

Hemophilia Council of California
Advocacy & Policy Webinar

Saying 'Hello' to Telehealth

Getting the Most Out of Your Virtual Visit



*Presented by
Lynne Kinst, HCC Executive Director*

*and guest speakers
Peter Agüero, PT, DPT &
Paula Abeleda, MSN, APRN
UCSD Hemophilia & Thrombosis Treatment Center*



HCC's 2021
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Telehealth Policy Updates



- During COVID-19, telehealth was made more accessible and became much more popular – Advocates are seeking to ensure this accessibility remains going forward.
- The Governor's original Budget Proposal included provisions to extend many, but not all, of these flexibilities.
- Budget committees subsequently voted to include additional flexibilities as contained in AB 32 to include telephonic/audio-only visits also.
- Final determinations still pending final budget votes and the Governor's signature. Negotiations with the administration are ongoing.

HOW TO GET THE MOST OUT OF YOUR VIRTUAL VISIT



Peter Agüero, PT, DPT

Doctor of Physical Therapy

UC San Diego Health

Hemophilia and Thrombosis
Treatment Center

Paula F. Abeleda, MSN, FNP-BC

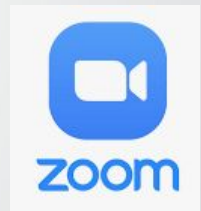
Nurse Practitioner

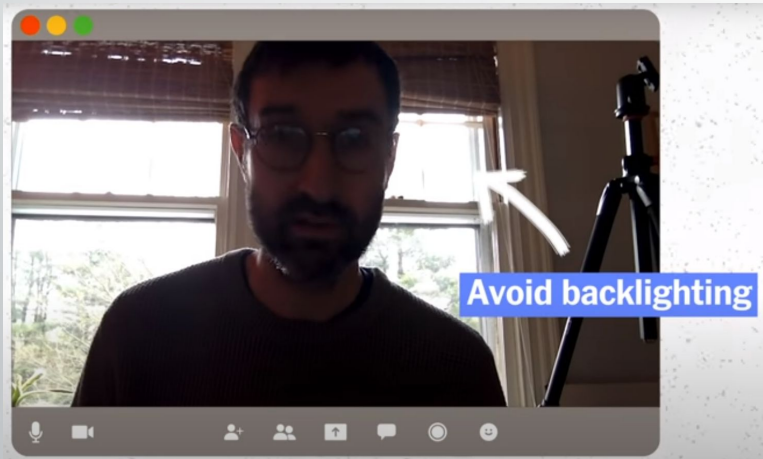
UC San Diego Health

Hemophilia and Thrombosis
Treatment Center

Prep starts when you make the appointment

- Talk to your provider and ask them if there is any paperwork, forms, or questionnaires that need to be filled out
- Become familiar with the app or program that is being used for the visit
 - MyChart (EPIC)
 - Zoom
 - Doximity
 - Etc...
- Take pictures of problems you may have (bruises, swelling, etc)
 - Compare to other side
- Take time off work (Sick time if able)





Environment

- Phone/tablet v. desktop v. Laptop
 - Tripod v. Gooseneck v. Another person
- Quiet area
 - NOT IN A CAR
- Wear clothes that can easily be moved to see problem areas
- Good lighting
- Good connection

Day of the Visit

- Treat it like an in-person appointment
- Log on at least 30 min before visit start time
- Prepare your environment
- Prepare your documentation and materials to discuss
- Be as detailed as possible when discussing any problems
 - Dates, times, dosage, etc.



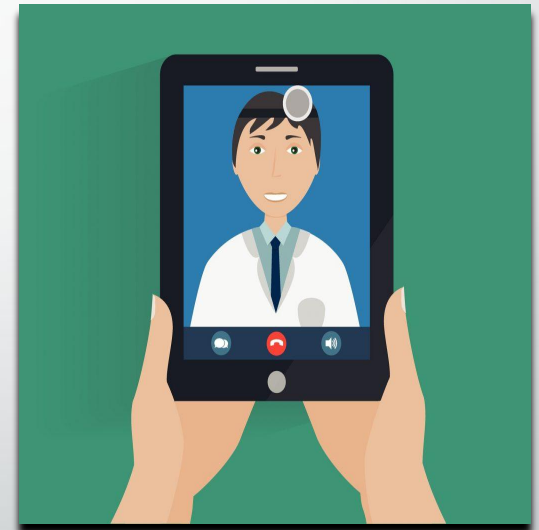
Physical Therapy Appointments

- Be prepared to MOVE
- Be prepared to ask someone to help (if able)
- Be prepared to change positions and camera angles



TYPES OF TELEMEDICINE VISIT

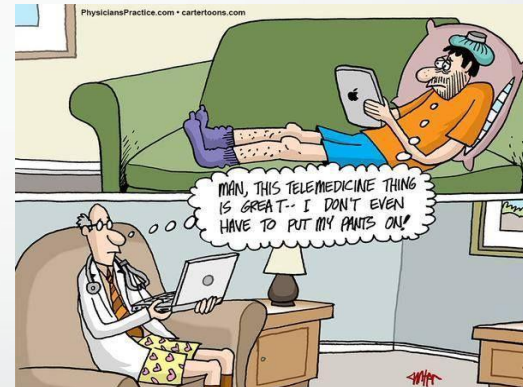
- Routine follow-up or annual visit
- Establishing care with no acute symptoms
- Non-emergent symptoms during and after treatment that can be managed remotely
- Return visit to review test results or imaging that do not require in-person interventions
- Follow-up for a prescription medication where the prescriptions can be refilled electronically



ETIQUETTE OF TELEMEDICINE

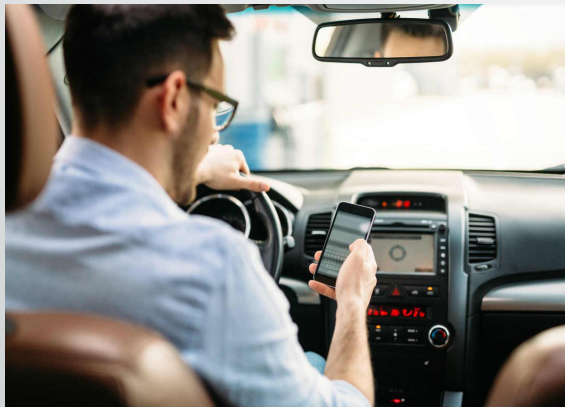


1) Be on time.

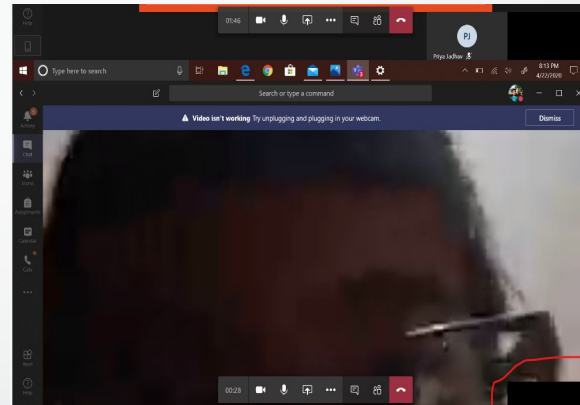


2) Dress appropriately.

ETIQUETTE OF TELEMEDICINE (cont.)



3) Avoid driving during the telemedicine visit and turn off any loud background music.



4) Align your camera where your face can be completely seen by your health care provider.

REMEMBER...



- 1.** Make sure you have the right technology.
- 2.** Make sure you can hear them.
- 3.** Have all of your medication information ready.
- 4.** Be prepared with a list of talking points.
- 5.** Take any pictures that might be useful.
- 6.** Make sure you're on time for your appointment



Overview of Upcoming Webinars



Upcoming webinars –

July 14 – Surviving Managed Care with a Bleeding Disorder

August 11 – Public & Private Insurance: A Road Map to Keeping Yourself Insured

September 8– California Children's Services

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Questions?

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Thank you for joining us!

Reminder: this webinar is part of a series of educational webinars presented by the Hemophilia Council of California.

A recording and slides will be available soon at
<http://www.hemophiliaca.org/programs/webinars/>

NEED HELP? Contact Lynne Kinst at (916) 572-7771 or
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