

Colorado Health Innovation Community (CHIC) Monthly Webinar

January 5, 2021

WELCOME!





Agenda



Welcome and Warm Up



CHIC Updates



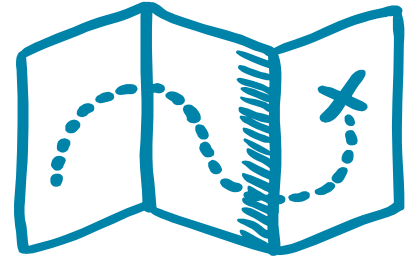
Melissa Memorial
Presentation & Feedback



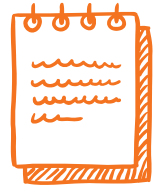
Wrap Up and Next Steps

Warm Up Activity

Once upon a time...



Program Updates



- **June 2021 extension**
- **Please help us share your stories with the Colorado Health Foundation!**



Case Study Template

Case Study Due Dates:

- *Completed* - Clinica
- 1/31/2021 - Solvista Health
- 2/28/2021 - Mental Health Center of Denver
- 2/28/2021 - Melissa Memorial
- 2/28/2021 - Stride Community Health
- 3/31/2021 - Every Child Pediatrics
- 4/15/2021 - Jefferson Center for Mental Health



Colorado Health Innovation Communities (CHIC)

January 5, 2021



Project Overview

OhMD was integrated in efforts to relieve COVID-19 burdens including missed appointments, access to care, and to protect the health and well-being of our patients and staff. OhMD has been used by clinical staff to interact with patients regarding continuation of care virtually.

Problem Statement

Before the implementation of OhMD, there was not a HIPAA compliant way to receive information via smartphone or tablet that integrated with our electronic health record (EHR) Athena. With COVID-19, there was need to receive and share health information with patients remotely in a HIPAA compliant manner. OhMD was integrated to improve two-way messaging with the patient and their care team.

Solution Overview

OhMD is a HIPAA compliant telehealth platform that can offer an easy solution to healthcare access. OhMD integrates broadcast messaging, e- forms, two-way messaging, and telehealth appointments.

Current State

Currently OhMD is being used as a telehealth platform, broadcasting, and two-way messaging to collect patient insurance, identification, e-forms, and standardized intake forms. This reduced the amount of time spent face to face with a patient and improves clinical workflows. Would you consider using OhMD as a telehealth platform? Do you think e-forms are easy to use?



Demo

While looking at our demo please think about...

- *What did we forget?*
- *Are there anything we should keep in mind moving forward?*
- *What has your experience been connecting to patients virtually during the COVID-19 Pandemic?*

What is OhMD?

Texting + Video with No App Required

Personal and efficient communication with providers. It's the next best thing to an in-person conversation.

What used to take hours, now takes just seconds. Receive a high-touch experience, even when patients are not in our office.

OhMD Features



Two-way Messaging



Video Visits



EHR Integrations



Forms, Surveys, Files



Broadcasts & Reminders

Provider View

Texting + Video with No App Required

Providers can login and access multiple patients at a time and get an overview of all patient interactions. OhMD also features care teams, which enables providers to give access to other staff members to help manage these interactions.

Provider Login

[Forgot Password](#)[Sign In](#)



Messages



All Messages

Colleagues



Patients

Website & SMS



Broadcasts

All



Matt Hutchinson

7d

word



Daisy Test

7d

test back



Matt Hutchinson

7d

Testing



Craig McCarty

25d

Testing



[REDACTED]

25d

<https://services.ohmd.com/v3/video/bVG42Ualj>



[REDACTED]

1 month

Video visit started: 1:02 PM Video visit ended: ...



Carly Jeppson

2 months

email notification testing



McKayla Taylor

2 months

Email notification test



Jayden Miracle

2 months

Also can you check if you got an email notifica...

Daisy Test



Video visit started: 10:04 AM
Video visit ended: 10:05 AM
Duration: 45 seconds

24 days ago

Testing

A care team member from your healthcare provider would like to start a secure video chat with you. Click the following link to join:

<https://services.ohmd.com/v3/video/fymYQw3>

Video visit started: 2:04 PM
Video visit ended: 2:05 PM
Duration: 55 seconds

23 days ago

A care team member from your healthcare provider would like to start a secure video chat with you. Click the following link to join:

<https://services.ohmd.com/v3/video/Fwp-g00Qw>

17 days ago

<https://services.ohmd.com/v3/video/23h-0275gB>

7 days ago

Testing

Details



Export Conversation

Patient Info



Daisy Test

DOB: 09/09/1951
(970) 466-4127

Care Team

All Staff

Team Members



OhMD Admin



Melissa Memorial Hospital



Rebecca Moore DELEGATE



Kevin Cuccinelli DELEGATE



Derek Wright DELEGATE



Kasja Harris DELEGATE



Jayden Miracle DELEGATE

Daisy Test

2 months ago

Hello Miss Test, this is a test.


TS

2 months ago

Testing 08/5

TS

2 months ago



TS

2 months ago

2 months ago

2 months ago




This is a test

TS

a month ago

Testing Patient Cases

Type your message...

 0 of 1600

SEND

Press enter to send



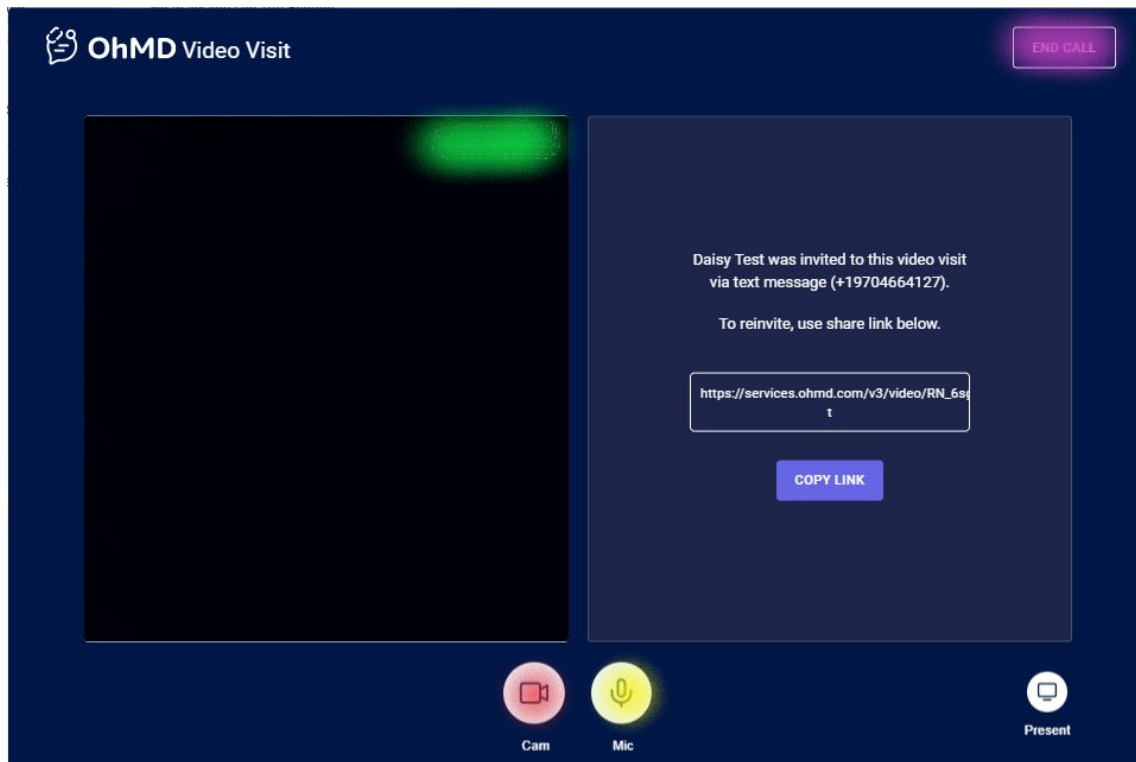
Once the video visit begins it will look like this:

Start a Video Visit

After clicking 'Start Video', a text message will be sent to the patient inviting them to join your video chat.

Cancel

Start Video



OhMD Vendor Requirements

OhMD Implementation Overview Checklist

Steps required to get you off and running with OhMD Reach

- ☐ **Client Asset Delivery to OhMD**
 - ☐ Patient and User List
 - ☐ Athenahealth Authorization
 - ☐ Setting Up organization Number for Texting (See below)
 - ☐ Care Team Outline (Optional)
- ☐ **Schedule Implementation & Training Call (30-60 minutes)**
 - ☐ Minimum of 48 hours between receipt of Patient/User list and call
- ☐ **OhMD begins to build out Provider Organization and User Accounts**
 - ☐ Merge existing accounts if necessary
- ☐ **OhMD Implementation Call**
 - ☐ Number import & authorization
 - ☐ Training & how to operate
 - ☐ Admin Settings & Controls
 - ☐ Add/Remove User, Notification management
 - ☐ Practice Settings, Availability & Password Policies
 - ☐ Patient Directory
 - ☐ Adding, Editing and Assigning Care Teams
 - ☐ Messaging Overview
 - ☐ Colleague vs Patient Messaging
 - ☐ Save Replies Management, Conversation Export
 - ☐ Anonymous Inbound Message Management
 - ☐ Video calling (optional)
 - ☐ Broadcast messaging (optional)
 - ☐ Web Chat management (optional)



OhMD Vendor Requirements

User List (Excel spreadsheet)

If you are satisfied with your current configuration in OhMD, our team will not alter any of those settings. If not and you require new users to be created, please provide the following information:

First & Last name, Mobile number (optional), Email and Care Team (for patient assignment). **A placeholder account is necessary for patient assignment to teams. These accounts are not operated by a user and will not receive any form of notification during system use.**

First Name	Last Name	Mobile	Email	Care Team
Bruce	Springsteen	888-888-8888	bruce@doctor.com	Clinical
Billy	Joel	999-999-9999	billy@doctor.com	Scheduling
OhMD	Medical		info@ohmd.com	Placeholder Account

Patient List (Excel spreadsheet template included)

First & Last name, Mobile number, Date of Birth and MRN

Please download from Athenahealth by following these [instructions](#). If there is additional information than what's provided that it is OK, we will limit the required data points.

First Name	Last Name	Mobile	DOB	Patient ID	Provider
John	Smith	888-888-8888	01/01/2000	12345	Bruce Springsteen
Jane	Doe	999-999-9999	01/02/2000	1234	Billy Joel

Care Team Outline

These teams are built and are used to assign patient to select groups of team members based on responsibility, function or workflow.

Ex. Patient John Smith reaches out to the Clinical Team regarding a prescription that requires refilling, Dr. Bruce

OhMD Vendor Requirements

Setting up Organization Number for Texting

Introduction

Your organization's main telephone number can be used by OhMD to send and receive messages to your patients. Messages sent from OhMD will appear on the patient's native texting app with your organization number and messages sent to that number will come straight into OhMD. To enable this feature we will need to work with you to host your number with our SMS provider. This will not affect your voice services in any way.

Prerequisites

Your organization's number cannot currently have SMS texting functionality associated with it. If SMS is already enabled on the number you will need to contact your carrier to "de-provision" their SMS profile for the number and provide a Letter of Authorization (LOA) that we can provide to our SMS provider.

Please note that we are not able to add SMS capabilities to numbers currently hosted by the carrier Bandwidth or for mobile numbers.

Steps

1. Confirm that your number is not currently provisioned for SMS with your existing carrier.
2. Submit a request with the OhMD support team or implementation representative that your number be used by OhMD for SMS texts. Please provide the following information:
 - a. Telephone number to be hosted
 - b. organization's authorized representative's first & last name
 - c. organization's authorized representative's email
 - d. Business name associated with the number
 - e. Address associated with the number
3. OhMD will submit the number with our SMS provider for eligibility review.
4. If deemed eligible for SMS hosting we will need to verify ownership of the number. This consists of OhMD triggering an automated call to the organization number where a code provided by OhMD will

Telehealth Workflow

OhMD Workflow



Feedback Discussion

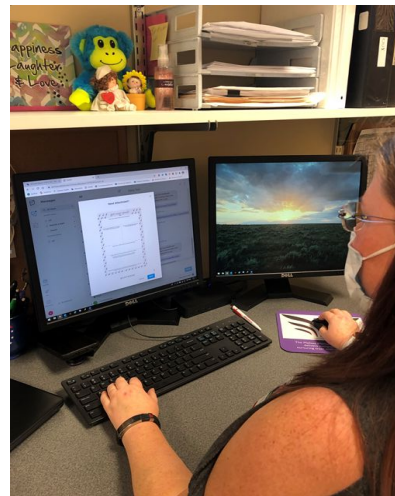
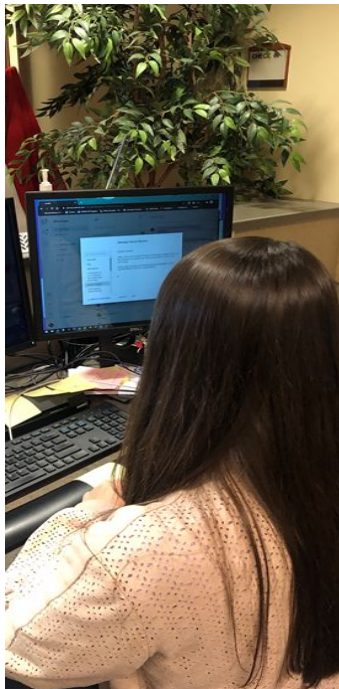
Now that you have seen the demo...

- *What did we forget?*
- *Are there anything we should keep in mind moving forward?*
- *What has your experience been connecting to patients virtually during the COVID-19 Pandemic?*

Photos & Quotes



I would rather see my patients virtually, than have them go without needed healthcare.



Test1 Athena (28125)



2 months ago



The Family Practice of Holyoke and MMH Hometown Pharmacy are hosting a Drive By Flu Clinic on Oct 15 from 9-5pm
When arriving at the Family Practice of Holyoke, drive-through the round about near the front entrance of the Clinic. Once you arrive text 970-854-2500 and a nurse will come to your car and administer you and/or your family a flu shot. If you do not have texting capabilities, please call 970-854-2500 upon your arrival.
We can bill your insurance or you can choose to self pay at \$25 per vaccination.
All ages are welcome and we look forward to your visit!

Type your message...

0 of 1600

SEND

Press enter to send

Lessons Learned to Date:

01

Collaboration with Vendors

- *Allow time for vendors to complete tasks*
- *Vendors are salesman*
- *Integration with Athena was not what we were expecting*

02

Innovation Takes Time

- *Change doesn't happen over night*
- *Developing workflows*
- *Test... and test again (Broadcast Messaging)*

Lessons Learned to Date:

03

Managing Expectations

- *Fostering collaboration and excitement for the new platform when the platform is not what our team was expecting*
- *Creating realistic expectations with technology and integration*

04

Patient Outreach

- *Ensure that you are equipped with staff and resources needed when reaching out to patients for health services (Flu Shot Clinic)*
- *Developing a do not contact list*

Next Steps

- Integration with mental and behavioral health service
- Utilize OhMD to provide payment portals, payment reminders, and billing information with patients
- Employ OhMD to share care plans with chronic care management patients



Please type questions into chat box or find your voice (unmute)

Thank You

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