

Telehealth Workflow for Nursing Homes Process

1. SCOPE

- 1.1. MCHS Telehealth Presenters
- 1.2. Facilities and departments included in the scope listed above are further defined in the [Scope Definition Resource Guide](#) if not specifically outlined above.

2. DEFINITIONS & EXPLANATIONS OF TERMS

- 2.1. Abbreviations
 - MCHS: Marshfield Clinic Health System
- 2.2. Definitions
 - None

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3. PROCESS BODY

Purpose Statement: The purpose of this process is for nursing home residents see by MCHS providers via telehealth.

- 3.1. All nursing home staff providing Telehealth visits must be appropriately trained by the MCHS Telehealth Department
- 3.2. All nursing home staff who are presenting for Dermatology must shadow with Dr. Stratman prior to Dermatology presenting
 - a. First contact Kristen Hansen, Student Programs, at Phone: 715-387-9253 to arrange for necessary paperwork completion (ie immunization status)
- 3.3. MCHS Provider's office will fax the Nursing Home any forms that the provider requests done prior to the visit (preferably the day before the visit) so the Nursing Home staff have ample time to get the forms done prior to the visit
- 3.4. MCHSs Provider's office will fax Lab orders to the Nursing Home prior to the appointment if requested
- 3.5. Nursing home staff will draw requested Labs so that results are processed and available for review by the Provider at time of visit
 - a. If labs are not processed at a MCHS Facility, Lab results must be faxed to Providers office PRIOR to the visit
- 3.6. Nursing Home Staff are responsible for the following **PRIOR** to the visit:
 - a. **Obtain vitals the day of the Telehealth visit** (these need to be done on the day of the visit and not from the day prior)
 - b. Weight
 - c. Blood Pressure
 - Patients with a blood pressure of either systolic greater than/equal to 140 or diastolic greater than/equal to 90 require a repeated blood pressure measurement. Take a manual blood pressure if the first blood pressure was taken with an automated device. Assure 5 minutes of rest before taking second blood pressure. Both readings must be reported to the Provider seeing the patient
 - For Heart Failure patients – any patient age 80 or above, or any patient complaining of dizziness or lightheadedness needs to have orthostatic Blood Pressures and Pulse taken sitting and standing, 2 minutes apart. All readings must be reported to the Provider seeing the patient
 - d. Pulse
 - e. Oxygen Saturation for Heart Failure and Sleep Medicine patients
 - f. Verify all medications
 - g. Have patient or help patient fill out forms that Provider's office faxed to Nursing Home prior to the visit

- h. FAX vital sheet (including the last 1 week weights for Heart Failure visits), current medication list, and forms provider requested to be done to the Providers office PRIOR to the patient's appointment (ie, morning of the appointment NOT the day before as this must be the most current list)
 - Staff can call the main MCHS number 1-800-782-8581 and ask for providers M.A. Station to obtain FAX number or refer to the Telehealth provider site list for phone number
 - Nursing Home Staff must notify MD office that the fax is being transmitted
 - i. Send Photographs to the MCHS Provider if warranted – **Pictures can be taken any time prior to the visit but MUST be taken on the day of the visit, not the day before.** Be sure to put in the email subject title PHOTOS FOR TELEHEALTH VISIT TODAY. Please make sure to include the PATIENT'S NAME, DOB, and MCHS MHN if known in the body of text.
 - Call the providers office to let you know you emailed pictures for the visit
 - j. Dermatology photos should be emailed directly to the Provider (resident) seeing the patient AND Dr. Stratman must be CC'd on all photos
 - Emails to the resident should be sent to a shared email box MC_DERMATOLOGYRESIDENTS@mcrf.mfldclin.edu
 - k. lastname.firstname@marshfieldclinic.org
Example- stratman.erik@marshfieldclinic.org
 - l. Wound photos should be emailed to a Shared Wound Email group at
 - mfldchmtr@marshfieldclinic.org. Be sure to include the wound measurements and wound locations in your email
- 3.7. Provider's MA will receive fax from Nursing Home prior to visit (ie Medication list, vitals, forms, etc) and will enter all information into Dashboard with the provider's appointment in context
 - 3.8. Nursing home staff will take patient to Telehealth room and prepare patient for appointment by having them framed appropriately for provider
 - 3.9. Nursing home staff will call the MD office when patient is ready to be seen so Provider knows they can dial in for visit
 - 3.10. Provider will see patient and Nursing Home RN/LPN will assist with visit
 - 3.11. Provider will fax any new orders to the nursing home
 - 3.12. Provider's staff will contact Nursing Home to schedule any follow up appointments
 - 3.13. If you are having technical difficulties before or during a Telehealth visit, please call MCHSs Information Systems at 715-389-3456
 - 3.14. All other Telehealth problems please contact:
 - a. Jim Castellano, Manager of Telehealth at 715-389-3812
 - b. Sonny Miranda, RN, BSN, MS, Lead Project Coordinator at 715-387-5870

- c. Chris Meyer, Director of Virtual Care at 715-221-5816
- d. Julianne Elsen, RN, BSN, Project Coordinator at 715-387-5734
- e. Sharon Dvoran, RN, Project Coordinator at 715-387-5869

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4. ADDITIONAL RESOURCES

4.1. References:

- None

4.2. Supporting documents available:

- None

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5. DOCUMENT HISTORY

Version No.	Revision Description
1.0	New Document
2.0	Remove Marshfield Clinic Logo, Updated Quick Part in Header, Reformat of Section 2.
3.0	Updated 2.6 wound email information Updated Marshfield Clinic to MCHSs
4.0	Updated title, updated scope statement, moved previous scope statement to purpose statement, updated formatting throughout all of document, changed contact to Kristen Hansen, Student Programs in 3.2., Deleted ACO Blood Pressure Screening Process from 3.6, Added Jim Castellano as Manager of Telehealth 715-389-3812 of section 3.14 DCS Checklist Updated 3.2.

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6. DOCUMENT PROPERTIES

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