

# Telemedicine: Practical Tips on How to Prepare for Virtual Appointments



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# What we hope to accomplish..



- Overview of Telemedicine and Virtual Care
- Should you use Telemedicine in your routine care
- How do you prepare for Telemedicine visits?



# Overview of Telemedicine and Virtual Care

# What is Telemedicine?



- Telemedicine uses video images and audio sounds to evaluate, treat and assess patients whose location is not the same as the evaluating provider.
- Currently, a way to connect with a healthcare provider by internet, smartphone, or telephone
- *Benefits:* Less travel, face to face/phone, safe w/COVID
- *Downside:* Technology issues, not “in person”

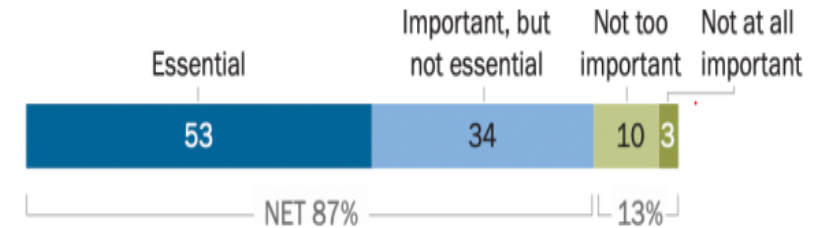
# Technology: *Potential* to Connect



- Numerous barriers threaten to leave certain groups out of this age of connectivity
- Many older adults need more knowledge, education, and support to use these resource

**Roughly half of adults say the internet has been essential to them during the coronavirus outbreak ...**

*% of U.S. adults who say the internet has been \_\_\_ to them personally during the coronavirus outbreak*



**NUMBER OF INTERNET USERS IN THE UNITED STATES**

313m

**INTERNET USER PENETRATION IN THE U.S.**

85.8%

**NUMBER OF MOBILE INTERNET USERS IN THE U.S.**

274m

# The History of Telemedicine, and Why Telemedicine Matters

# History of Telemedicine



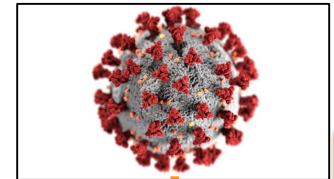
1886

**1920s:**  
Used by *radio* to help ships in distress; link physicians standing watch on shore stations for emergencies

**1950s:** *Nebraska Medical Center*. Their psych unit was 1 of the first in US to have **closed-circuit TV** in 1955. In 1964 and 1971, developed links between psychiatric institute and hospitals (including the VA) remotely

**1967:** *Mass General/Logan International Airport*. This station was established to provide occ. health and emergency services to travelers. Staffed 24 hrs/d, used a 2-way audiovisual microwave circuit

**2000s:** *Price Waterhouse Coopers* lists the top 10 healthcare issues for 2010: Alternative care delivery models. Expect to see an increase in the number and scope of services offered by work site... **email, telehealth and remote patient monitoring**



1900

1920

1940

1960

1970

1980

2000

2020

**Circa, 1906:**  
Creation of *EKG* by Einthoven, attempt to transmit EKG over telephone lines

1924



**1960s:** NASA began to use telemedicine during its space program as physiological parameters were sent via telemetry from both space suits and spacecraft during missions

**1971:** *Alaska ATS-6 Satellite Demo*. Utilized satellites from NASA to deliver video consultation to rural health care in 26 remote villages in Alaska and Canada

**1972:** *STARPAHC; NASA and Papago reservation in Arizona*. Staffed by 2 Indian paramedics in a van and linked to a public hospital via 2-way microwave audio and video transmission

*Where is Telemedicine Headed??*



# Benefits of Virtual Care to the Healthcare System



- Earlier access to Healthcare
- "*less sick*" when seen (didn't wait too long)
- Reduces avoidable in-person visits
- Fewer sick days, loss of work



# Benefits of Virtual Care to Clinicians



- See patients from *ANYWHERE*
- Easy access to patient history

# Benefits of Virtual Care to Patients



- Skip long lines, waiting room
- Appointment from home/office
- Infection Control
- Easy, quick access to care

# Benefits of Virtual Care to Employers



1/4 of private workers cannot earn paid sick days to care for themselves



Workers with paid sick leave are better able to afford basic health care needs

Average of \$2000 per employee/yr cost to employer for telehealth visits

<https://www.nationalpartnership.org/our-work/resources/economic-justice/paid-sick-days/paid-sick-days-lead-to-cost-savings-savings-for-all.pdf>



# Discussion

*Are there more benefits to Telemedicine visits for MM patients now,  
compared to before COVID?*

*\*\*It's a great time for second opinion, team approach!!\*\**

# Should you use Telemedicine Regularly?

# Benefits of Telemedicine in your Routine Care



- ***Fast and convenient:*** See a clinician by live video
  - Get a diagnosis from your home or work instead of driving to a medical office; includes prescriptions
- ***Secure:*** Your personal health information is safe during your virtual visit.
- ***Peace of mind:*** Discuss concerns in well-documented, face to face encounter, ability to share information local offices and collaborate

# Can providers examine me if I am not in the office?



- YES!!! You would be surprised what you can hear, see over the smart phone or device
- Added value to visit
  - Patient/caregiver
  - Even a limited exam can trigger an office or ER visit

*"Once the camera on the laptop was brought down so that I could see him, it was **almost as if we were meeting in person.**"*

*"I was a little skeptical about my first visit being handled by video but after conference **very pleased**"*



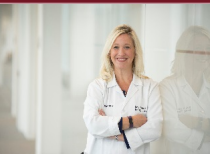


# Discussion

*Are telephone visits acceptable to count as “telehealth”?*

# How do you Prepare for a Telemedicine Visit?

# What to Consider Before your Visit



← → ↻ 🏠 go.clevelandclinicmycareonline.org/?gclid=EAlaQobChMI5OK-woaM6gIVe0TICb2UHQRQEAAAYASAAEgIdR\_D\_BwE ☆ V 🧑 Pause

Apps

## Visits in Minutes

Access care from Ohio's #1 rated hospital on your device with Cleveland Clinic Express Care® Online

[Get Started >](#)

Refresh Video Call Me Invite Time Remaining: 9:00 End Visit

Hide Chat Visit Notes

**Your visit has begun**  
You are connected with Elie Hathaway, Internist.

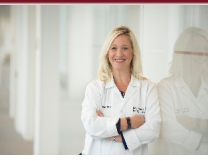
**Matthew Faiman**  
Good Afternoon, How may I help you today?

**Chelsea Reyes**  
Hi Dr. Faiman, my daughter has a high fever

Type your message... Send Mute sounds

Matthew Faiman

Patient Guide for Mobile Users v10.2.0



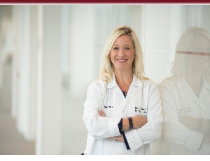
## Two main areas to consider:

- Technology
  - access to internet “zoom” vs phone connection
- Questions for your provider

<https://my.clevelandclinic.org/-/scassets/files/org/online-services/express-care-online-instructions-mobile.ashx>

# What to Consider Before your Visit

## Before Your Visit



Cleveland Clinic | Express Care Online | Your Upcoming Virtual Visit Appointment

Patient: NEW ZZZ TEST  
When: Friday, December 8, 2017 at 10:11 AM EST

If you have radiology scans (X-rays, CT or MRI) on a disc, please upload them two days before your appointment from here: <https://transfer.ccf.org/ExpressCareOnline>. This requires a computer with DVD player to upload.

### Your upcoming appointment

Call Cleveland Clinic's Technical Services number at 216-442-8333 (8am to 5pm EST, Mon-Fri) to finalize setup of your video device. If you will be using your smartphone for your Online Visit, please call from another phone so your smartphone can be set up. For all other technical support questions 24x7, please call 855-766-3899.

Express Care Online visits work best on a mobile smart phone or tablet device. Review these user guides beforehand to prevent problems during your visit.

Recommended (best experience): use a mobile / tablet device: [Mobile Patient Guide](#)

To use a desktop / laptop instead: [Desktop Patient Guide](#) (call 216-442-8333 or 855-766-3899 to finalize setup). It is vital that you run the "Test My Computer" process prior to your appointment, to make sure all your devices are working properly.

If you are unable to get your video device ready for the visit, please call 24hrs ahead so we can help you receive additional assistance or reschedule the appointment. You may receive a phone call directly from the Cleveland Clinic offering support to get set up for your visit.

[Get Started](#)

- Before the visit, many offices will email or mail instructions on how to connect
- Use: iPad, Smart phone, computer, or regular phone
- Smart phones and iPads are nice
  - Good cameras, portable

# What to Consider Before your Visit



## Contents

- 2 Express Care® Online Overview
- 3 Setting up the App Prior to Your Appointment  
(iPad, iPhone or Android Device)
- 7 On the day of your appointment

### Express Care® Online Overview

- Your provider has offered an online visit with you using Cleveland Clinic Express Care® Online.
- You will receive an email, at the email account you provided us, with information you need to get prepared in advance. This email contains:
  - a link to download the app to your mobile device
  - a link to start your Express Care® Online visit
- If you are using a mobile device, you may find the process of an online visit easier than using a Desktop or Laptop computer. This Guide shows you what to expect when using a mobile device.
- If you are using a desktop or laptop, there is separate Guide for Desktop / Laptop Users that provides instructions to follow to prepare your computer. Visit [clevelandclinic.org/eco](http://clevelandclinic.org/eco) to download the desktop/laptop user guide.
- Pre-Visit process: Please call 866.569.7530 (8a-5p Eastern) to finalize setup and have the opportunity to do a test visit well in advance of your Express Care® Online Visit. If at any time you need additional technical support, please use 855.786.3899 for all other technical support questions.

- Most on-line services will show you a review about technology if you are seeking an opinion or for urgent same-day visit
- Read and ask questions ahead of time, allow time to log-in early
- Contact numbers for assistance



## On the day of your appointment

- 1) Find a quiet, comfortable space
- 2) Locate and check the links
- 3) Are there any costs to the visit?
- 4) "Accept" this type of visit
- 5) Try to relax. Office visits can be stressful.
- 6) Televisits are no different
- 7) Familiarity with technology

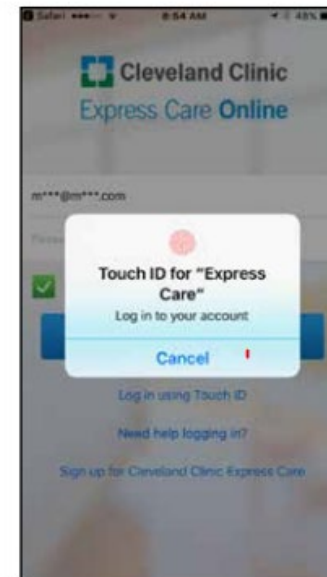


On the day of your appointment you can begin your appointment in either one of two ways:

1. "Open the e-mail invitation and click the blue 'Get Started' button at the bottom of the e-mail to launch the Express Care Online app

[OR]

2. Open the Express Care Online app on your device and log in using your email and the password you set, or (iPad/iPhone only) using Touch ID fingerprint recognition.





# Connecting Virtually: Similar to an Office Visit



## Chapter 9

### How To Be Your Own Advocate

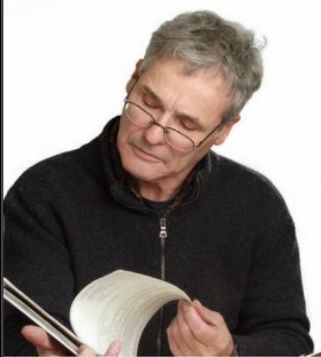
Being diagnosed with cancer can be overwhelming as you are facing a number of major life changes. One of the most important things you can do to help yourself is to become your own advocate.

#### 1. Document your experience

It is important that people with myeloma keep a binder or log with detailed information on their treatments, test results and consultations. It can help you to better understand your condition and support your efforts to act as your own advocate.

The information you may want to collect includes:

- Name and contact information for all the professionals involved in your care
- Dates of all appointments, reasons for the appointments and any outcomes or decisions that were made
- Copies of all test results (blood and urine tests and X-rays)
- Dates and details of all treatments you undergo
- Details of all medications you are prescribed (dose, how and when you are supposed to take them, and side effects you should report)
- Daily reports of any side effects or symptoms you experience during treatments or while taking medications



- If you are experiencing fatigue, try recording your energy level on a scale of 0 (absolutely exhausted) to 10 (full of energy) at different times during the day. Keeping a log can help identify when you have the most and the least energy, so you can plan your activities accordingly
- A pain log can be extremely helpful in identifying the type of pain you are experiencing and how it should be treated. At different times during the day, write down how severe your pain is on a scale ranging from 0 (pain-free) to 10 (the most excruciating pain possible). You might also want to describe the type of pain, where it is and whether it moves or changes throughout the day

#### 2. Sort out the information or services you need and identify the appropriate person to address each one

During your treatment for myeloma, you will have a number of different needs. Sorting out what these needs are will help you identify the most appropriate person or organization to address them. For example, your medical needs are best addressed by your healthcare team; emotional or spiritual needs by a social worker, counsellor, clergy or spiritual advisor; personal issues such as housekeeping and transportation by your family; or job-related and/or financial issues by your employer, accountant or lawyer.



# Connecting Virtually: Checklist Before You Sign On



- Prepare a list of Questions; pen and paper handy



- Ask about lab or test results



- Review medications, side effects



- Report Blood sugar levels, Temperature,



- Blood Pressure, blood oxygen levels (if possible)



- Confirm follow up appointment

# Connecting Virtually: Checklist Before You Sign On



- ☒ • Eliminate distractions (turn off TV, silence phone)
- ☒ • Invite friends/caregivers/significant others to join
- ☒ • Did you remember paper/pencil??
- ☒ • Login to the visit
- ☒ • Smile, relax and try to be patient

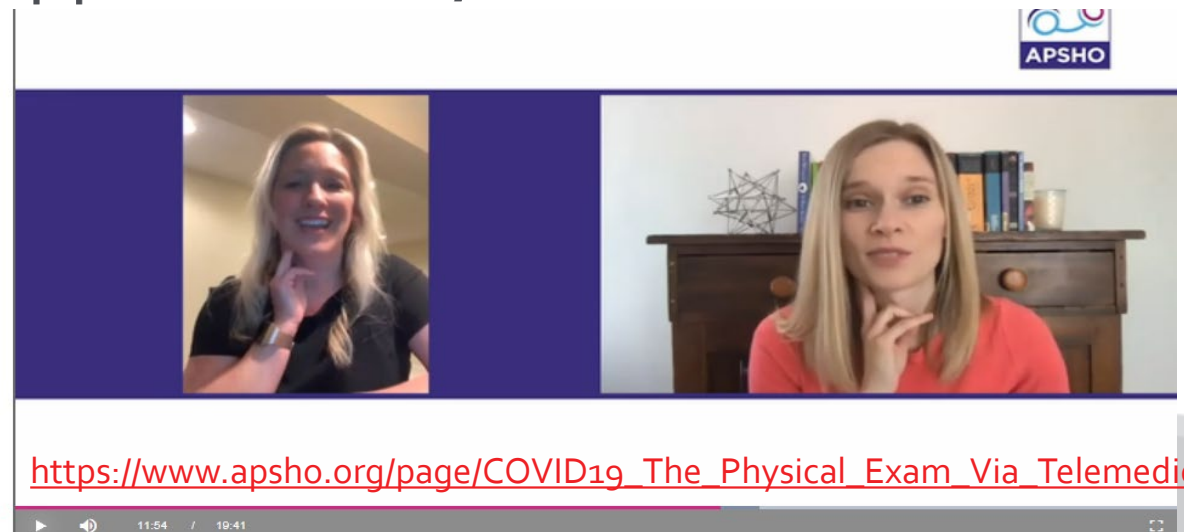


# When Connected, Say Hello!



*Make sure you can hear and see each other*

- Your provider should:
  - Discuss what to expect during the visit
  - Walk you through the physical exam
  - Take their time!
  - Review lab results, follow up appointments, address concerns.





# Discussion

What are some of the most common concerns with Virtual Visits?

***\*\*Insurance coverage checks in advance of appointment***

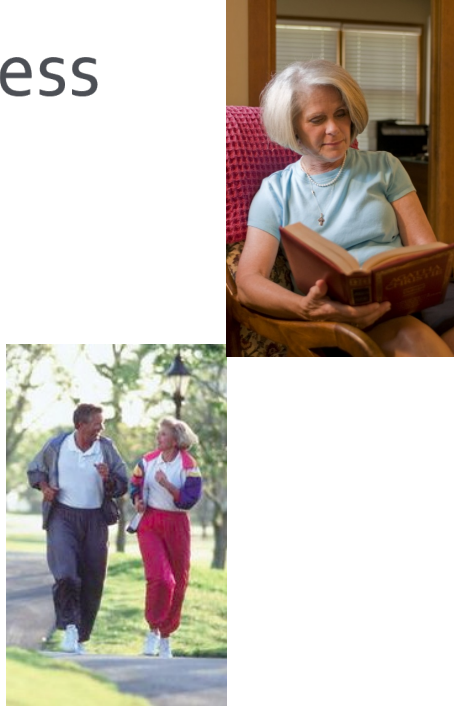
***\*\*Medicaid/Medicare coverage vs Private Insurance***



# And Finally....



- Remember to de-stress
- Wash your hands
- Physical distance
- Take walks
- Eat your veggies
- Connecting “virtually” can be the same as in person!

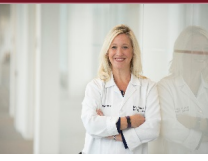


No Local Group?

The IMF can help you start a group in your area. Contact our Vice President, Support Groups Robin Tuohy at [rtuohy@myeloma.org](mailto:rtuohy@myeloma.org) or 203-206-3536

<https://www.myeloma.org/support-groups>

# Conclusion



- Virtual visits can produce anxiety
- On-demand and in –person are all good ways to see each other, monitor health
- Think of these visits like you would regular office visits
- Don't be afraid to ask questions, or have a caregiver speak up on your behalf



# You are Not Alone



## Questions?