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## Feature Article: Telehealth Rising - Wilcox Medical Center Becomes Third HPH Hospital to Add Telestroke Capabilities

All three Hawai'i Pacific Health (HPH) adult hospitals now offer telestroke services, with Wilcox Medical Center successfully adding new remote capabilities in March. This is the latest in HPH's efforts to expand telemedicine capabilities to increase access and provide more timely care.

Telemedicine provides greater access, allows physicians more flexibility and can decrease costs, says [Amy Corliss, MD](#), a hospitalist at Wilcox Medical Center and hospital specialty chair for HHP. "We can't tell most physicians that they must live within 30 minutes of the hospital," she says. The use of telemedicine allows physicians to care for patients in a timely manner without losing precious time in their drive from home to the hospital, or even while traveling, as was recently the case with [Surendra Rao, MD](#), a neurologist at Kaua'i Medical Clinic.



"With neurology, especially with stroke, epilepsy and movement disorders, visualization and a verbal encounter with the patient can be illuminating," says Rao. "The use of technology and telemedicine can have a huge impact on patient care."

Along with his Straub Medical Center and Pali Momi Medical Center neurology counterparts – [Beau Nakamoto, MD](#) and [Huidy Shu, MD](#) – Rao has been able to use technology to provide timely, and often lifesaving, care to more patients.

Along with the live audio and video, the new equipment also provides visualization of medical equipment, says Rao. "The camera turns 360 degrees. It's almost like being there."

The use of the technology allows the specialist to provide guidance in a much quicker fashion in collaboration with the emergency department (ED) physicians, he says.

Rao has used the new equipment to treat four patients in the last few months. One patient was hospitalized for epilepsy but was actually having nonepileptic seizures. Rao was able to diagnose remotely, stop the antiseizure medications and put the patient on antidepressants. In another case, the patient was thought to be experiencing stroke symptoms but, upon telemedicine evaluation, was found to be seizing.

"It exemplifies teamwork between the ED docs and the consultant," he says. "Having the ED docs interested and facilitating the process makes a humongous difference."

You can't do it all yourself, says Rao. The ER physicians set up the equipment and know how to perform a neurologic exam. "It's truly a partnership."

### What's Next?

While Wilcox Medical Center is looking to expand its telestroke efforts, Corliss and others are working to look even further. As a hospitalist at the HPH hospital with perhaps the greatest need for remote access to specialists, Corliss has taken the lead on systemwide efforts around telemedicine, teaming up with her HHP specialist colleagues.

Another area of focus has been teledialysis, which allows the patient to avoid unnecessary travel while receiving a remote nephrology consultation.

As an example, Wilcox Medical Center staff recently were able to treat two patients transferred from Kaua'i Veterans Memorial Hospital who didn't have access to a nephrologist and needed care and dialysis. Those patients are often

transferred to Queen's, says Corliss, but the Wilcox team was able to get two Fresenius physicians, currently credentialed at Pali Momi, credentialed at Wilcox Medical Center. The patients then went to Wilcox to receive dialysis with a remote consultation from those physicians, she says. Two additional Wilcox patients were able to remain at home on Kaua'i to continue dialysis in the hospital.

When you're in that situation and not able to travel, your only other options could be to go without treatment for a week and risk getting sick, or even dying, or to stop dialysis completely, says Corliss. Teledialysis offers another, more viable option, especially for patients who are bedbound.

Telepsych is another area of opportunity, allowing physicians to better handle urgent needs, like conducting a suicide risk assessment, as well as more routine consults. One recent case at Pali Momi Medical Center demonstrated teamwork

across all three HPH adult hospitals, with a patient being transferred from Wilcox Medical Center to Pali Momi Medical Center for complicated hand surgery and receiving a psych consult from a psychologist at Straub.

There are also opportunities around pediatrics – with both telepsych and perioperative care. Some patients miss post-op appointments because they can't afford to travel or have other restrictions, says Corliss. This allows them to receive that follow-up care from home, which is both easier and cheaper. Dermatology is yet another area to explore, she says.

Telehealth is positioned to be a key to success in population care by improving access and lowering cost. This is just the beginning in HPH's efforts to use technology, and our HHP colleagues are helping to lead the way.

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## MyHealthAdvantage Now Known As MyChart

Effective April 3, MyHealthAdvantage was rebranded as MyChart by Hawai'i Pacific Health (MyChart® licensed from Epic Systems Corporation).

The change was made to align the name with industry standards and to create a look that is consistent with the new HPH brand.

MyChart provides patients with fast and easier access to their health information via their mobile device or computer. If you are an Epic user:

- You will see the new MyChart name and logo online, in Epic and anywhere else the previous name appeared.
- You should change any references to MyHealthAdvantage you have made manually within Epic to MyChart. For example, if you saved a SmartPhrase referencing MyHealthAdvantage, please update it to MyChart.
- There will be new collateral for your office or clinic, including rack cards, ID cards, fliers and posters.



- You can direct your patients to [HawaiiPacificHealth.org/MyChart](https://HawaiiPacificHealth.org/MyChart). This is the new URL for patients to access the MyChart portal.
- Your patients will receive various communication pieces to notify them of the name change. If they are a current user, they do not need to do anything. Their login information will remain the same with no interruption in service.

As we continue on the path toward health care transformation, MyChart by Hawai'i Pacific Health is, and will continue to be, an important tool for providers to engage patients to be active participants in their health care.

Clinicians or staff can find existing materials on how to sign up patients for MyChart, if asked, by clicking here for pediatric patients and here for adults.

If you have questions about MyChart functionality or the sign-up process, please contact Clinician Epic Support at 535-7010 (press "2"), or send an email to [ITClinicianEpicSupport@HawaiiPacificHealth.org](mailto:ITClinicianEpicSupport@HawaiiPacificHealth.org).



## CME Available On-Demand

All monthly HHP continuing medical education (CME) programs are recorded and posted to the [HHP website](#)

Recent programs include:

- [A Comprehensive Approach to Weight Management](#)
- [Prostate Cancer Screening and Detection](#)
- [Payment Transformation](#)
- [Code Status](#)

While CME credit is currently offered for the live programs only, HHP is working to offer credit for the recordings. Stay tuned for more.

## HHP Network Resource Updated

HHP has updated our new [network resource](#), designed to help improve network awareness and assist physician members and their staff with patient referrals.

For April, we have updated the existing list, adding new providers and locations, and will create an additional list in May for Women's Health.

In addition to HHP's [Physician Directory](#), the new [network resource](#) can be used to search HHP members by specialty and features contact information, whether the physician is on Epic, and additional office details and notes.

Please share this [network resource](#) with your staff and don't hesitate to send suggestions for improving the tool to [info@hawaiihealthpartners.org](mailto:info@hawaiihealthpartners.org). However, please note that this is a work in progress and will not have all the information right away for everyone.

We hope you find this resource useful in your efforts to provide the right care to your patients.

## HHP Welcomes New Members

HHP would like to welcome the following individual who was recently appointed by the HHP Board of Managers as a new member of the organization:

- [Damon F. Lee, MD](#), Family Medicine, UCERA

## Update Your Online Physician Profile

In an effort to make our online physician directory more complete and user-friendly, the Hawai'i Pacific Health Marketing Department is requesting new biographical information and photos from our physician base.

As patients increasingly turn to the internet to search for health care providers, it is more important than ever that we have a robust and reliable online directory. Your participation is essential in making this happen.

Click here to access a set of instructions for submitting content directly to Marketing through email and a custom-built web tool. Please note that these additions to the online physician directory are intended for providers with current clinical privileges.

Thank you for your cooperation in our efforts to improve the online experience for our patients. For questions or concerns, please email [digitalmarketing@hawaiihealthpartners.org](mailto:digitalmarketing@hawaiihealthpartners.org)

Questions? Contact us at [info@hawaiihealthpartners.org](mailto:info@hawaiihealthpartners.org)

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