



**MOUNTAIN AREA HEALTH
EDUCATION CENTER**

Telemedicine
Recap, Interpreters, and Moving Forward
May 8, 2020

MAHEC Health Innovation Partners Team/Practice Support

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Session Plan

- Recap
- Integration of Interpreters
- Updates and reminders
- Telemedicine and the New Norm
- Open Discussion



Recap

- Telehealth Etiquette
- Workflow
- Telehealth Platforms
- Various visit types
- Consents
- Billing and coding

BUT WAIT

THERE'S MORE

Updates and Reminders

- BCBS and Medicaid announce expected end dates
- Medicare telephone clarification
- Consents
- Interesting note—hearing aids can be set up for blue tooth capabilities!

Integrating Interpreter Services into Telemedicine

Mariela Solano, CHI

Director of Health Access and Equity Programs

Western Carolina Medical Society

BUT WAIT

THERE'S MORE

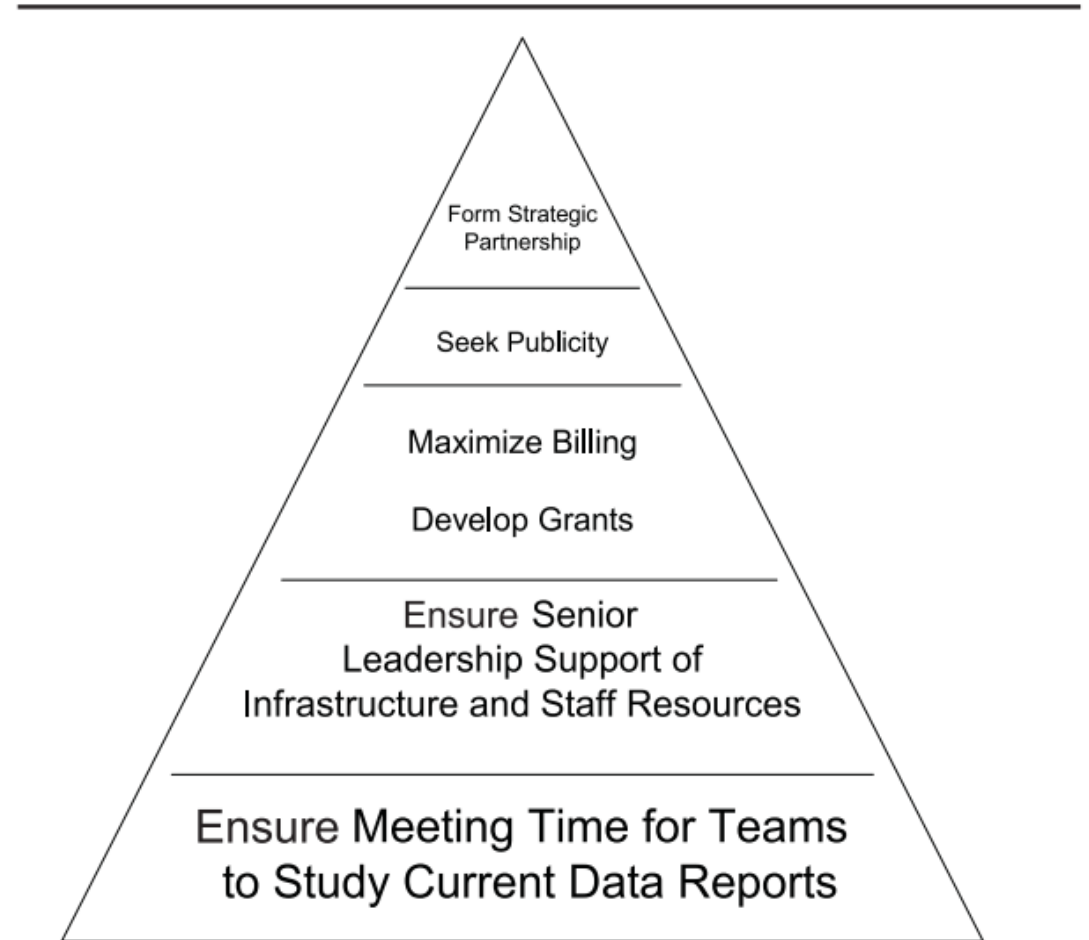
Sustaining Telemedicine after COVID-19

A Step towards the New Norm

“Unless I have a special need, I want to [have a telehealth visit] next time, COVID-19 or not.”
-MAHEC Patient

Bray P, Cummings DM, Wolf M, Massing MW, Reaves J. After the collaborative is over: what sustains quality improvement initiatives in primary care practices? Jt Comm J Qual Patient Saf. 2009


Sustainability Pyramid



What thoughts or questions do you have?

MAHEC COVID-19 Regional Response Guidance

<https://mahec.libguides.com/covid19>



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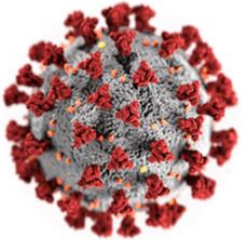
- Welcome
- COVID-19 Topic Guides
- NC AHEC Tip Sheets

Regional Support

I'm a provider: I need help

- Helping WNC Providers Respond to COVID-19
Our Regional Response Team at UNC Health Sciences at MAHEC wants to ensure that all healthcare providers and practices in WNC are as prepared as

Welcome



MAHEC Practice Support guide for COVID-19

Here you'll find NC AHEC tip sheets and links to other guides on COVID-19 topics, including PPE, telehealth, testing & patient care, financial health, and clinical specialties.

Created by MAHEC librarians with collaboration from MAHEC Practice Support and Regional Response Team

COVID-19 Topic Guides

- COVID-19 Coding & Billing
- COVID-19 Financial Assistance

MAHEC PRACTICE SUPPORT

For any questions and assistance, we are here as your regional AHEC support team:
Tammy Garrity, Terri Roberts, Julie Shelton, Michael Melrose, Mark Holmstrom.

Please call or email:

practice.support@mahec.net

828-407-2199

Request for Assistance:

<https://app.smartsheet.com/b/form/3f83dc7cf081482aa5730243f7288079>

Subscribe to the MAHEC Practice Support Newsletter: <http://eepurl.com/gnKQfP>

What matters to you, matters to us!