



Implementing Telehealth at Community Cancer Center

Roseburg, Oregon
Thursday, April 16, 2020

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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 bombings
- 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



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Questions & Answers

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ACCC COVID-19 Resource Center & Listserv

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

acc-cancer.org/COVID-19