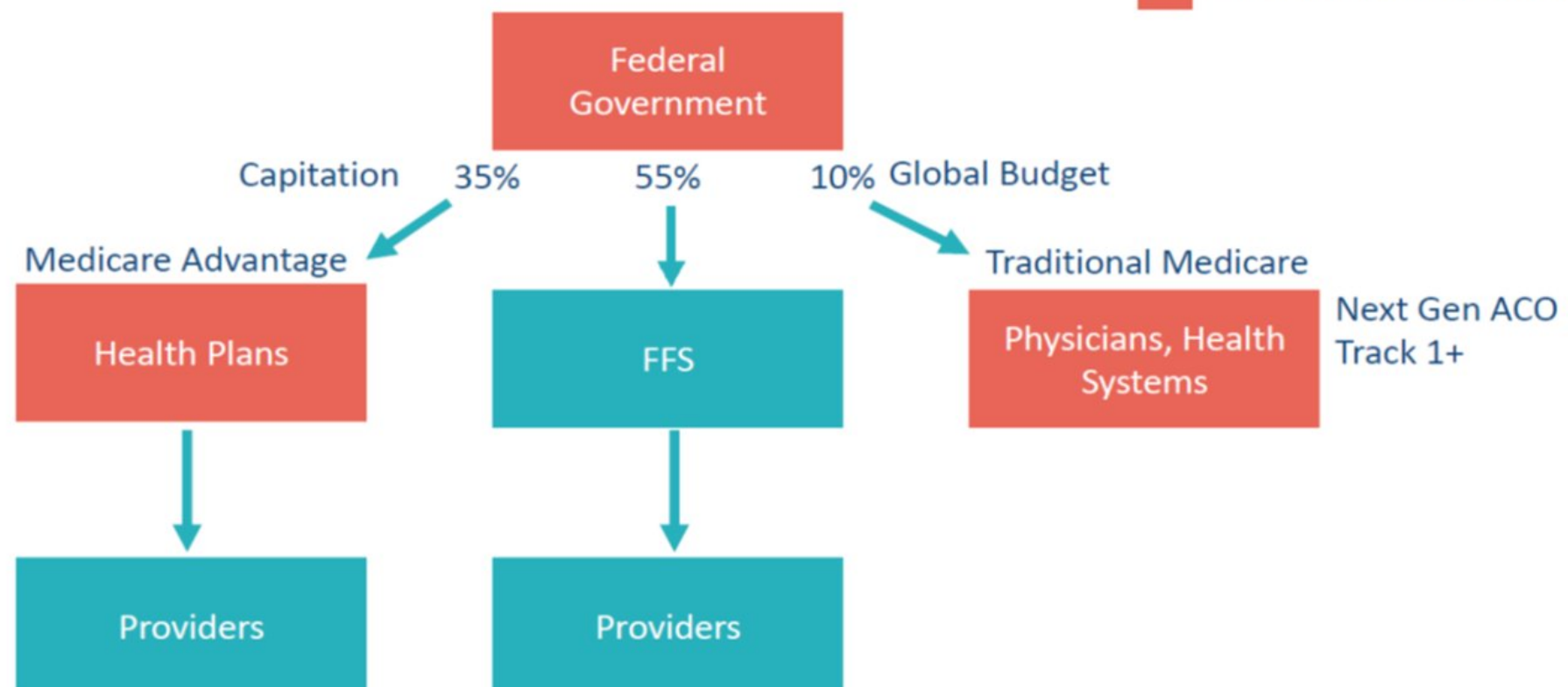


# Risk Structures Are Changing-2019

## Medicare Risk Structure

2019

■ = Full Risk or Risk Sharing





# Risk Structures Are Changing-2025

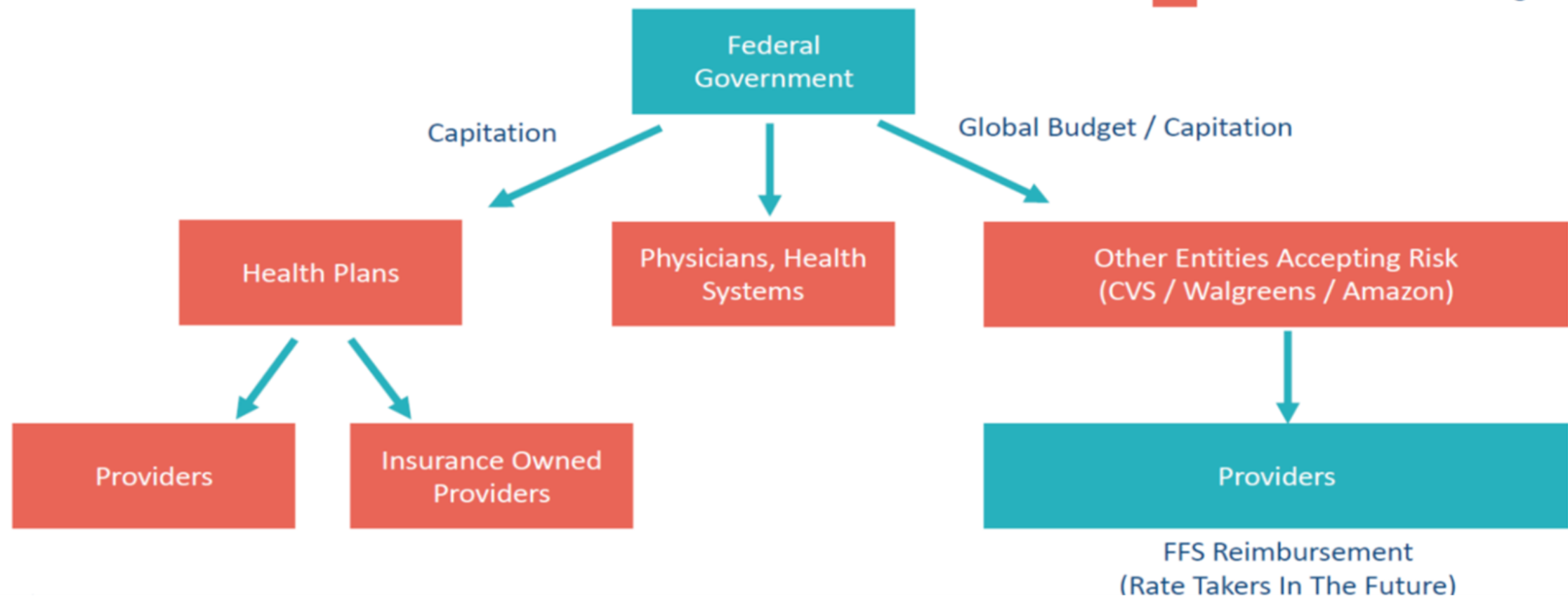
Risk Shifting is driving change!

You need new ways to care for patients more efficiently.

## Medicare Risk Shift

**2025**

■ = Full Risk or Risk Sharing





Outcomes=Income  
VALUE is driving change!

Volume-Past

Value-Future





# What Do Provider Direct Care and Consumer Direct Care Mean?

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## **Provider Direct**

- Ambulatory/  
Clinic
- Hospital
- Post Acute
- Nursing Homes



## **Consumer Direct**

- Patient Initiated
- Home, Work,  
School, Leisure
- Patient's Mobile  
Device
- Retail





# The Value Of Consumer Direct Telehealth

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**New patient acquisition and current patient retention**

**Increased access and convenience for patients**

- Rural and underserved**
- At work, home, school, leisure**
- In disaster situations-It has been Transformative during the COVID Crisis**

**Job flexibility, new payment mechanisms, lower overhead costs for providers**

**Utilize the appropriate level of clinical service**

- Harness new technology and tools to maintain or improve quality outcomes (blood pressure and glucose control) and provide care easier at less cost**



# Defining Your Future

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How Can You Implement Telemedicine  
To Help You Transform Your Delivery Of Care



# 5 Best Practices To Provide Virtual Care

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- Gain team buy-in to develop Posture & Confidence
- Develop new care management strategies
- Establish virtual care workflows-Team & Patients
- Streamline patient communication and accessibility to your virtual front-door and be an EXPERT at using EMPATHIC communication to drive engagement and outcomes
- Identify appropriate virtual delivery options and technology to fit your needs



# Team Buy In

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Posture & Confidence



# Your Posture

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- Virtual Visits is a major way that you will do business
- Many things can be cared for when a Provider/Patient have a **Relationship** and you are **Responsive** to their needs-in person or virtually!
- Requires you to **RETHINK** your value and your workflows
  - If it involves EVALUATION & MANAGEMENT, it is potentially billable.
  - Allows capturing visits for work previous done for free.
  - Problem types that can be managed with a proper WORKFLOW include:
    - Urgent care issues
    - Medication refills/Annual Health Reviews
    - Mood disorders
    - Chronic medical problems like Diabetes & Hypertension
    - Abnormal or surprise lab reviews
    - Healthy Lifestyle Planning



# Team Confidence

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- Nurses, MA's, NP's, Front Staff, Ancillary Staff are all CRITICAL
- Identifying at least one Champion would be a great first step
- Caring Communication is the SECRET SAUCE to transfer BELIEF.
  - Convey **confidence** that we can care for their needs via a Virtual Visit
  - Instill **trust** that the Nurse or MA will guide them to successfully complete a visit
  - Convey that they **care** for them
  - **Praise** them for each successful step that they make
- THEY TROUBLESHOOT-TROUBLESHOOT-TROUBLESHOOT
- Staff are vital to engaging patients to use Virtual Visits and to handle the patient care needed after visits!!!!!!



# Care Management

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Develop Your Strategies



# Care Management Strategies And Problem Types

## Follow up visit for medicine changes

- Hypertension-enrolled in Digital Hypertension program or send them the MyChart Blood Pressure/Pulse order to log their data
- Diabetes-enrolled in Digital Diabetes program or send them the MyChart Glucose reading order to log their data

Depression/Anxiety  
New **evaluation and follow up**

Attention Deficit Disorder prescription refill  
visits  
(3 of 4 per year)

Complex Workup follow-up

Surprise Findings on workup-big change in  
A1c, etc.

**Urgent Care**  
Cold/flu and cough, COVID-19, Allergies and  
sinus issues, UTI, Fevers, Pink Eye, Sore  
Throat, Stomach Aches, Rashes

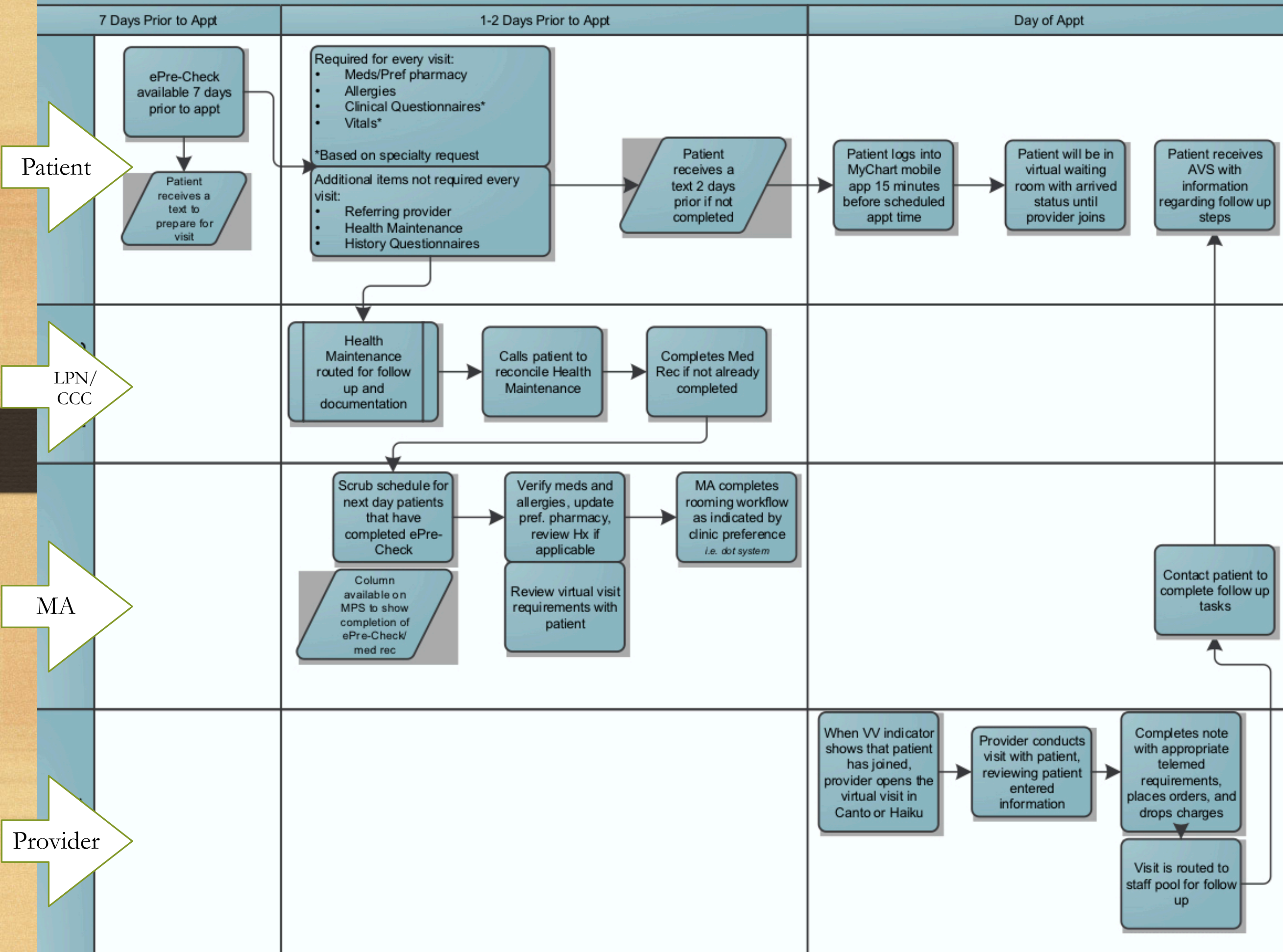


# Workflows

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Provider/Team  
Provider/Patient







# Nursing Command Central

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- Make the appointment/Convert current appointment
- Explain they will receive instructions and will need to do a precheck
- Monitor entry into the visit (video camera icon)
  - If not logged on at the time of the appointment-call patient and troubleshoot
  - If unsuccessful, drive patient to DOXIMITY Meeting
  - Await closure of the visit
- Discharge the patient based on orders/instructions



# Provider/Nurse Communication

## Secure Chat for Problems

## Wrap Up Tab for Discharge

**Wrap-Up**

References Patient Label Preview AVS Print AVS

Patient Instructions MU Objectives

**Patient Instructions (F3 to enlarge)** [Go to Clinical References](#)

1 HOLOWBACKPAINEXERCISES 2 HONECKEXERCISES 3 NPINFO 4 R 5 VVINFO

Tag

Send Chart Upon Closing Workspace

Recipient	Modifier
HUDSPETH TED J. STAFF [100068]	P

Add PCP Add My List Build My Lists Clear All

Comments:

Please schedule the patient's labs in June and obtain the Mammogram report from Women's Hospital.

Send Now Routing History

☐ Remind me to: Days after encounter closes:

**Charge Capture**

Service Date: 4/2/2020 Department: HMDC FAMILY MEDIC















Place of Service: BATON ROUGE CLINICS Service Provider: Ted J. Hudspeth, MD  
Billing Provider: Ted J. Hudspeth, MD Diagnoses: Hypertension associated with diabetes [E11.59, I10 (ICD-10-CM)]

Search for new charge + Add

**Wrap-Up** MU Objective Completion (Refresh to see most accurate data)





Procedures ^	
Name	
	MyChart Patient Entered Blood Alcohol Content
	MyChart Patient Entered Blood Pressure
	MyChart Patient Entered Body Measurements
	MyChart Patient Entered CPAP Usage
	MyChart Patient Entered Dietary
	MyChart Patient Entered Fitness
	MyChart Patient Entered Glucose
	MyChart Patient Entered Height
	MyChart Patient Entered Inhaler Usage
	MyChart Patient Entered Ochsner Fitness
	MyChart Patient Entered Pulse
	MyChart Patient Entered Respiratory
	MyChart Patient Entered Temperature
	MyChart Patient Entered Weight

## HTN/DM FOLLOWUP MyChart Order Options

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In the  
"ORDERS TAB",  
Type  
**"MyChart Patient  
Entered....."**  
& select a value you  
want the patient to  
track



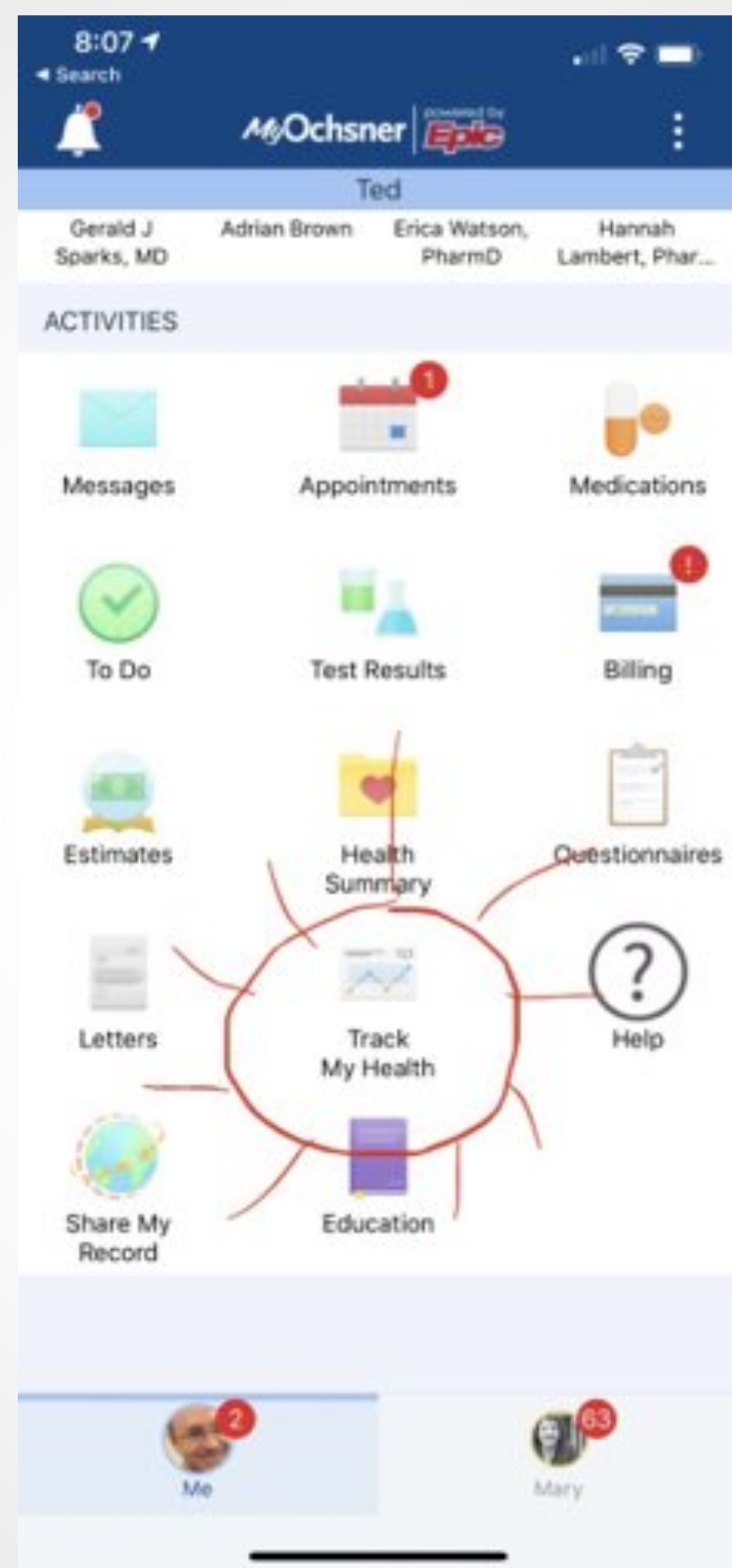


# Patient Receive Instructional Video On How To Enter Vital Signs In MyChart

How to enter



Once you send the patient an order to track any parameter, they will have an icon on their MyChart App's "desktop" that can forever be used by them to track their data.







## Call Functions To Pull Patient Entered Blood Pressure or Glucose Entries Into Your Notes

- @REVFS(415:15)@
- @REVFS(414:15)@

Call Functions to pull the last 15 home **blood pressures** and pulses in the flowsheet into your note

- @LASTWT(1)@

Call Function to pull the last **weight** in the flowsheet into your note

- @REVFS(417:20)@

Call Function to pull the last 20 home **glucoses** in the flowsheet into your note



# Hypertension Note Template



## Primary Care Telemedicine Note

The patient location is: Patient Home

The chief complaint leading to consultation is: Hypertension

Total time spent with patient: \*\*\*

Visit type: Virtual visit with synchronous audio only and video

Each patient to whom he or she provides medical services by telemedicine is: (1) informed of the relationship between the physician and patient and the respective role of any other health care provider with respect to management of the patient; and (2) notified that he or she may decline to receive medical services by telemedicine and may withdraw from such care at any time.

## Subjective:

@SUBJNOHEADERBEGIN@Patient ID: @NAME@ is a @AGE@ @SEX@.

Chief Complaint: Hypertension

@SFHPI@@@prohtn@

@curmed@

@hmdue@

@ROSBYAGE@

Constitutional: Negative for chills and fever.

Respiratory: Negative for cough and wheezing.

Cardiovascular: Negative for chest pain and palpitations.

@SUBJECTIVEEND@

## Objective:

@OBJNOHEADERBEGIN@

The patient has been recording blood pressures and pulses at home and the following is the data that was reviewed to make an evaluation and management decision today.

@REVFS(415:15)@

@REVFS(414:15)@

@PHYSEXAM@

Constitutional: The patient is oriented to person, place, and time. He appears well-developed and well-nourished.

Pulmonary/Chest: Effort normal. No respiratory distress.

Neurological: He is alert and oriented to person, place, and time.

Psychiatric: He has a normal mood and affect. His behavior is normal. Judgment and thought content normal.

@OBJECTIVEEND@

## Assessment:

@ASSESSNOHEADERBEGIN@

@DIAGX@@@ASSESSMENTEND@

## Plan:

@PLANNOHEADERBEGIN@

\*\*\*@PLANEND@





## How To Take Photos During A Visit in Haiku or Canto & Import Them To Note



1. Snap a photo while seeing the patient in Haiku or Canto by clicking the camera (will be a white button when a patient is active.)
2. When writing a note, click on photo button and select photo(s) to paste into note.

Haiku/Canto Camera



Note Writer Paste





## Virtual Visit Introduction Note Template

### Primary Care Telemedicine Note

The patient location is: Patient Home

The chief complaint leading to consultation is: \*\*\*

Total time spent with patient: \*\*\*

Visit type: Virtual visit with synchronous audio only and video

Each patient to whom he or she provides medical services by telemedicine is: (1) informed of the relationship between the physician and patient and the respective role of any other health care provider with respect to management of the patient; and (2) notified that he or she may decline to receive medical services by telemedicine and may withdraw from such care at any time.



# Communication

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Business Marketing  
Patient Connection



# Create A Group Letter To Your Patients

- Develop a letter to your patients about your offering
- Explain the software that will be needed for a virtual visit
- Provide instructions on how to connect to the visit
- Provide a telephone # to troubleshoot issues





# Sample Group Letter

Dear @NAME@,

**ONLINE DOCTOR VISITS** at Ochsner Health Center-Hammond, LA

In these uncertain times, if you are adhering to social distancing but have medical concerns or needs, you can see any of the providers at the Ochsner Clinic in Hammond via a **TELEMEDICINE VISIT** on your phone or Ipad using the **MYCHART APP**. We can care for things such as many urgent care issues, medication refills, mood disorders, and manage chronic medical problems like diabetes, hypertension, etc. through a visit of this type. These visits are much like a "FaceTime" visit except that it is through the MyChart App and you can do it in the convenience of your home. Many currently scheduled appointments can also be converted to a Virtual Visit to care for your needs if you like. Most insurances and now Medicare covers these visits just like you are being seen in the office.

**IF YOU ARE A CURRENT MYCHART USER**, use your **MYCHART APP** on your phone/ipad or use a computer to go to [MY.OCHSNER.ORG](https://www.ochsner.org/my-ochsner) and log in to message us for a new appointment or to convert an existing appointment and we will reach out to you to get you scheduled.

If you have a loved one or friend that is not a current **MYCHART USER**, have them go to [MY.OCHSNER.ORG](https://www.ochsner.org/my-ochsner) and click **SIGN UP NOW->SIGN UP ONLINE**. Once active, they will be able to download the **MYCHART APP** on their phone or iPad and request an appointment to be seen online by their Ochsner Provider.

Hammond providers that are available for these services include Dr. Ted Hudspeth, Dr. Mike Dunn, Dr. Gerald Sparks, Dr. Brian Callihan, Dr. Kacie Watts, Dr. Ashley Ingolia, Nina Jackson-Battiste, NP, and Trena Craig Richard, NP.

If you have any questions, please reply directly to me through this message and I will get them answered.

**MYCHART Site**-<https://www.ochsner.org/my-ochsner>

**VIDEOS ON HOW TO USE MYCHART**-<https://www.ochsner.org/my-ochsner/how-to-use-myochsner>

**We Offer Telehealth & Same Day Appointments!**

Book your Telehealth appointment through my nurse or on MyChart and request a **VIRTUAL VISIT**

Office-985-543-3600





# Patient Instruction To Schedule A Virtual Visit

To schedule a Virtual Visit with any provider in the Hammond Clinic through your MyChart App, go to the App and click on the tabs in the following order:

- Appointments->
- Schedule an Appointment->
- Tell us why you're coming in->
- Same Day Virtual Visit->
- Yes, Continue->
- Yes, Continue->
- Yes, Continue->
- Choose The Provider Of Your Choice-> (me or another MD in my practice)
- Pick A Time from the provider's schedule that is convenient for you.



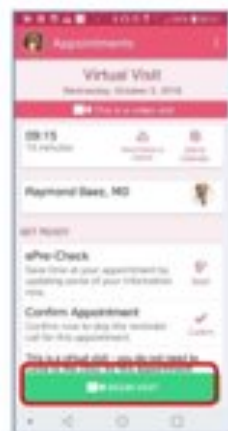


## Completing a Virtual Visit in MyChart

This tip sheet provides instructions for completing ePre-check, testing hardware, and ensuring an optimal video experience. This tip sheet should be sent to patients when their video visit is scheduled in Epic.



- After you successfully completed the test and it is time for your appointment, you will follow the same steps you used to test the video hardware.
  - Select Appointments from the home screen and find today's Virtual Visit. Once selected you will see a green bar at the bottom of your screen that says "Begin Video".
    - Once selected you will enter a virtual visit waiting room until your provider arrives.



## Completing a Virtual Visit in MyChart

This tip sheet provides instructions for completing ePre-check, testing hardware, and ensuring an optimal video experience. This tip sheet should be sent to patients when their video visit is scheduled in Epic.

### Here's how to do it:

- Once your video visit is scheduled you will need to complete ePre-Check in the MyOchsner app before your visit to verify your insurance, demographics, and sign the Telehealth consent form.



- Once ePre-Check is complete you will need to test your hardware to determine the microphone and camera on your mobile device is functioning properly prior to your scheduled appointment.
  - To test your hardware, navigate to the **Appointment** tile from the home screen and select your upcoming Virtual Visit appointment. Once the appointment is selected click the green bar at the bottom of your screen that says, "Test Video".

# Patients Receive Instructions on how to Complete a Virtual Visit





# Patient Instructional Video On How To Start A MyChart Visit

How to enter





# Scripting: Hypertension/Diabetes

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- Scenario-the patient's blood pressure or glucose is out of control and a change is made on the medicine/therapy. We need to plan a follow up.
- Script- *"I usually follow up on this type of problem in 2 weeks. I now offer for this to be done through our Telehealth service which is like doing a facetime visit through the MyChart App. You can do this from anywhere and don't have to come to my office. If you want to do this, I can have my nurse arrange this for you."* I then:
  1. Send them an order for blood pressure and pulse or glucose entry into the app daily
  2. Schedule them for a Telemedicine Visit in 2 weeks
  3. See them in 2 weeks using the Telemedicine Hypertension or Diabetes Follow Up Note Template
  4. Evaluate and manage their problem based on data from 2 weeks of therapy



# Approach To Virtual Visits



## Make it about your patient as a Person

You are concerned enough that you want to reach out to them

There is enough to discuss that it warrants a follow up from me personally

The problem at hand can be managed via a Telemedicine visit



## Make it about their Convenience

Most **people are very busy** and life circumstances might make a visit to your office difficult. Telemedicine visits can break that barrier.

Most people want to see their provider



## Make it about Quality

Not many others in private practice are **taking the initiative to work personally with patients remotely to make sure that they are getting the best of care** and coordination of care.

## Implement Humanistic Techniques

<b>A</b>	<b>Acknowledge</b>
<b>I</b>	<b>Introduce</b>
<b>D</b>	<b>Duration</b>
<b>E</b>	<b>Explanation</b>
<b>T</b>	<b>Thank you</b>

“People don’t  
**care** what you know until they  
**know** that you care!”

-Theodore Roosevelt



# AIDET

## Patient Want and Needs, Short Form

Decrease anxiety with increased adherence

- How Do We Answer Their Unspoken Questions?

Acknowledge

You are important; I respect you.

Introduce

You can count on us. "Team"

Duration

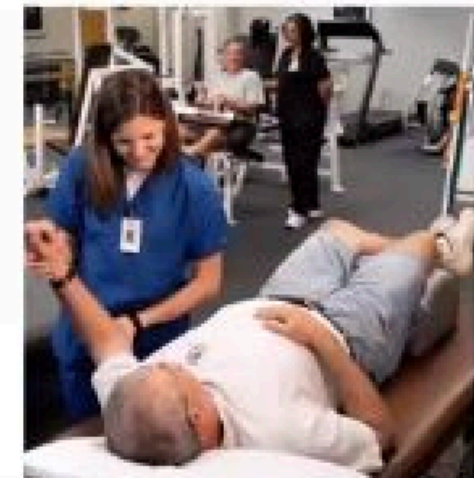
I respect your time.

Explanation

I want you to understand, so you feel safe and confident about your care.

Thank You

I appreciate you allowing me to assist you.





# Preparing For A Virtual Visit

1. Test Out Your Webcam.
2. Make Sure Your Volume Is On.
3. Test Your Microphone.
4. Plug In Your Computer Or Mobile Device.
5. Use A Wired Internet Connection.
6. Close Unnecessary Programs.
7. Use the Right Browser.
8. Dress Appropriately.
9. Find a quiet space.
10. Adjust the lighting.
11. Read the patient complaint beforehand, if possible.



## During The Virtual Visit

1. Share your screen when prompted.
2. Have the support team's number easily accessible.
3. Have the patient's history on hand and CONVEY that you do.
4. Follow the same clinical guidelines you would with an in-person visit. Confirm their **reason** for making the appointment. **Listen** fully while they speak and let them finish prior to you filling in history.
5. Stay ENGAGED and be CONCERNED-Look in the eye.
6. Use facial expressions to convey feelings.
7. Enunciate clearly.
8. Summarize what you are doing to address their reason for making the appointment and Explain Next Steps.
9. THANK THEM!



# Demonstrating Empathy & Using Empathic Gestures

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- Warm tone
  - Eye contact
  - Admiration
  - Acknowledgment
  - Listening
  - Non-verbal cues
  - Key Words
- “Must be” and “Sounds like”
  - “That must be difficult.”
  - “Sounds like you’re going through a lot right now.”
  - “That must be miserable.”
  - “I can’t imagine what you must be going through right now.”
  - “That must have been awful for you.”



Caring Communication

```
graph TD; A[Caring Communication] --> B[Decrease Anxiety]; A --> C[Show Empathy];
```

Decrease Anxiety

Show Empathy



Decreased  
Anxiety

The diagram consists of two orange circles on the left. The first circle contains the text 'Decreased Anxiety'. To its right is a black plus sign. The second circle contains the text 'Increased Adherence'. To its right is a black equals sign. Further right is a green rectangular box containing the text 'Improved clinical outcomes and increased patient and physician engagement'. The entire diagram is set against a light gray background with a thin green border. There are dark gray horizontal bars on the left and right sides of the gray area.

+

Increased  
Adherence

=

Improved clinical  
outcomes and  
increased patient  
and physician  
engagement



# Making a Connection

Empathy

Connection

Trust

Acceptance

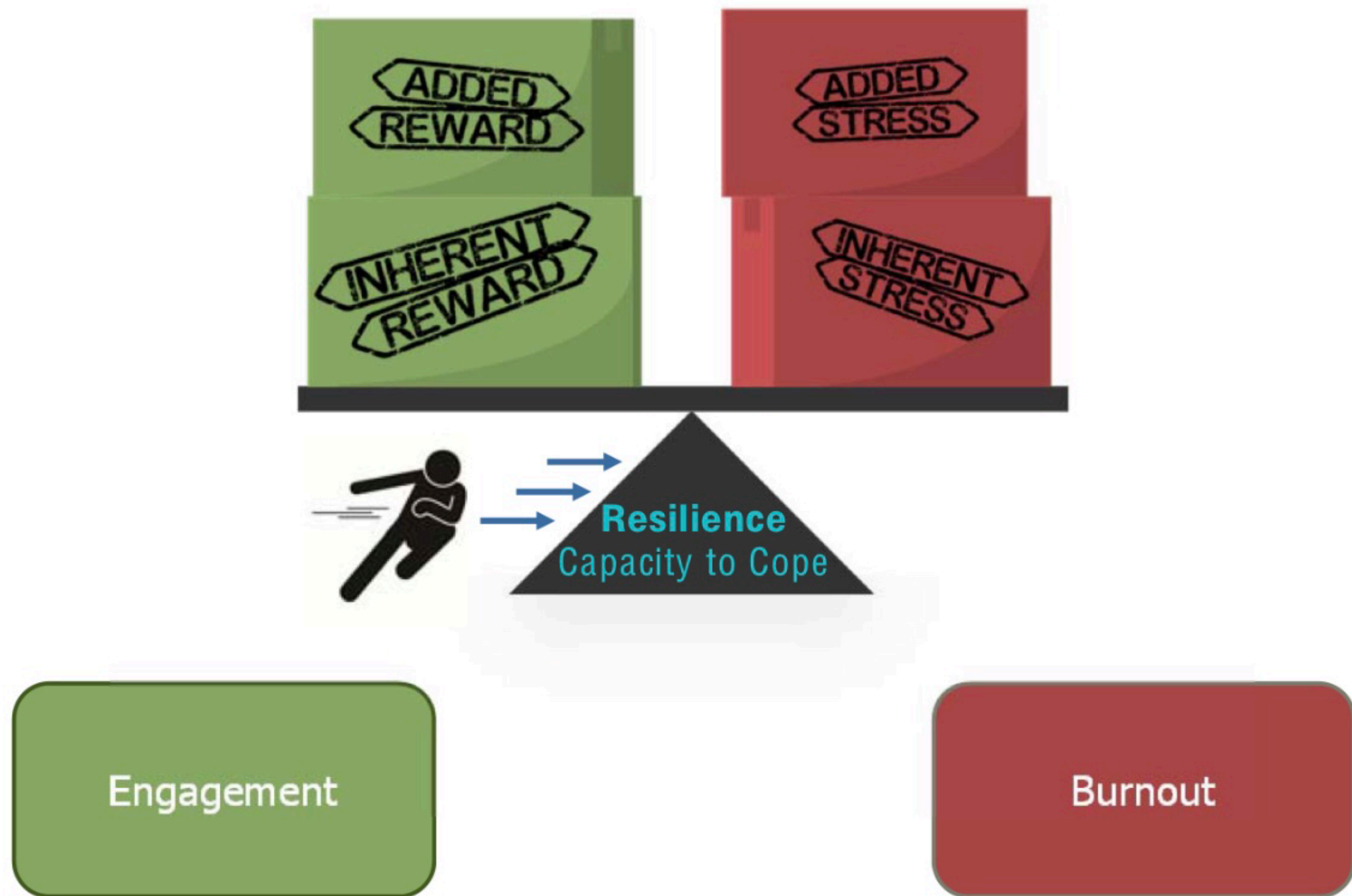
Compliance

Honesty

O  
U  
T  
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O  
M  
M  
E  
S



# Model for Deconstructing Burnout





*“People will not always remember what you say;  
they may not remember all you do;  
but they will always remember  
the way you made them feel.”*

*-Maya Angelou*



# Technology

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Choose Tools



# Choose Tools-

## Think Through Needs

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- Must be HIPPA compliant!
- App vs Web Based?
- Supports Communication before and after visit?
- Support patient entered HPI and ROS?
- Patient Entered Data? (Glucoses, blood pressures, pulse, weight, photos)
- Can it take photos during visits for documentation?
- What hardware will you and the staff need?
- IT Support?
- Interfaces with your EMR?
- Allows Escribing?
- Allows peripherals to support physical exam (otoscope, tongue depressor, stethoscope, thermometer)



# Virtual Visit Options & Tools

**MyOchsner**

Scheduled Virtual Visits With PCP

**Ochsner  
Anywhere Care**

24/7 Virtual Care using Virtual Practice Providers

## Features

Ochsner Health Kit





# SUMMARY

- Change is **HERE!**
- 5 Best Practices For Virtual Care
  - Team Support
  - Care Management Strategies
  - Workflow Development
  - Communication-business/patient
  - Technology Choices

AIDET

- **GREET** them warmly and know them as a **PERSON**?
- **LISTEN** to their entire reason for seeing you?
- **ADDRESS** their problem and **EXPLAIN** your plan?
- **EXPRESS EMPATHY**?

25%

25%

25%

25%

100%



# THANK YOU!

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Dr. Ted Hudspeth  
[thudspeth@ochsner.org](mailto:thudspeth@ochsner.org)