UMHC Cardiovascular Medicine Telehealth Protocol

Date: April, 2010  
Approvals: William Fay, MD, Chief Cardiovascular Medicine; Rachel Mutrux, MO Telehealth Network Director

Appropriate Patient and Type of Encounter
General/non-emergent Cardiovascular Medicine consultations for new and returning patients are available.

Referral and Scheduling Process
Cardiovascular Medicine Clinic will schedule appointments, coordinating with and notifying both the patient and the patient site, as requested by Cardiovascular Medicine staff or in response to requests from patient sites. To request an appointment, complete and fax a consultation request form to the Cardiovascular Medicine clinic. Any relevant records and test results should be included. Patients will need to complete a new patient intake or interval history form, as appropriate.

Pre-examination – Written documents
Patient site will:

- Send to Cardiovascular Medicine Clinic
  - new patient intake or interval history form
  - previous note(s) or records, recent ECG and other test results related to cardiology (ECG is required prior to all appointments)
  - any available lab results
  - list of current medications

- Obtain telehealth participation consent form immediately prior to the first Telehealth encounter. Additional consent forms are not required for subsequent visits, but encounters cannot proceed without a signed consent on file. A copy of the consent form will be kept in patient's chart, and the original sent to the MO Telehealth Office at: 2401 Lemone Ind. Blvd., DC345.00, Columbia, MO 65212 for filing in the medical record at UMHC.

Pre-examination - Patient preparation
Patient site coordinator or other health care professional responsible for the patient will:

- Take and record the patient's vital signs before the encounter begins: weight, temperature, blood pressure, pulse and pain scale.
- Explain to patients/families participating in their first Telehealth encounter how Telehealth encounters take place, informing them of the system's confidentiality and that only the health care professionals and the patient attending this appointment can see and hear the session. Return patients should be reminded of this.
- Bring the patient's chart (if applicable) to the Telehealth encounter in order to provide any needed information.
- Gown patient
- Stay with patient during the Telehealth visit to operate the Telehealth system, to assist the patient as needed, to present any additional information the provider and assist in exam.
Room preparation

- To connect the Telehealth system, Cardiovascular Medicine initiates the call to the patient site.
- Microphone(s) are highly sensitive. Microphone(s) should be placed away from the monitor’s speakers. Camera view set to physician specification.

Examination

Basic video conferencing cameras at both the physician and the patient sites should be set as per physician instructions. Activities include interactive conversation with both patient and others present in the room, physical exam with capability for patient to lay down, stethoscope placement under direction of Cardiovascular Medicine for auscultation, use of Polycom zoom function to assist in physical assessment, use of digital camera for close up examination as needed. Stethoscope placement diagram is available for reference.

Post-examination

Provider will tell patient if and when they are to schedule a return visit, either via Telehealth or in person. Cardiovascular Medicine will schedule and coordinate appointment. Orders will be faxed; patient site will instruct patients in obtaining any needed labs and/or tests. Prescriptions will be phoned to patient pharmacy. Lab and test results should be faxed to Cardiovascular Medicine.

Documentation

Cardiovascular Medicine clinic note will document that the visit was via telehealth and note the location of the provider and the patient. A copy of the clinic note will be sent to the patient site, as well as the primary care provider as appropriate.

Contacts

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