

Telehealth is Here to Stay: Adapting Clinical Practice during a Pandemic

Panel discussion leaders:

Adria Verbruggen, MSW, APSW

Karen Isaacson, RD, CSR

Objectives:

- To discuss unique patient and staff challenges during COVID 19.
- To discuss uses of virtual technology for patient assessment and intervention: What have we learned during the pandemic?
- To share best practices and resources specific to virtual patient care during the pandemic.

How has life changed since March, 2020?

For our patients?

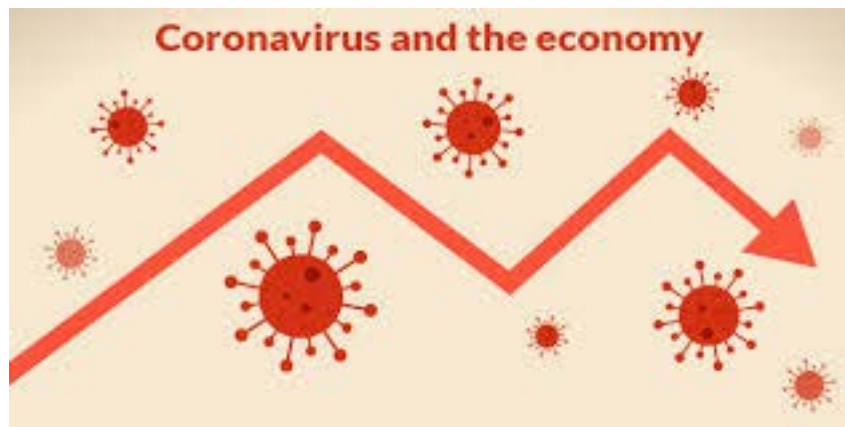
For clinicians?

Pandemic
 Social Distancing
Speaking Coronavirus
COVID-19
 Flattening the Curve



Quarantine
 government
 testing
 Ventilator
 COVID-19
 Cordon
 shedding
 contact
 Shelter
 Social
 through
 Pandemic
 curve
 Close
 the
 Essential
 rate
 rooms
 Tom
 place
 flattening
 face
 Viral
 respirator
 Case
 isolation
 fatality
 Isolation
 D.
 SARS
 Epidemic
 CFR
 Negative-pressure
 mask
 N95
 Self-quarantine
 functions
 distancing
 tracing
 activities
 air

Shortness of Breath
 Incubation
 Cough
 Isolation
 CDC
HANDWASHING
 WHO
 Herd Immunity
 Reduce Cases of Infection
 Quarantine
Coronavirus
 Social Distancing
 Masks
 Flatten the Curve
 Hand sanitizer
 Fever
COVID-19
 World Health Organization
 Virus
 (CoV)
 Soap and water
 Virus
 Pandemic
 Centers for Disease Control and Prevention



Virtually caring for our patients

Use of Telehealth and video conferencing to reach our patient in new ways.

Resources and best practices

Documentation of video encounter

NOTE TITLE/ENCOUNTER: Use what you would normally use for a F2F visit

This is a Telehealth encounter for _____ clinic. The patient provided verbal authorization for this encounter.

The patient was seen for __ minutes.

Address of patient during this session:

500 EAST VETERANS ST

ANYWHERE, WI 00000

Emergency contact verified: yes

Patient is in a private and safe place: yes

Local emergency response number: E911 #267-908-6605

Any other individuals present during session:

Identify who is present:

Patient guidelines

- VA Video Connect is not a suitable modality for everyone. Your provider may determine services may be better offered via in-person care if there are ongoing challenges with technology or treatment goals to ensure you are receiving the best care possible.
- Due to the sensitive material that is covered in each session, please **be alone** in the room (family or friends can join if patient consents), unless otherwise agreed upon with your provider. This is to respect the confidentiality of your treatment.
- **Do not** Video/Audio **record** the session.
- Please **do not call** your provider via VVC **while you are driving or in a public area** (e.g., public transit, at a restaurant)
- Please **call** your provider if you are **running late**.
- Please **dress** as if you were **going to an appointment** at VA clinic.
- Please have session in a **private area or room with minimal distractions**: Cellphones should be turned off or on vibrate, do not text during session, do not e-mail, use the internet, or engage in any other activities on the computer during your appointment.

Patient guidelines (continued)

- Please **inform provider of any pets or people** in the home at the time of session.
- Please make sure that all televisions, radios, and any **electronics** (e.g., iPod, stereo) are **turned off**.
- Please **do not** engage in **other activities** during sessions (e.g., cooking, cleaning, eating). Drinking water is okay.
- **No smoking or use of tobacco products** during the appointment.
- Please **do not** attend sessions while **under the influence of alcohol or illegal drugs**.
- Please **lockup all weapons** (e.g., guns, knives, etc.) and remove them from the room where the VVC appointment will be occurring.
- Please note if there are continuous difficulties with technology (i.e., audio, video), a recommendation for services in-person will be made.
- Please **be sure** to have your **devices fully charged** prior to your scheduled appointment, and **you have conducted a test demo**.

NKF Clinical Digest – Covid 19

<https://www.kidney.org/professionals/clinical-digest>

Links to numerous recent research on Covid-related topics including nutrition, mental health, dialysis, transplant

Food security

- <https://feedingamericawi.org/find-help/pantry-locator/>
- <https://healthyshelves.org>

Nutrition support and assessment resources for Covid

ASPEN: Resources for Clinicians Caring for Patients with Coronavirus

[https://www.nutritioncare.org/Guidelines and Clinical Resources/Resources for Clinicians Caring for Patients with Coronavirus/](https://www.nutritioncare.org/Guidelines%20and%20Clinical%20Resources/Resources%20for%20Clinicians%20Caring%20for%20Patients%20with%20Coronavirus/)

ASPEN: Nutrition Therapy in the Patient with COVID-19 Disease Requiring ICU Care

[https://www.nutritioncare.org/uploadedFiles/Documents/Guidelines and Clinical Resources/Nutrition%20Therapy%20COVID-19 SCCM-ASPEN.pdf](https://www.nutritioncare.org/uploadedFiles/Documents/Guidelines%20and%20Clinical%20Resources/Nutrition%20Therapy%20COVID-19%20SCCM-ASPEN.pdf)

Watch: Nutrition Support for Critically Ill Patients with COVID-19 Disease: Top 10 Key Recommendations

<https://www.youtube.com/watch?v=dNmMW3ybXdY>

Elsevier: Novel Coronavirus Information Center

<https://www.elsevier.com/connect/coronavirus-information-center>

Academy of Nutrition and Dietetics: Coronavirus (COVID-19)

<https://www.eatrightpro.org/coronavirus-resources>