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Zoom Support: Virtual Health in the times of COVID

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Problem Identification

- Went to the Community Health Team's Diabetes Prevention Panel

- Met with CT, Chronic Disease Self-Management Coordinator, who stated that one of her biggest problems was helping patients get on to Zoom

- In the Zoom link sent out by Porter, the number of the IT department is included so that patients can call for support, but Courtney's Diabetes Prevention Panel often meets afterhours, so she has to troubleshoot all these questions by herself

- http://216.92.220.36/CHTbrochure.pdf

Cost Considerations

- "Medical devices used during the telehealth visit will vary by clinical specialty and the type of equipment used. They can range up to $10,000 or higher by clinical site, or, just a few hundred dollars per month per provider."(3)

- The average cost of a telehealth visit = $79(3)

- Saving on overhead costs: "overhead costs associated with providing an on-site visit. Electricity, building overhead, and clinical staff time are all reduced"(3)

Community Support

- CT, Chronic Disease Self-Management Coordinator
  - Spoke with CT about community need for the project
  - She thought the project would be utilized well and would be a "really good idea" and "time saver"
  - She told me to speak with Dr. Withers about ideas for the project, who then redirected me to her colleague SC

- SC, Telehealth Program Strategist
  - SC told me she "loves" the idea, and wanted to give feedback or partner on the project
  - I have yet to hear back on SC's input; I sent her the videos and am waiting on a response
  - I also spoke with Dr. Withers, who thought it was a good idea, but defer to Sarah since she is in tech, so will wait to hear back from her

Intervention/ Methodology

- Used Camtasia to create a video to instruct patients on how to use Zoom
  - Made a script and did a step-by-step walk through of getting into Zoom meetings using one of my own appointments
- Used "Record It!" app on iPhone to screen record logging on to Zoom
  - Hopefully will be used to help patients log on using phones, tablets and iPads
- Sent the videos to SC, who will give input and I can edit accordingly
- Enlisted some of my family friends (65 y/o+) to ensure that it was user friendly

Results/ Response

- Still in process

- CT told me originally that she will try to send it out to some of her new clients, but as she is on vacation this week, I have yet to hear back

- I also was working with SC but have yet to hear back from her on how she thinks the videos will work

- I used the video on a few family friends >65 years old and they seemed to think it was helpful.

Evaluation of effectiveness and limitations

- Recommend attempting to send out the video to staff members and see if they have any feedback about the video

- Recommend trying to pilot it to a few patients who already know Zoom to see if it would have been helpful

- Recommend sending it out to small groups of new patients and tracking its efficacy

- Limitations:
  - Not user friendly for patients who are hard of hearing, have presbyopia or are blind
  - May not work for patients who are intellectually disabled
  - May not work for patients who can not read or speak/ understand English
  - Patients with memory impairment may have to watch it several times
  - Some patients may struggle with watching the video, pausing, and toggling to their screen to try to simultaneously log in to Zoom

Recommendations for future considerations

- It could be helpful to ask new patients what they think of the video, and once they've figured it out, see if there's anything that would have been helpful for them

- It would also be helpful to evaluate the video's utilization in patients that are hard of hearing (potentially having a printed script or captions on the bottom)

- Many patients don't have access to a computer or smart phone, so there could be research/ evaluations in how to connect in a face to face way without having to own a phone; this could be in terms of subsidized or borrowed smart phones

- Some patients may continue to prefer to talk their providers prior to Zoom to have them walk through the set up; it may be worthwhile to try to schedule time during the day to provide time for them to ask questions rather than be bombarded at the time of the meeting

References

1. *"CHT Brouchure." CHT Brochure, 216.92.220.36/CHTbrochure.pdf.*

• 2. "Top 5 Healtheath Mistakes in Private Practice." PatientPop, 2020, www.patientpop.com/blog/running-a-practice/top-5-telehealth-mistakes-in-private-practice/.

• 3. "OrthoLive." Examining the Costs of Telehealth, 2020, www.ortholive.com/blog/examining-the-costs-of-telehealth/.