

Promising Practices for Health Centers – Clinic Site Feedback Form

We want to hear from
YOU !

Clinic Name: _____

Participant Name: _____

Please complete and return
this form by the end of the
day. **Thank you!**

Definition: A promising practice is a strategy that shows potential to support the growth and sustainability of telehealth programs in the safety net.

Instructions: Below you will find a listing of promising practices, identified by the RAND interview process with each SMTSN participating site. **Next to each promising practice, please place a check mark in the box that corresponds with your answer and turn the form in at the end of the day.**

To reduce or deal with no-shows	this SHOULD NOT be a promising practice	you have TRIED this at your organization	you would WANT to try this strategy in the future
Double book appointments			
Send multiple reminders			
Help patients with transportation			
Encourage telehealth coordinator(s) to develop a relationship with patients			
Arrange to have blood draws completed same-day, on-site (if requested by specialist) to save the patient a trip and bundle multiple activities into one telehealth visit			
Additional Promising Practices? (please add below)			

To improve patient buy-in for telehealth	this SHOULD NOT be a promising practice	you have TRIED this at your organization	you would WANT to try this strategy in the future
Include signage about telehealth in waiting rooms			
Have PCP socialize the idea of telehealth/discuss its benefits prior to it being offered by referral coordinator (e.g., reassure patients that the telehealth visit is similar to something familiar like using facetime to talk to family members.			
Have patient participate in a telehealth demo			
Integrate telehealth into the clinical workflows, including team-based decision making around patient readiness for telehealth services (this is especially salient for behavioral health telehealth)			
Additional Promising Practices? (please add below)			

To improve provider buy-in for telehealth	this SHOULD NOT be a promising practice	you have TRIED this at your organization	you would WANT to try this strategy in the future
Appoint a clinic champion			
Train all MAs, PCPs, referral coordinators, and front desk staff on telehealth offerings and workflows during the onboarding process			
Have the telehealth coordinator attend provider meetings to share regular updates on telehealth offerings and to proactively address clinician concerns; also have a clinic champion discuss the benefits of telehealth at these meetings			
Have the telehealth coordinator build relationships and establish open lines of communication with administrative staff in other departments, particularly for specialties that are provided both in-person/on-site and via telehealth.			
Additional Promising Practices? (please add below)			

To facilitate PCP and specialist communication	this SHOULD NOT be a promising practice	you have TRIED this at your organization	you would WANT to try this strategy in the future
Include PCPs in telehealth visits (this also can help to ensure the visit is billable)			
Hold a huddle that includes the PCP, nurse, MA and specialist prior to the live video telehealth visit, using the video (this allows for communication about things that the specialist might not pick up on during the telehealth visit, such as whether the patient smells of alcohol)			
Encourage direct lines of communication between PCP and specialist (i.e., try to prevent requiring coordinator to serve as a middle man)			
Designate a telehealth coordinator or MA to monitor for lab/x-ray results and facilitate communication between PCP and specialist			
Establish workflows for PCP-specialist communication (if not via EHR)			
Additional Promising Practices? (please add below)			

To reduce the time commitment and/or obligations for on-site staff	this SHOULD NOT be a promising practice	you have TRIED this at your organization	you would WANT to try this strategy in the future
Ensure distant specialists having read/write access to EHR			
Establish a reliable workflow for PCPs to contact specialists with follow-up questions (ideally through EHR messaging)			
Ensure that distant providers can manipulate the camera (zoom in without help of on-site staff)			
Ensure distant specialists can prescribe (i.e., the model in which PCPs consult with specialists but they are still the provider of record is challenging for PCPs and less likely to be accepted by staff)			
Share resources and information with other telehealth programs on best practices for billing, contracting, scheduling, managing communication, etc.			
Additional Promising Practices? (please add below)			

To improve sustainability	this SHOULD NOT be a promising practice	you have TRIED this at your organization	you would WANT to try this strategy in the future
Use own staff to provide telehealth visits (i.e., serve as originating and distant site) if they have extra capacity			
Only offer services when it can result in a billable visit (e.g., do not offer telehealth to Medicare patients in urban clinics; prioritize Medicare patients for in-person services)			
Serve patients in their homes if allowed (so you are not using physical space at two locations)			
Identify and network with external experts who have up-to-date knowledge of telehealth reimbursement policies (to ask questions, troubleshoot issues, etc.)			
Include residents in telehealth visits as a rotation (can serve as a training opportunity)			
Find other payment sources beyond reimbursement for individual visits (e.g., 340B)			
Additional Promising Practices? (please add below)			

Negotiating favorable contracts	this SHOULD NOT be a promising practice	you have TRIED this at your organization	you would WANT to try this strategy in the future
Contract for visits rather than by hour (so health center does not bear all the risk for no shows)			
Address abandonment in contracts (e.g., include a stipulation that the vendor must provide 60-90 day notice if one of their specialists is leaving to allow time to cancel patient appointments and make alternate plans for care)			
Choose vendors that have additional capacity/staff (in case a provider suddenly quits) to ensure continuity			
Network with telehealth coordinators at other clinics to share best practices and compare experiences with different vendors			
Additional Promising Practices? (please add below)			

Other	this SHOULD NOT be a promising practice	you have TRIED this at your organization	you would WANT to try this strategy in the future
Centralize referrals (so referring to telehealth is not decision of PCP)			
Prior to adding a service or expanding it, forecast in-person services in the community that can impact demand for telehealth			
Have dedicated telehealth staff/telehealth department			
If possible, have a dedicated space for the telehealth staff/telehealth department			
Where multiple telehealth services are provided, each with their own telehealth equipment cart (e.g., retinal screening, telepsychiatry), have dedicated rooms for each cart, so that services can be provided simultaneously. Where multiple types of equipment were stored in the same exam room, efficiency and volume diminished.			
Offer translation support for telehealth visits.			
Ensure at least one member of staff is certified to train other staff in how to provide telehealth services (e.g., retinal screening), thereby reducing training costs for other staff.			
Additional Promising Practices? (please add below)			