What: Conference call on using telehealth and digital tools in the COVID-19 crisis
When: March 24, 2020, 3:00 p.m.

Minutes:
1) Regulations
   a. Tom Hallisey provided a brief review of the state and federal waivers and program changes to allow and encourage further use of telehealth and digital tools during the COVID-19 outbreak. Specifically noted were the CMS expansion of telehealth programs, the DOH updates to encourage virtual care and allowance of verbal consents and the OCR enforcement discretion plan to allow temporary use of consumer video conferencing products. A listing of the items reviewed and links to CMS and DOH details can be found on HANYS' COVID-19 telehealth webpage.
2) Adirondack Health Institute telehealth regulatory webinar
   a. Katy Cook of AHI reported a planned update for 3/25 on state regulations. The call is full, but Katy promised to share all information to this group. HANYS will send the information out as soon as it is available and post to the website above.
3) Updates from health systems
   a. We heard updates on COVID-19 response and telehealth implementations and plans from Northwell Health, Jamaica Hospital, UHS Binghamton and Bassett Healthcare.
4) Questions/Discussion
   a. There was a question about a waiver for critical access hospitals for telehealth. HANYS is looking into this.
   b. A member asked about waivers for residents, specifically can residents render telehealth under the primary care exception? Can residents not under the primary care exception render telehealth services without the physical presence of the teaching physician? There is no waiver for this ability at this time.
   c. Dotti Kruppo at UHS brought up a community program underway to work together to build facemasks. You can find more information about the program here: https://www.nyuhs.org/about-us/whats-new/2020/uhs-welcoming-fabric-masks-from-community/
   d. Tom asked about wait times for national telehealth providers and we didn't hear any issues at this point. Just today there was an article about this topic and that delays are beginning. You should be wary if your plans have you relying on others for your telehealth care. https://www.beckershospitalreview.com/telehealth/telehealth-visits-up-312-in-new-york-causing-major-lag-times.html?oly_enc_id=4224G3691090H5Y
   e. Training for clinicians in telehealth was discussed. Tom noted that Gregory Esper at Emory University (gesper@emory.edu) has volunteered to provide anyone who asks his Healthstream course being used to certify hundreds of providers at Emory.
5) Private insurers
   a. Tom noted that MVP and CDPHP in the Capital Region are offering their patients free telehealth visits for triaging potential telehealth visits. Tom asked if anyone had experience with these patients to know if there are any issues with coordinating care, but there were no responses at this time. We can't be sure if this is due to a lack of care coordination or the patient volume has not yet occurred on these insurer telehealth platforms. Tom will continue to investigate.

6) Vendor offers

Tom reviewed a few free or greatly discounted offers from vendors for telehealth and digital services to aid with combating the COVID-19 crisis. This list of vendors is for informational purposes only and HANYS makes no guarantee regarding the services or products offered.

Rx.Health

[Comprehensive COVID-19 Digital Toolkit on a Unified Platform for Multiple Digital Health Partners](#)

Working with multiple health systems and infectious disease specialists, Rx.Health has curated and integrated a set of digital tools under one umbrella that can be prescribed directly through electronic medical records and can support marketing/outreach teams, medical officers and triage nurses with one simple workflow. This digital toolkit enables:

- electronic outreach for patients and the community;
- digital triage for patients coming into the facility;
- telehealth for further triage and consultation;
- digital monitoring and dashboard to track potentially exposed, under investigation and quarantined patients; and
- online training and checklist for healthcare workers.

Memora Health

[Free COVID-19 Management System](#)

Memora Health is partnering with healthcare organizations to deliver text-based triage and guidance about the COVID-19 outbreak for free to providers and patients. The system enables people to text in to a phone number to get answers to common questions about COVID-19 and go through a simple triage pathway to determine if they are at risk or need a telehealth visit. This can be white labeled and customized to any health system's triage pathways and internal telemedicine service.

Valera Health

[Valera Health](#) provides a comprehensive behavioral health solution including telehealth tools and services to provide behavioral healthcare. Valera is offering its care delivery platform to HANYS members at reduced prices and with the ability to go live in 48 hours. This platform can be used for any condition. The foundation of the platform is communication and Valera makes this possible through televideo and secure chat.

Expect to see more options as we receive and review offers from vendors. In no event will HANYS, its related affiliates or subsidiaries, be liable for any decision made or action taken in reliance on this information.