

Telehealth During COVID-19 Overview



Three Approaches to Telehealth

1. Remote counseling via video (Zoom, Facetime, etc.)
2. Remote programming
3. Audiometric testing

Telehealth During COVID-19

Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID-19 Nationwide Public Health Emergency

- Covered health care providers subject to the HIPAA Rules may seek to communicate with patients, and provide telehealth services, through remote communications technologies
- A covered health care provider that wants to use audio or video communication technology to provide telehealth to patients during the COVID-19 nationwide public health emergency can use any **non-public facing** remote communication product that is available to communicate with patients
- This exercise of discretion applies to telehealth provided for any reason, regardless of whether the telehealth service is related to the diagnosis and treatment of health conditions related to COVID-19
- Covered health care providers may use popular applications that allow for video chats to provide telehealth without risk that Office for Civil Rights (OCR) might seek to impose a penalty for noncompliance with the HIPAA Rules related to the good faith provision of telehealth during the COVID-19 nationwide public health emergency

U.S. Department of Health & Human Services

Remote Counseling Tools

Can Use (Non-Public Facing)

- Apple FaceTime
- Facebook Messenger video chat
- Google Hangouts video
- Skype
- Microsoft Teams
- Zoom

Cannot Use (Public Facing)

- Facebook Live
- Twitch
- Tik Tok
- Similar video communication applications

Remote Counseling Appointment

Services Included	Clinic Equipment	Patient Equipment
<ul style="list-style-type: none">• Schedule and hold online appointments• Check on your patients remotely• Follow-up on appointments that don't require NOAH• Do patient pre-screenings• Help patients care for their hearing devices• Offer speech therapy• Provide convenience for your patients and practice efficiency	<ul style="list-style-type: none">• PC/Laptop/Tablet/Smartphone• Optional Monitor• Optional Webcam• Internet• A/V Platform, Facetime (other alternative), or PMS Invitation	<ul style="list-style-type: none">• PC/Laptop/Tablet/Smartphone• Optional Monitor• Optional Webcam• A/V Platform, Facetime (other alternative), or PMS Invitation

Remote Counseling via Practice Management Systems

Blueprint Solutions

- Utilize teleconferencing options like Zoom to simply set up meetings as usual outside of Blueprint OMS – free of charge
- Meeting URLs can be copied to the appointment details in Blueprint OMS
- Only need an internet enabled device that has a camera and a microphone (laptop, smartphone, desktop, tablet)
- Have a "Teleconference" event type or Teleconference resource checked out for the appointment on the schedule

CounselEAR

- Utilize video conferencing launched from within CounselEar - free for all Complete OMS Users
- No software download needed for professional or patient
- Only need an internet enabled device that has a camera and a microphone (laptop, smartphone, desktop, tablet)
- Schedule and hold online telehealth appointments

Learn more:

- <https://www.youtube.com/watch?v=xEpOSCHznyk&feature=youtu.be>

Sycle

- Utilize video conferencing launched from within Sycle Classic and Sycle Pro – free for all Sycle Classic and Pro users
- No software download needed for professional or patient
- Mobile friendly (Safari for IOS and Chrome for Android)
- Schedule and hold online telehealth appointments

Learn more:

- <https://web.sycle.net/wp-content/uploads/2020/03/Sycle-Telehealth-Webinar.mp4>

Updates to come on other Practice Management Systems as information becomes available

Remote Programming Appointment

Services Included	Clinic Equipment	Provider Equipment
<ul style="list-style-type: none">• Clarity or Noise Issues• Volume or Program Button Assignment• Changing Hearing Aid Preferred Settings• Activate Acclimatization• Add or Remove Programs	<ul style="list-style-type: none">• PC/Laptop• Email• Monitor• Optional Webcam• HA Software/Programmers• A/V Platform	<ul style="list-style-type: none">• PC/Laptop• Email• Monitor• Optional Webcam• A/V Platform

360° TeleHearing Care Appointment

Services Included	Clinic Equipment	Provider Equipment
<ul style="list-style-type: none">• Videotoscopy• Tympanometry/Reflexes• Full Audiometric Testing• Hearing Aid Fittings• Verification• Programming and Instrument adjustments• Tinnitus Training	<ul style="list-style-type: none">• PC• Email• Monitor• Webcam/Conference A/V Camera• HA Software/Programmers• A/V Platform• PC Based Hearing Care Equipment	<ul style="list-style-type: none">• PC/Laptop• Email• Monitor• Webcam• A/V Platform