



Thecasesolutions.com telemedicine

A whiteboard with a red lamp. The content includes:

- Children's National** logo and **Thecasesolutions.com** header.
- Telemedicine** section: "The use of information and communications technology to provide clinical diagnosis and patient management services." Below this is a flowchart with steps: "1. Patient assessment", "2. Diagnosis", "3. Treatment", "4. Follow-up".
- Avizia** logo and **Thecasesolutions.com** footer.

A computer workstation on a desk. It includes:

- A monitor displaying a blue-themed dashboard with various icons and charts.
- A smartphone to the right of the monitor, displaying a similar dashboard, with a Wi-Fi signal icon between them.
- A red stapler on the desk to the left of the monitor.

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Matthew Ledda, BS¹, Vanessa Grant, MD, MPH², Shireen Atabaki, MD, MPH²

¹University of Maryland, College Park. ²Emergency Medicine and Trauma Services, Children's National Health System.



Background: CNMC received a grant from BCBS in order to provide specialized pediatric care to our most vulnerable children. [1]

- CNMC is working with partners Carefirst, Avizia as well as AT&T to provide DTC services for several subspecialties
- Under the guidance of Dr. Craig Sable and Dr. Atabaki
- Dr. Sable has worked with the Telemedicine



Children's National™

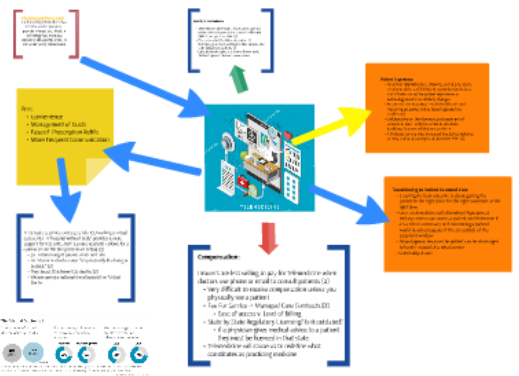
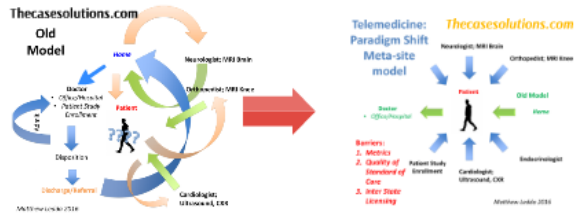
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Telemedicine.
/telˈmɛdɪsɪn/ noun.

The use of advanced, secure telecommunications technology in order to evaluate, diagnose and treat patients regardless of where they are located.

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- Health services delivered by telecommunications technology supervised or directed by a physician
- Has shown to be successful in treating patients in rural and remote physicians where there are fewer doctors.
- Expanding reach to patients in remote or underserved areas, eliminating traditional barriers of distance.



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- Dr. Sable has worked with the telemedicine
- Dr. Atabaki has extensive experience as a clinician and supervisor for go live with our EMR and implementing sustainable training content for its providers

Objective: Innovation, Access, Advocacy and Sustainability

- Give medically underserved patients access to specialty care for children in the DC, Maryland and Northern Virginia Areas to these specialties:
 - Neurosych (Concussion and Autism)
 - Neurology (ADD, Epilepsy)
 - Diabetes
 - Gastroenterology (Feeding Disorders)
- Obtain data in order to responsibly inform policy change which will support telemedicine in order to provide improved reimbursement and further expand the telehealth platform

Purpose: Telemedicine technology has improved healthcare in rural and urban areas. Its utilization has the potential of producing further efficiencies in the health care economy

- Initiative for bridging the gap in healthcare by providing more efficient specialty care to urban underserved and rural populations
- Reduce no show rates for sub-specialty appointments
- Reduce wait - times for patients who do attend follow - ups (because of no shows)
- Minimize transportation and inconvenience of follow-up visits

Schedule Specialty Care Visits via Telemedicine and see a physician from their home

- **Diabetes:** Improved communication will facilitate better blood sugar management and compliance rates
- **Autism:** Shortage of psychologists and neurosych providers. Links experts to patients, reducing travel times.
- **Concussion:** Ability to assess patients during the treatment window for the most positive outcome
- **Gastroenterology:** enhances services for groups of patients with feeding difficulties
- Telemedicine enhances access to specialty care, and a decreased reliance on the ED and increased patient satisfaction [1]

Avizia Thecasesolutions.com





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Tel·e·med·i·cine.

/tel medisin/ *noun*.

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Patient Advocacy

Guest Relations
& Customer
Service

Service
Excellence

Values Based
Performance
("Patient
Experience")

Telemedicine!!!

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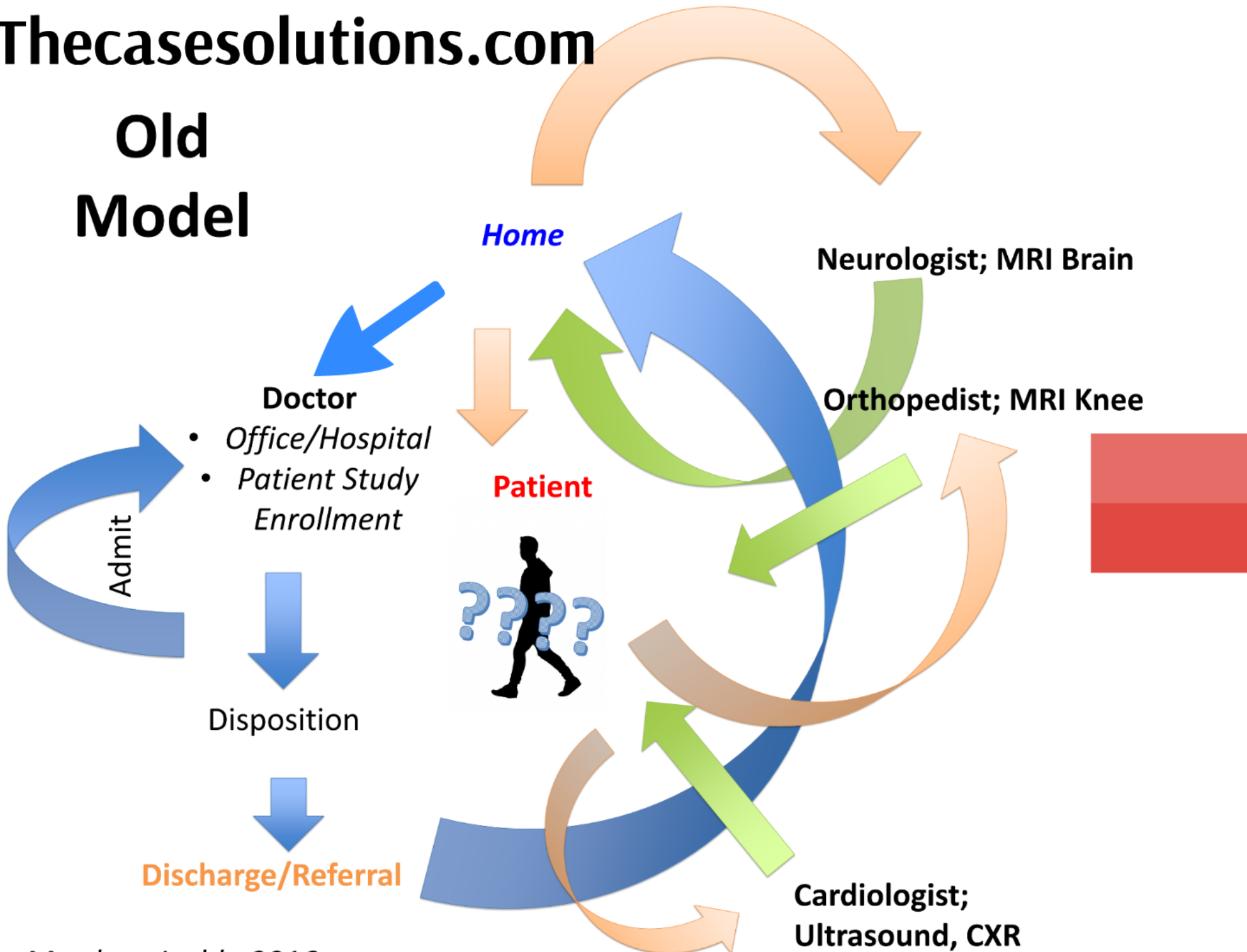
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**Guest Relations
& Customer**

Service

Old Model



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Until recently, telemedicine has been focused on provider - provider interactions. Modern technology has increased consumer demand for Direct to Consumer (DTC) Telemedicine

Telemedicine: Paradigm Shift

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Meta-site model

Doctor
• Office/Hospital

Neurologist; MRI Brain

Orthopedist; MRI Knee

Patient



Old Model

Home

Barriers:

1. Metrics
2. Quality of Standard of Care
3. Inter State Licensing

Patient Study
Enrollment

Cardiologist;
Ultrasound, CXR

Endocrinologist

Matthew Ledda 2016