

Telemedicine: What is the Future?

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Learning Objectives

- Understand the benefits of telemedicine for workplace injuries
- Understand the benefits and process of triage nurses referring injured workers to a telemedicine physician
- Understand the future and potential of telemedicine

Telemedicine: What is the Future?

- Part 1: A (Brief) History of Telemedicine
- Part 2: Why It's Important to Have Nurse Triage at the Front of the Telemedicine Process
- Part 3: Referring to a Telemedicine Physician
- Part 4: The Future of Telemedicine

A (Brief) History of Telemedicine

Telehealth vs. Telemedicine

Telehealth

Telehealth encompasses a broad definition of technology-enabled health care services that includes medical care, health education, and public health services.

- Remote patient monitoring, mobile health, store and forward, telemedicine

Telemedicine

Telemedicine is a component of telehealth.

- Virtual delivery of medical care using video conferencing for a live, two-way interaction between a patient and a medical provider

Definitions can vary by state and industry organizations.

History of Telemedicine

Dr. Hugo
Gernsback's
"Teledactyl"



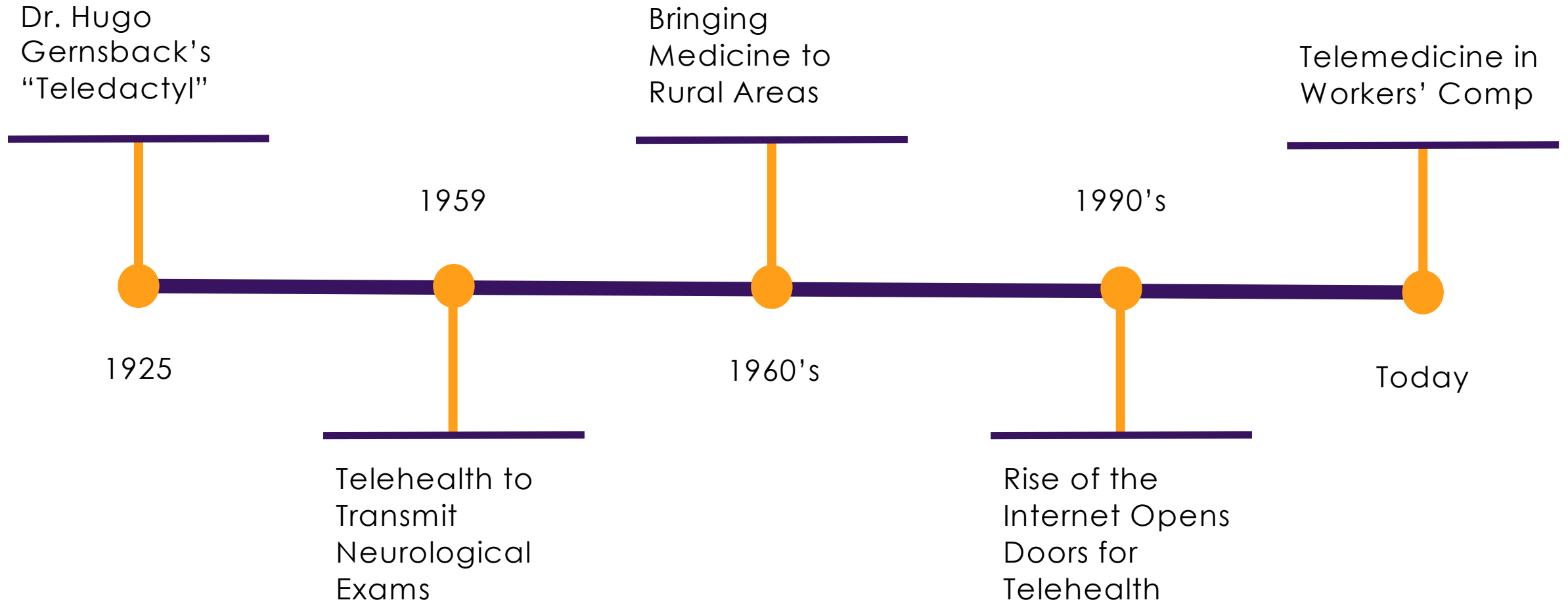
1925

1925: Dr. Hugo Gernsback's "Teledactyl"

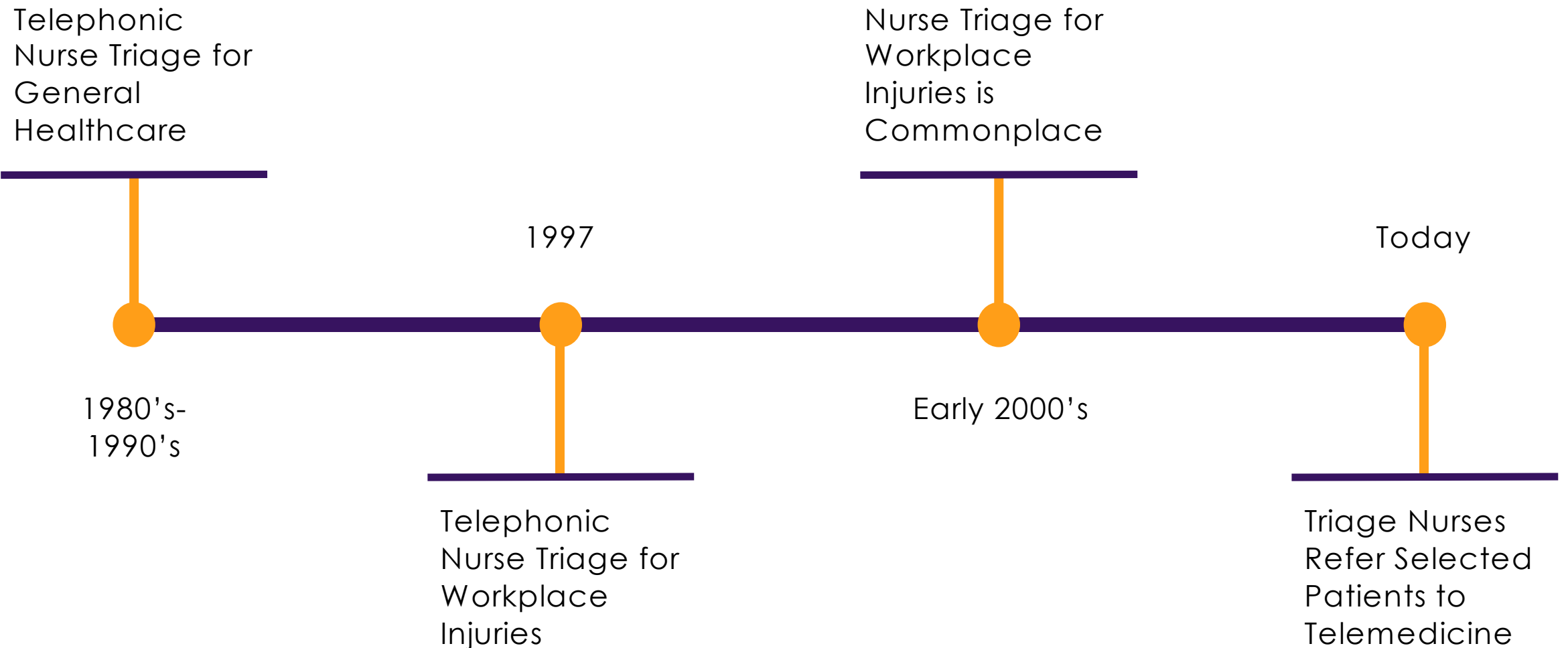


Figure 1

History of Telemedicine



History of Telemedicine



Why It's Important to Have Nurse Triage at the Front of the Telemedicine Process

Benefits

With a triage nurse at the front-end:

1

Identify
appropriate
injuries

2

Identify
severity
of injuries

3

Nurse
expertise

Benefits

When an injured worker is referred to telemed:

1

Convenience

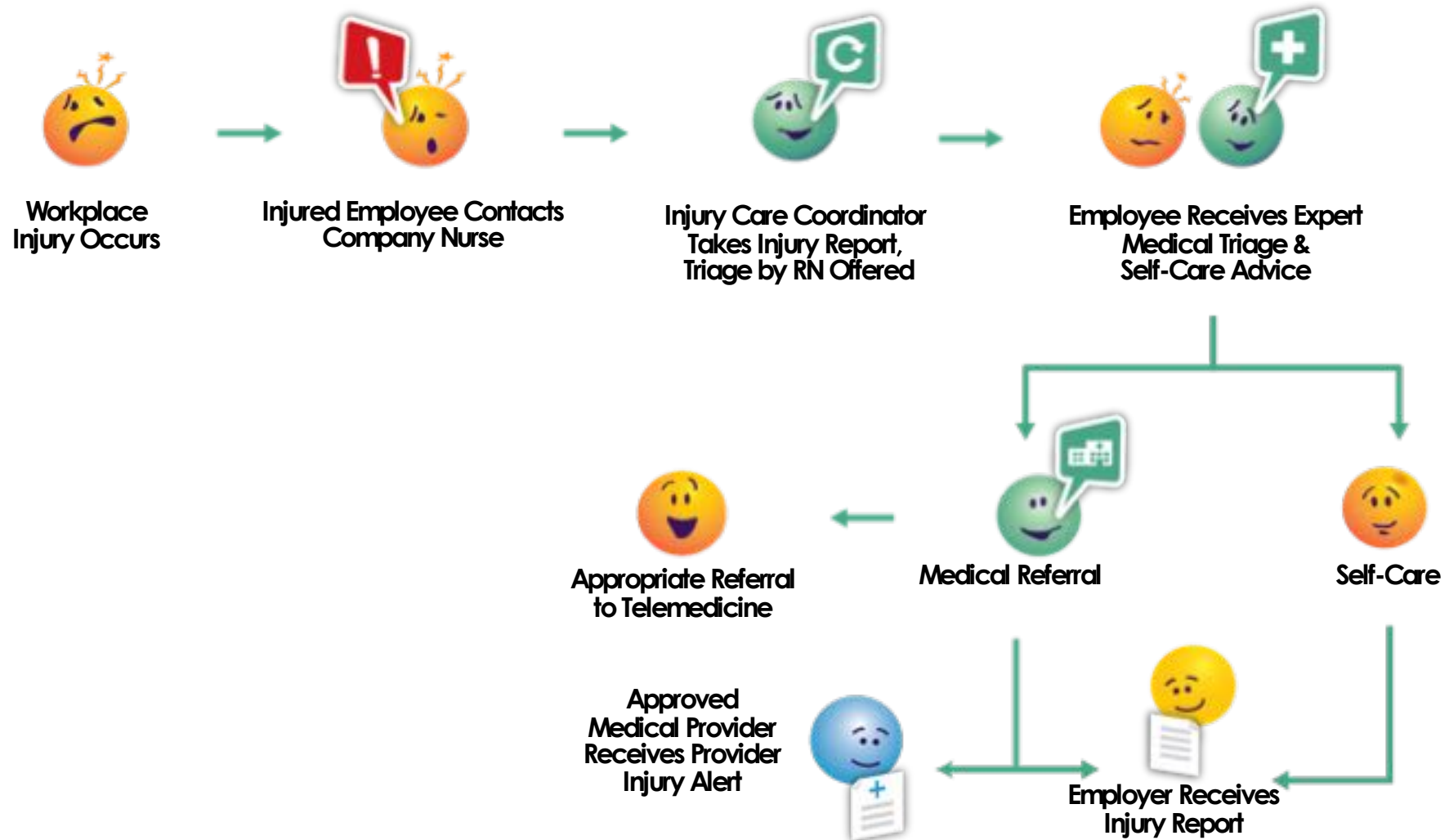
2

Cost-
savings

3

Continuum
of care

Nurse Triage Referral Process



Appropriate Injuries

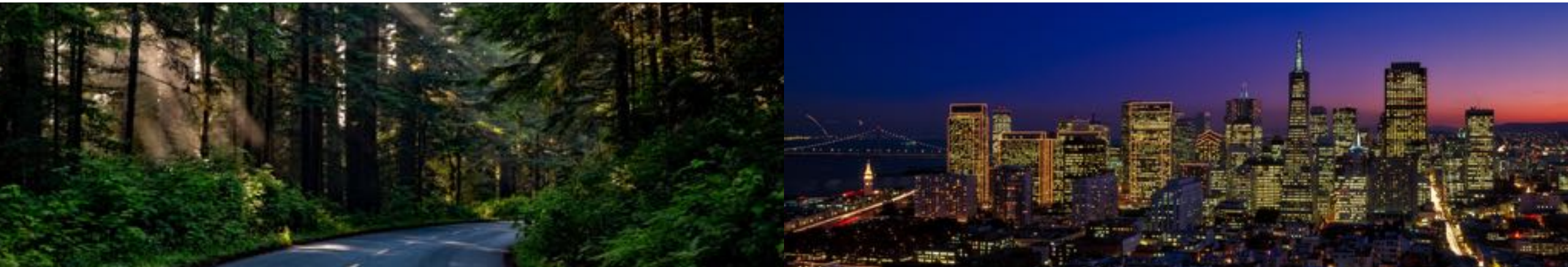
- Grade I and II upper and lower extremity strains/sprains
- First degree burns
- Back strains/sprains (without significant limitations)
- Neck strains/sprains (without significant limitations)
- Contusions (without deformity)
- Partial thickness abrasions
- Contact occupational dermatitis (rashes)
- Tendonitis/repetitive-use injuries
- Bloodborne pathogen exposures

Referring to a Telemedicine Physician

Company Nurse X Concentra Telemedicine Pilot

Pilot in California:

- Employers can direct care to the initial visit.
- Access to care is challenging in rural areas.
- Urban areas are challenging with burdensome traffic grids and long wait times at urgent care.



Company Nurse X Concentra Telemedicine Pilot

Pilot Employers:

- Three JPA's (SIG's) chosen based on their successful hands on program management AND their desire to offer superior services to injured employees.
- Several focus group meetings were held to determine the JPA's expectations for telemedicine.

Company Nurse X Concentra Telemedicine Pilot

Process:

- Nurse makes referral to telemedicine physician.
- Employee receives link to telemedicine physician that they can access through a computer or mobile device.
- Send triage report to physician.
- Employee virtually meets with physician to receive advice, Rx, or specialty referral.

Observations

For the Best Outcome:

1

Nurse
expertise

2

Ease of
access to
care

3

Expertise in
occupational
medicine

4

Great patient
experience



Engaged patient and compliance to care

Why It's Working So Well

- Provides convenient access to quality care.
- Gets employees engaged in their recovery.
- Minimizes impact to worker productivity.
- Combats rising health care costs.

The Future of Telemedicine

The Future of Telemedicine



Questions: T/F

Question #1

Telephonic nurse triage was introduced to workers' comp in 2007.

Question #2

Remote triage nurses should refer every call to a telemedicine physician in order to reduce liability on the part of the triage company.

Question #3

One of the benefits of telemedicine for workplace injuries is expedited care for major injuries.

References

1. Figure 1. (1925). *Science and Invention Magazine*. Retrieved from <https://www.smithsonianmag.com/history/telemedicine-predicted-in-1925-124140942/>
2. Novak, Matt. "Telemedicine Predicted in 1925." Smithsonian.com, Smithsonian Institution, 14 Mar. 2012, www.smithsonianmag.com/history/telemedicine-predicted-in-1925-124140942/.
3. "History of Telemedicine." Md Portal, 23 Sept. 2015, mdportal.com/education/history-of-telemedicine/.