UPMC TELEHEALTH

UPMC | TELEHEALTH SERVICES

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Telehealth at UPMC offers an unprecedented opportunity to expand health care expertise to patients at any time in any geographic area. With more than $1 billion invested in information technology over the past several years, UPMC has also been innovating and refining the technology, protocols, and applications for telehealth. UPMC has been named as one of the "100 Most Wired Advanced" health systems in the United States by Hospitals & Health Networks.

UPMC has partnered with leading vendors such as Vivify Health, Lantern, Curavi Health and others to develop technology solutions that will benefit health care providers and patients worldwide. Significant progress has been made in advancing technology to connect patients, health care providers, and payors through modalities such as live two-way video, store-and-forward asynchronous communications, and secure information distribution.

Using UPMC's advanced technology infrastructure and these leading-edge methods, health care providers can deliver the same high-quality health care through remote and virtual means as they do through in-person interactions.

UPMC.com/Telehealth

Benefits of Telehealth

Telehealth benefits patients, providers, payors and the entire healthcare ecosystem. This includes patients, physicians, hospitals, nursing homes, schools, employer clinics, behavioral health organizations, and prisons. By using telehealth, one can significantly increase patient access to care, improve quality for better patient outcomes, and lower the cost of health care.

Secure, Direct Patient Access

Telehealth brings effective healthcare directly to patients. For many patients who are located in rural or medically underserved areas with limited access to clinical specialty care, telehealth provides much-needed access to care. Telehealth can address an immediate need that may not otherwise be addressed. Physicians can deliver care from a distant location and perform a medical exam via video conferencing, referencing the patient's existing medical record, prior vitals, images and other pertinent information electronically. Vital patient information is safely kept and made easily accessible to the appropriate health care team treating the patient. The information allows the team to make a complete clinical assessment and derive an appropriate treatment plan

Improved Quality of Care

Increased access to health care through technology means that symptoms and complications can quickly be diagnosed. There are many treatments that are time-sensitive and telehealth allows patients the opportunity to be given immediate health care options. Specialists can quickly assess the patient from their remote location without having to wait for the patient to be transferred or sent to another location, reducing unnecessary transportation time and expenses. In addition, early detection of potential health issues may lead to better overall health of the patient, reduced emergency room visits and hospitalizations, and earlier hospital discharges.

Brian Durniok | *President, UPMC Northwest*

At UPMC Northwest, we are proud of the fact that our region's residents have access to not only our own highly qualified medical staff, but world-renowned medical experts at other UPMC hospitals. We are very fortunate to be able to provide our patients with a level of care found locally only at UPMC facilities. The physicians and other clinicians at UPMC Northwest see the addition of telemedicine as an essential tool in the diagnosis and treatment of many illnesses and injuries seen in their patients. Much success has been documented with stroke telemedicine locally, as well as diabetes management, advanced neurology specialties, infectious diseases, rheumatology, cardiac electrophysiology, and advanced heart failure – just to name a few. There are many examples of positive outcomes as a result of using telemedicine technology, and they are growing by the day. We now offer more than 35 specialties in the outpatient Teleconsult Center, and continue to grow the inpatient program. Our ability to deliver comprehensive specialty services throughout the region via Telehealth is profoundly enhancing the care we offer our patients locally.

Cost Effective

Telehealth can reduce the cost of health care and increase efficiency through better care coordination and overall management of complex chronic diseases, reduced travel time and transportation expenses, and fewer or shorter hospital stays. It also allows the remote hospitals to reduce their costs by eliminating the need for direct-hire specialty care, avoiding unnecessary on-call coverage costs, and shortening overall length of stay.

Most of all, telehealth emplowers patients to actively participate in their own heatlhcare, leading to more successful healthcare outcomes.

What UPMC Telehealth Provides

UPMC Telehealth partners with both UPMC owned and non-UPMC owned hospitals and medical facilities to provide telehealth services. Through these collaborations, UPMC Specialists provide world-class clinical care across Pennsylvania, West Virginia, Ohio, Maryland, New York, Florida and Minnesota. UPMC Telehealth also provides the administrative, IT and business expertise to successfully implement and expand clinical services. With over a decade of experience operationalizing over 35 specialty clinical services across multiple use-cases, UPMC Telehealth is considered a national leader.

Why UPMC Telehealth?

UPMC is one of the nation's leading integrated health systems, advancing high quality and efficient healthcare to residents across Pennsylvania, as well as across the country and globally UPMC Telehealth serves residents of PA, OH, WV, MD, MN, NY and across the nation, as well as globally who are in need of UPMC's world class clinical care.

UPMC has developed regionally, nationally, and internationally renowned programs, helping earn UPMC repeated recognition among "America's Best Hospitals" by *U.S. News & World Report*. With more than 3,600 physicians, UPMC is recognized for its expertise in cancer care, ear, nose and throat care, gastroenterology, geriatrics, cardiology and cardiac surgery, nephrology, neurology and neurosurgery, orthopaedics, psychiatry, pediatrics, women's health, dermatology, rehabilitation services, pulmonology, opthalmology, plastics, and rheumatology.

By choosing UPMC Telehealth for your telehealth services, you can be confident that you are receiving experienced, high quality academic medical and clinical expertise, coupled with state of the art technology integration.

Depending upon your needs, the following services are available to you:

UPMC Telehealth General Services
- 24/7 access to "world-class" specialists
- Expert administrative support to ensure a successful implementation and launch of telehealth services
- Documented electronic medical notes on the care provided
- Educational and training opportunities including CME programs
- Grand rounds presentations for medical and nursing staff
- IT support services

Additional IT Support Services
- Connectivity assessment
- Planning and assistance with execution of connectivity needs
- IT Troubleshooting to test the telehealth equipment and connectivity between telehealth partner locations
- 24/7 IT "helpline" for technical questions and troubleshooting
- Training of partner site IT staff
- Ongoing software updates and installations as required to maintain system functionality

Spotlight on Telestroke

Telestroke

More than 795,000 people experience a stroke each year. In fact, stroke is the fifth leading cause of death in the United States and the leading cause of adult disability. The UPMC Stroke Institute's multidisciplinary team uses advanced therapies to treat stroke and help patients recover physical and cognitive function. In 2007, the UPMC Stroke Institute implemented the first stroke telemedicine program in western Pennsylvania. The Telestroke program uses state-of-the-art video conferencing technology to link experts at the UPMC Stroke Institute to emergency department (ED) physicians, allowing more patients to be treated faster and closer to home. These special units feature a computer monitor and remote-controlled camera to allow for two-way audio/video communication with stroke experts, who are able to see and assess the patient. Neurologists based in Pittsburgh can ask questions of the patient, family members, and local physicians and view CT scans — all live and in real-time — to help assess the patient's condition and help ED physicians determine if the patient is a candidate for acute stroke therapy, including intravenous tPA.

Telestroke and teleneurology continue to expand and currently serve 30 acute care hospitals across the region. Clinical parameters are continuously monitored, including door-to-needle time for IV tPA (tissue plasminogen activator), time from call to initiation of telemedicine visit, onset to treatment times, tPA treatment rates and transfer rates. Functional outcomes at 90 days and hemorrhage rates for all patients treated with IV tPA by telemedicine are also recorded.

AnywhereCare

UPMC AnywhereCare offers patients on-demand, 24/7 access to high quality care for low-acuity conditions — via their smartphone, tablet or desktop. If needed, prescriptions can be sent directly to the patient's pharmacy. Through the use of a secure, interactive audio and video enabled platform, patients interact with a health care provider who can provide a diagnosis and recommend a personal treatment plan. Treatment is available for both adult and pediatric patients (ages 3 and older). A parent or guardian could access UPMC Anywhere Care to request a visit for their child. You must be 18+ years or older to use UPMC AnywhereCare. UPMC AnywhereCare is HIPAA-compliant.

PATIENT TESTIMONIAL **Agnes Downing**

Thanks to the telestroke technology, Agnes received lifesaving treatment and enjoyed a full recovery.

One day, I was sitting at home alone and suddenly my entire body began to get numb, starting on my left side. I immediately called a friend of mine, but couldn't talk so I mumbled something and her husband said that there was something wrong over there we better get going. When they arrived and looked in the door, she said, "Oh no, she's had a stroke."

During a stroke, the most important thing to do is get to an emergency room and be treated by a neurologist as fast as possible. But I lived in a rural area where there was no neurologist on staff at my local hospital. Fortunately, they have a new technology called Telestroke which allowed Dr. Lawrence Wechsler, Chairman of the Department of Neurology, to evaluate me from Pittsburgh over a hundred miles away.

When Dr. Wechsler began performing the neurological exam through the audio/video communication system, he had already reviewed my CT scan and evaluated the laboratory studies. Because of this, he was able to make the quick, life-saving decision that I was a good candidate for the clot-busting drug Tissue Plasminogen Activator (tPA) to minimize the damage of the stroke.

I arrived at UPMC within the three hours necessary to be given TPA. I was discharged in five days and left the hospital virtually without any symptoms of the stroke. I could walk, talk, and eat.

AnywhereCare eDermatology

UPMC AnywhereCare eDermatology provides patients with on-demand access to board-certified, fellowship-trained dermatologists who are specially trained to care for all skin conditions and advanced skin disorders. In addition, parents can access pediatric dermatologists for their children's skin conditions. Access is facilitated on-line through our HIPAA-secure platform by answering a few simple questions about your symptoms, and uploading several photos of the area in question. Once the visit is submitted on-line, a Dermatologist assesses the information and provides a diagnosis and treatment plan within 3 business days. In addition, if a prescription is deemed medically appropriate, it can be sent to the patient's pharmacy.
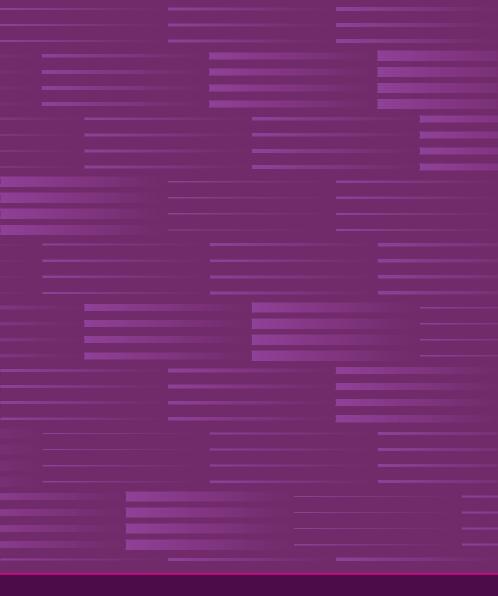
Telepsychiatry

The UPMC Telepsychiatry Program provides psychiatric services across the region and the State. The program includes a collaborative effort with the Community Care Behavioral Health organization, the UPMC-affiliated managed care organization for Medicaid, as well as with hospital and community clinics and centers that lack behavioral health services. This partnership helps to expand psychiatric services to areas with limited access to psychiatric care and, for many agencies, allows them to have sufficient psychiatric time to maintain licensure with the Department of Human Services. The program integrates leading HIPAA- compliant telehealth technology to expand patient access to Telepsychiatric services.

TeleDermatology — In-patient and Out-patient services

In response to a growing need for complicated inpatient medical dermatology across the region, UPMC implemented a Teledermatology program in the summer of 2008. This program allows a referring physician, resident or a mid-level provider at a hospital to gather the patient's history and physical information, and use store and forward imaging to consult with a UPMC dermatologist. UPMC has successfully implemented inpatient teledermatology across most UPMC community hospitals, as well as partner non-UPMC hospitals. In addition, outpatient teledermatology is available at over 30 PCP offices and clinics. Teledermatology is also used to educate dermatology residents and facilitate faster care at our UPMC Presbyterian-Shadyside campus. In 2017, UPMC expanded inpatient services to a hospital partner in Minnesota. UPMC teledermatology services expand access to much-needed specialty dermatology care across the care continuum- from emergency to inpatient and out-patient locations, as well as on-demand through UPMC AnywhereCare eDermatology.

TeleMFM

Currently, many patients living in rural areas with obstetrical complications, or medical conditions that put them at risk for obstetrical complications, travel to Pittsburgh for consultation with Maternal Fetal Medicine (MFM) physicians. For many of these patients, an in-person appointment is not necessary. Instead, a review of the patient's record by a UPMC MFM specialist and a conversation via telemedicine provides high-risk pregnant patients with regular access to visits and care coordination to successfully manage their pregnancy. The MFM specialist recommendations are shared with the referring physician, who continues to manage the patient's in-person care in the local community. Telehealth provides more convenient access to MFM specialists resulting in earlier utilization of MFM services. UPMC specialists work collaboratively with the patient's obstetrician and primary care physician by providing consultations, co-management, and recommendations for at risk, high risk, or complicated patients both before and during pregnancy. This early intervention with a MFM specialist may prevent progression of obstetrical complications, thereby increasing the likelihood that the patient can remain a candidate for local delivery with her primary ob-gyn provider.

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visit www.UPMC.com/Telehealth.**