

NEIGHBORHOOD TELEMEDICINE ACCESS

Information for Nurses and Doctors who:

- *Are providing Phone Triage/Management*
- *Want to optimize convenience for families*
- *Want to decrease the burden on staff and providers in our office*
- *Want to ensure follow-up*

All you need to know

If the family is interested in neighborhood telemedicine access, the *phone nurse* or *physician managing calls* should contact the ***Health-e-Access Coordinator*** (any time 9am-8pm) by:

- ***text-page*** (*Health-e-Access* in URMC paging directory) *or*
- ***phone page*** (XXX-XXXX)

This person will immediately call the family. Please include the family's phone number and, ideally, a few words describing the problem if you text page.

Keep in mind

For problems that should be seen some time the next day, a telemedicine visit the next evening might be the most convenient option for the family.

For a child who is well enough to go to school or child care or is already there, a very convenient option for the parent may be to have the child seen there either today or tomorrow while attending. All Rochester City Schools and the Ibero charter school (Eugenio Maria de Hostos) as well as many child care programs offer telemedicine.

Also, with 4 neighborhood telemedicine access sites in the city, follow-up of an acute problem seen in the office or the emergency department is likely to be more convenient for the family via telemedicine than coming into clinic.

PHONE MANAGEMENT PROTOCOLS

WHAT'S WITH THE GREEN STICKERS?

Green stickers in the phone “triage” protocol books identify situations in which the child’s problem is almost certainly one that can be managed well by telemedicine. We term these problems *telemedicine-appropriate*.

This classification is based not only on experience with over 8,000 telemedicine visits in Rochester-area child care and school settings, but also on review and outcome evaluation of an entire year’s illness visits to the Pediatric Practice at Strong and two years’ visits to the URM C Pediatric ED.

Telemedicine is new to most parents. We suggest that the following approach and language be used in offering telemedicine as an alternative:

1. Offer telemedicine first, so parents don’t think of it as just an “after-thought”.
2. Describe telemedicine as follows ...<INSERT SCRIPT HERE>

The following table identifies protocols for which the endpoint (classification as *Go to Office Now*, *See Today in Office*, or *See Today or Tomorrow in Office*) identifies a problem for which telemedicine is appropriate.

Use of Telephone Management Algorithms in Guiding Families on Use of Telemedicine

The telephone management algorithms ('protocols') referenced here are those in the American Academy of Pediatrics publication, Pediatric Telephone Protocols: Office Verions, 11th Edition; Barton D. Schmitt, MD, Copyright 1994-2006.

Endpoints in each algorithm include Go to Office Now, See Today in Office, and See Today or Tomorrow in Office. An "X" is used to indicate those classifications produced by an algorithm identifying a problem as appropriate for telemedicine. For example, if the healthcare professional managing parent calls about illness follows the ASTHMA ATTACK protocol, and the protocol classifies the illness episode as See Today or Tomorrow in Office, it is appropriate for the professional to offer telemedicine as an option for the parent.

PHONE MANAGEMENT PROTOCOL:	Telephone Triage Classification		
	Go to Office NOW	See Today in Office	See Today or Tomorrow in Office
ASTHMA ATTACK			X
ATHLETE'S FOOT		X	
BEE OR YELLOW JACKET STING		X	
COLDS		X	
COUGH		X	
CRADLE CAP			X
CROUP			X
CRYING CHILD > 3 MONTHS OLD (IRRITABILITY, FUSSINESS)			X
DIAPER RASH		X	
EAR, CONGESTION		X	
EAR, DISCHARGE		X	
EARACHE (EAR PAIN)		X	
EAR, PULLING AT OR ITCHY		X	
EAR, SWIMMER'S (OTITIS EXTERNA)		X	
EYE, ALLERGY			X
EYE, RED (WITHOUT PUS) (VIRAL CONJUNCTIVITIS)		X	
EYE, WITH PUS (BACTERIAL CONJUNCTIVITIS)		X	
FEVER		X	
FIFTH DISEASE (ERYTHEMA INFECTIOSUM)			X
HAND-FOOT-AND-MOUTH DISEASE		X	
HAY FEVER (ALLERGIC RHINITIS)		X	
HEADACHE		X	
HIVES			X
IMMUNIZATION REACTIONS		X	
IMPETIGO		X	

PHONE MANAGEMENT PROTOCOL:	Telephone Triage Classification		
	Go to Office NOW	See Today in Office	See Today or Tomorrow in Office

-- continuation--

INFECTION ON ANTIBIOTICS (FAILURE TO IMPROVE)		X	
INFLUENZA		X	
INSECT BITES		X	
LICE (PEDICULOSIS)		X	
MOUTH ULCERS			X
RASHES, LOCALIZED AND CAUSE UNKNOWN		X	
RASHES, WIDESPREAD AND CAUSE UNKNOWN		X	
RINGWORM		X	
SCARLET FEVER		X	
SINUS PAIN OR CONGESTION		X	
SORE THROAT (PHARYNGITIS)		X	
STREP EXPOSURE (STREP CONTACTS)		X	
SUNBURN		X	
TEAR DUCT, BLOCKED		X	
TEETHING			X
THRUSH		X	
VOMITING		X	
WHEEZING (OTHER THAN ASTHMA)		X	
WOUND INFECTION		X	

AFTER-HOURS NEIGHBORHOOD TELEMEDICINE

Information for Nurses and Doctors Providing Phone Triage

What:

- ◆ Convenient, after-hours access to care for acute childhood illness.

Why:

- ◆ Parents often spend 4 to 6 hours to obtain care in the ED for non-emergency problems.
- ◆ The Health-e-Access Telemedicine Program has demonstrated (1) most illness episodes prompting office and ED visits can be managed effectively through telemedicine (2) clinicians obtain diagnostic-quality information by telemedicine that is as good or better as information obtained in person.
- ◆ An ED visit for a problem that can be managed by telemedicine costs 7- to 10-fold more.
- ◆ Telemedicine enables scheduled visits in convenient neighborhood locations. Generally, telemedicine visits will be quicker and more convenient than office visits.
- ◆ Telemedicine allows visits to be done by a clinician from the child's own primary care medical home.

How:

- ◆ **Families call** the usual phone triage/management/coverage system of their child's practice.
- ◆ **Phone nurse** or **physician covering calls** determines the problem should be seen some time within the next 24 hours, but is not an emergency. In general, these are the problems that are appropriate for telemedicine. In telephone management algorithms, teled-ed-appropriate problems generally are those for which the algorithm indicates "see in doctor's office" the next morning or "see in doctor's office" within 24 hours. Almost all "Fast Track" visits are appropriate for telemedicine.
- ◆ For teled-ed-appropriate problems, **phone nurse** or **physician covering calls** may offer telemedicine as a convenient alternative.
- ◆ If the family is interested in neighborhood telemedicine access, the **phone nurse** or **physician covering calls** should **text-page** (*Health-e-Access* in URMIC paging directory) or **phone page** (XXX-XXXX) **the Health-e-Access Coordinator**. This person will immediately call the family. Please include the family's phone number and, ideally, a few words describing the problem in the text page.
- ◆ The Health-e-Access Coordinator will then give the family an appointment at the after-hours site that is both most convenient and least busy.

Where and When:

- ◆ Visits are available at sites listed below. Telemedicine visits are available at one or more sites at the following times.
 - Monday thru Friday evenings, 4:00 to 8:00pm (last appointment 7:30).
 - Saturday, 9:00 am to 1:00pm.
- ◆ Current after-hours neighborhood sites are **Wilson Commencement Park, Grace United Methodist Church, Ibero Family Services, Charles St. Settlement House**. See attached map. Parking is free and right outside the entrance.

What problems are not appropriate:

- ◆ Relatively few.
- ◆ Following telemedicine evaluation, some problems will need further care at an office or ED. In our experience with over 8000 teled-ed visits from child care and schools, only 4% were judged to need to go to an office or ED for hands-on examination or treatment, for lab tests or for imaging.
- ◆ Keep in mind that in those few situations when the problem proves to be beyond the scope of telemedicine, the telemedicine provider will usually be able to expedite a visit for the child at a facility that can provide the necessary services. Also, next evening telemedicine appointments may be a good option in many situations.

After-Hours Telemedicine Access Sites

Grace
United
Methodist
Church

Ibero
Family
Services

Charles St
Settlement House

Wilson
Commencement
Park

