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?
Virtually caring for our patients

Use of Telehealth and video conferencing to reach our patient in new ways.
Resources and best practices
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/

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

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