General Track: Telehealth in Physical Therapy –
From the computer screen to the Clinic (Part I and II)
Date and Time of Presentation: 10/27/18 9-4:30pm
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Course Description: This two-part course will focus on telehealth physical therapy and implementation of telehealth into your clinical practice. In the first portion, we will discuss current evidence, history, and resources for physical therapists to utilize telehealth in practice followed by specific telehealth physical therapy implementation example in Colorado. In the afternoon, the audience will participate with investigating secured telehealth portal as well as non-secure real time audio and video conferencing. Overall, telehealth is a tool to advance physical therapy practice by addressing convenience of travel, cost, and quality of life impacts overall care in the digital age.

Course Objectives:
Upon completion of this course, the participant should be able to:

1. Define telehealth, telerehabilitation, and telemedicine
2. Describe key stakeholder roles within an organization that is needed for implementation of successful telehealth practice
3. Describe telehealth resources, regulation, and competencies in physical therapy from American Telemedicine Association, FSBPT, and APTA
4. Describe steps to implementing telehealth in Colorado
5. Simulate a telehealth real time audio and video conferencing session

What are the opportunities in telehealth practice in PT

What are the challenges of telehealth practice in PT
Notes

References:

Websites: (Accessed on 9/15/18)

4. [https://www.colorado.gov/pacific/dora/Physical_Therapy_Laws](https://www.colorado.gov/pacific/dora/Physical_Therapy_Laws)
5. [https://www.fsbpt.org/FreeResources/PhysicalTherapyLicensureCompact/GeneralInformation.aspx](https://www.fsbpt.org/FreeResources/PhysicalTherapyLicensureCompact/GeneralInformation.aspx)
**Case 1: Total Joint Replacement Example**

John Doe is a 65-year-old man with s/p TKR x 3 weeks seen in your outpatient PT practice. He is traveling to visit his grandkids in the southern part of the state for few weeks. He would like to continue his PT visits via telehealth. (List telehealth needs and practice requirements below).

1. Informed consent: conduct a face-to-face visit to determine appropriateness for telehealth? If not, what do you recommend?
   - **You can have treatment here if you want. You can stop the telehealth session at any time.**
   - The online connection we use meets privacy standards.
   - Screen out: living alone, depression, psych issues, unmotivated.
   - Use of online screen tool is discouraged for establishing provider to patient relationship.

2. Technical requirements: is the real-time video necessary? Is store-and-forward (photo) or phone call same as telehealth? Is an email communication enough?
   - The equipment used will be your home computer. It is equipped with a camera and internet connection.
   - Digital (avoid PDAs; use only high quality image capable cell phone if this is the only camera option available).
   - Minimum 800 X 600 pixels; preferred resolution of 1024 X 768 pixels or greater (about 0.8 Megapixels).
   - Email (Yahoo, Gmail) and phone calls with third party are not considered telehealth.
   - Quality of connection & impact on treatment.

3. Conducting telehealth visit: If you are conducting a real-time video conference, what is necessary? HIPAA? Privacy?
   - Laws about medical information are called HIPAA. You received information about HIPAA from our center. You were told about your privacy and signed permission forms.
   - We connect with a secure connection. This makes sure your privacy is protected.
   - The only person present during your treatment will be authorized therapist. The therapist is in a private room during treatment. The screen cannot be seen by unauthorized people.
   - You should be aware of who can see your computer. Don’t place it were someone else can see or hear it.

4. Documentation: what should be in your documentation? Who should document? When?
   - You should follow the same documentation standards to clinical practice. Add the session was conducted via telehealth, Time in Time Out.
   - Who is present? Need to identify and verify all individuals in the session?
   - Any technical breaches? Lost connectivity? What was conducted to fix the issues?
   - Any emergencies? Any local provider available if needed?

5. Reimbursement/Liability: is there payment for private payer? Medicare? Medicaid?
   - Current reimbursement is only a snapshot – it requires verification and communication with payers.
   - Medicare: Live video only (GT Modifier), Current telemedicine providers (physician, nurse practitioner, physician assistant, nurse midwife, clinical nurse specialist, clinical psychologist, clinical social worker, registered dietitian), Originating site must be defined “rural” for Medicare reimbursement.
   - Medicaid: PT mentioned in AZ, KY, MN, NE, NM, WA, IN does not pay for PT telehealth.
   - Private Payer: Blue Cross Blue Shield (45%), Aetna (31%), United Healthcare (26%), Cigna (18%), and Humana (9%)- reimbursed telemedicine in 2014.
   - Do you need a rider for malpractice?

This form created by, and courtesy of, Alan Lee, PT, PhD, DPT, CWS, GCS
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Recommendations extracted from the American Physical Therapy Association and American Telemedicine Association’s 2010/2017 “A Blueprint for Telerehabilitation Guidelines.” In addition, Mike Towey’s speech telepractice in MaineHealth (Waldo County General Hospital).
Case 2: Colorado Example
Patient is a 62 year old female who was in a skiing accident in April 2018 which resulted in an RACL tear. She had her ACL repaired in May and began physical therapy in an outpatient clinic near her home in Frisco, CO. Her daughter stayed with her for 2 weeks after surgery. She is retired and lives alone.

She would like to continue therapy in order to prepare her to return to skiing this winter. However, she won’t be cleared to drive for 6 weeks and she is concerned about the cost of a taxi. Therefore, she requested after 2 weeks of therapy that she is provided with exercises to do on her own to complete her recovery on her own.

1. Is this patient appropriate for TH treatments?
   a. Treatments techniques can be performed via telehealth
   b. Cognition
   c. Technology aptitude
   d. Safety concerns
   e. Other barriers to telehealth? Hearing, vision, need person to assist patient during session, place to perform video sessions, internet connection, device/computer access

2. Regulations:
   a. Consent: CO requirements for TH practice
   b. Liability coverage
   c. PT Practice Act

3. Reimbursement:
   a. Commercial (contract allows TH and pt’s plan includes TH benefits)
   b. Self-pay: rates? (CO Parity)

4. Technology:
   a. HIPPA compliance (BAA)
   b. PT training on technology and performing therapy via video
   c. PT in secure location
   d. Patient orientation to technology

5. Interventions:
   a. What interventions would be appropriate for this patient?
   b. How can we perform them via telehealth? Are modifications needed?

6. Billing:
   a. CPT codes
   b. POS
   c. Modifiers?
   d. Other requirements per insurance contracts?
## Telehealth Resources

<table>
<thead>
<tr>
<th>Telehealth Company</th>
<th>Website &amp; Description</th>
<th>Cost</th>
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| Anywhere Healthcare | [https://anywhere.healthcare](https://anywhere.healthcare)  
HIPAA compliant video platform with scheduling, billing, and FREE patient-facing iOS and Android apps | [https://anywhere.healthcare/signup](https://anywhere.healthcare/signup) |
Telehealth technologies to improve patient's compliance and outcomes | [http://www.bluejayhealth.com/pricing.html](http://www.bluejayhealth.com/pricing.html) |
| Clocktree | [https://www.clocktree.com](https://www.clocktree.com)  
Offer video appointments in a secure, HIPAA-compliant platform | [https://www.clocktree.com/pricing](https://www.clocktree.com/pricing) |
| Coviu | [https://www.coviu.com/](https://www.coviu.com/)  
Video consults for your business | [https://www.coviu.com/products/](https://www.coviu.com/products/) |
| Doxy.me | [https://doxy.me](https://doxy.me)  
The simple, free & secure telemedicine solution | [https://doxy.me/pricing](https://doxy.me/pricing) |
| Google Hangout | [https://hangouts.google.com](https://hangouts.google.com)  
Talk to your friends and family, video calls, phone, or message that people you love | [https://hangouts.google.com](https://hangouts.google.com) |
| Neorehab | [http://www.neorehab.com](http://www.neorehab.com)  
| Phzio | [https://phzio.com](https://phzio.com)  
Telehealth Programs for Employees. SAVE HOURS OF TIME AND GET THE PHYSICAL THERAPY TREATMENTS YOU WANT - WHEN YOU WANT THEM. | [https://phzio.com/pricing/](https://phzio.com/pricing/) |
| Videotherapy | [https://videotherapy.co/vt/home.php#head](https://videotherapy.co/vt/home.php#head)  
We make physical therapy smarter, efficient and optimized | [https://videotherapy.co/vt/pricing.php#/?k=l3zyuq](https://videotherapy.co/vt/pricing.php#/?k=l3zyuq) |
| Vsee | [https://vsee.com](https://vsee.com)  
The Only Complete Telehealth Platform To Fit Any Workflow  
Start doing telehealth today; configure to your workflow as you evolve | [https://vsee.com/contactsales](https://vsee.com/contactsales) |
| Zoom | [https://www.zoom.us](https://www.zoom.us)  
Enterprise video conferencing and web conferencing | [https://www.zoom.us/pricing](https://www.zoom.us/pricing) |