Implementing Telehealth at Community Cancer Center
Roseburg, Oregon
Thursday, April 16, 2020

Tammy Turner
Executive Director
Community Cancer Center

Nancy Laney
Laney IT Consulting, Inc.
Nancy@LaneyITC.com
Partnerships To Implement Telehealth

• Our physicians are employees from Oregon Health & Science University
  • Department of Radiation Oncology based in Portland Oregon
  • OHSU has been a great resource
• Laney IT Consulting, Inc
  • Nancy Laney reached out to us to help setup telehealth
• IT Helpdesk
  • Install Outlook Plugin, Additional Storage
• EMR/PM Vendors: Medfusion, Mosaiq
• Zoom
Challenges

• Keep patients safe
• Hardware
• HIPAA Security Compliant
• Developing Telehealth Workflow
• Telehealth forms
• Online Forms
• ZOOM bombngs
• Billing codes
• Sustainable Program
“Telehealth In A Box”

• Sustainable Workflow vs 90-Day Package
  • Champion

• Video Solution
  • Vendor Agnostic, prefer if is integrated with EMR
  • Hardware: Camera, Headset/Mic

• Workflow
  • Integration Points with existing Systems
  • Care Team Tasks
  • Online Forms
    • Vendor Agnostic
    • Prefer if it is Integrated with EMR/Patient Portal
“Telehealth In A Box”

• Patient Experience
  • Marketing/Promotion – Patient Education
  • Email & Telehealth Consents
  • Telehealth 1st Contact Checklist

• Provider & Staff Training
  • Script for call initiation & wrap-up
  • Workflow focused

• Billing/Coding in Practice Management System

• Regulations, Legal, & Liability
  • HIPAA Compliant Solution

• Process Improvement
Security Challenges & HIPAA Compliance

• HIPAA Compliant Accessibility
  • Sustainable

• Zoom HIPAA Compliant Version, Custom Domain
  • ZoomBombing & Security
  • Background – patients walking by an open door

• Video recording the Telehealth Consent

• Cloud storage may not be HIPAA compliant

• Recommendation: Do Not store Pics/forms on local computer
  • Second Camera to Snap picture of patient & Ins Card with integration to Practice Management System
Successes And Lessons Learned

- Camera Barrier:
  - Community Outreach Person - Angelina Freeman, Keli Mohr,
  - Douglas County Commissioners supplied seven cameras
- Online Forms
- Telehealth & Email Consents
- Workflow – Map out process to mirror current workflow
- Physician Champions to help overcome Resistance to Change
- Billing Guidelines – changing daily/weekly
- Patient Experience
- Marketing/Promotion – Patient Education
ACCC COVID-19 Resource Center & Listserv

- Weekly Webcast Series
- CANCER BUZZ Mini-Podcasts
- Evidence-Based Guidelines & Information
- Member Discussions & Resources on ACCCExchange

accc-cancer.org/COVID-19