This program is sponsored by the International Foundation for Gastrointestinal Disorders. The views and opinions expressed in this presentation do not necessarily reflect the official position of IFFGD. Information and resources shared should not replace any medical care you are receiving. Finally, it is important to always consult with your doctor or other health care provider before making decisions about your treatment.

The following slides were presented during the educational portion of IFFGD’s 2020 Virtual Advocacy Event. To view this presentation and the all videos available during this program, please visit https://bit.ly/Adv_Edu.
Objectives: Telehealth

• The What, When, and Why of Different Types of GI Telehealth Visits

• What Can & Can’t Be Done during GI Telehealth Visit

• How to Make the Most of Your Telehealth Visit

Telehealth Visit: What is it?

Telephone

Video
Tele/Virtual-healthcare: Patient Portal

- Appropriate Uses for Patient Portal:
  - Refills of stable medications
  - Request for appointment
  - Access to Medical Records
  - Access to Lab & Imaging Results
  - Return to Work; Work Excuse

Telehealth Visit: What is it?

- Telephone
- Video
Telehealth Visit: It’s Wanted (Pre-’Virus’)

• 2013 survey by Cisco (1,547 consumers in 10 countries) found 74% were open to a virtual visit.

• 2014 MDLIVE survey found that 54% of Americans had postponed a doctor's visit because of inconvenience.

• Survey of 2,000 adults: The top reason (30%) of missing appointment was their inability to take a day off from work.

Telehealth Visit: Reasons for Visits?

• Appropriate Telephone Visit for Established Patients:
  • Change in your symptoms for non- or semi-urgent appointment
  • Follow up appointment for chronic disease management with an established provider
  • Review positive test results and discuss plan of care
Telehealth Visit: Reasons for Visits?

- Appropriate Telehealth Video Visit for **New/Established Patients**:
  - Pre- ‘common’ procedural (Upper endoscopy or colonoscopy) Appointments
  - 1st consultation for ongoing problem with a GI provider (Not 2nd opinions)

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Telehealth Visits: Do **Not** Replace Emergent/ Urgent Care!

- **Severe, New-onset Abdominal Pain with/without Fever:**
  - Appendicitis, Gallstones, Ect.
  - ER: Safest place to address emergencies

- **Urgent In-office Visits** Recommended by your Doctor
  - Don’t Miss: May Prevent ER visit
  - Most Offices – Social Distancing, Masks, Hand Hygiene
Telehealth: My Experience

March 6, 2020

- 1135 Waiver Authority

Coronavirus Preparedness and Response Supplemental Appropriations Act

Telehealth: Transition from COVID19 to GI

- Patient-Provider Connectivity Issues (Broadband limitations)
- Insurance Coverage of Providers
- Regulatory Issues: Care Across State borders
Pros of Telehealth for Patients

- Can Increase Access of Care to Patients.
- Telehealth is Cost-Efficient.
- Engage Patients and Get Better Patient Outcomes.

Pros of Telehealth for Providers

- No need for transportation.
- No need to miss work.
- Dreaded Waiting room.
Cons of Telehealth for Both Patients/Providers

- Regulatory and Industry Barriers.
- Physical Examination is Limited.
- Telemedicine Equipment and Technology.
- Electronic Medical Record (EMR) Integration
  - Within EMR
  - Between Hospital EMR

Preparing for your GI Telehealth Visit

- Organize Thoughts!
  - Prioritize Problems: Limit 2-3 issues, Discuss concerning results
  - List Bothersome GI Issues
    - How long?
    - Impact on Quality of Life, Work Productivity?
  - 1-page summary for long-standing issues
  - Red Flags:
    - Unintentional Weight Loss
    - Blood in Stool or Black, Tarry Stool
Preparing for your GI Telehealth Visit: App

- Familiarize Yourself with the Online Platform
- Ensure Connectivity, Test at time of scheduling
- Understand if Online Platform linked with EMR

Ending the Visit: What to ask the Doc?

- What should I expect to find with this test?
- When should I expect this treatment to work?
- What symptoms should concern me?
Summary: Telehealth

• Telehealth is in the early innings and will improve with time.

• Have realistic expectations of care you can receive via telehealth.

• Organize to get the most from your telehealth visit.