

# Innovation During a Pandemic by Jamie Duncan

An overview of the telehealth appointment process was presented by Chris Grasso from Fenway Health, and Lisa Blue from Providenttech.

**CareTele** - When your clinic schedules a telehealth appointment, the software pulls the telehealth appointment type. Your patient will receive a text appointment reminder with a pre-visit guide to prep for their virtual visit. Your patient will receive a text appointment reminder with a direct virtual visit link. Your clinic will launch the video visit from the Providenttech telehealth platform.

## Virtual care

- ❖ Optimizing previsit communication/Telehealth adoption
  - Scheduling: manually sending of visit URL or duplicate scheduling - VS - following existing scheduling workflow and patient's visit URL is Auto sent in Appointment Reminder
  - Call Prep: manually phone call – VS - FAQs are Auto sent in Appointment Reminder day before visit and will guide patients to test prior to visit, if needed
- ❖ Automate Patient Reported Outcomes

## COVID screening and eTest results

- ❖ Screening communications/Results delivery-security, education, navigation
  - Positive results → Treatment detail and instructions → Expected timeline for follow-up appt → Expected timeline for re-screening
  - Negative results → Provide education and relevant links → Expected timeline for follow-up appt → Expected timeline for re-screening