

# Telehealth at Pali Momi: *My Personal Experience*

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## For context –

- General surgeon and Bariatric surgeon
  - Outpatient clinic
  - Inpatient care
- Trauma Medical Director
  - Work closely with the ICU

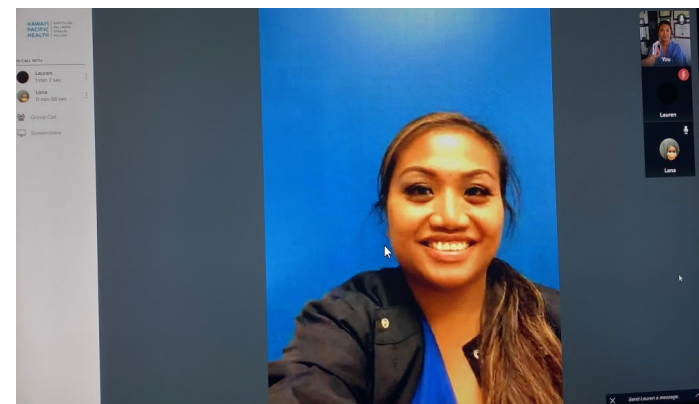
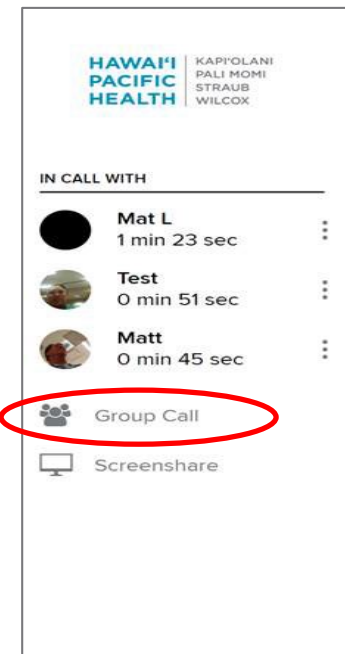
# OUTPATIENT EXPERIENCE

- Use of *hph.doxy.me* platform
- At my office desk
  - 1) Tablet (telehealth)+ computer (to document)
  - 2) Computer w 2 screens + Webcam + Headset
    - 1 screen for telehealth visual
    - 1 screen for documentation/epic



# OUTPATIENT EXPERIENCE

- *How can we expand use of technology?*
- Doxy.me as *group call (ie group chat)* capabilities
  - Bariatric clinic - ?MultiD meetings ?Nutrition class
    - There is screenshare option
    - Limitations – connectivity issues
  - GenSurg clinic – MA on the group call
    - Mute + no video
    - MA to scribe and write orders



# INPATIENT EXPERIENCE

- Technology available at Pali Momi
  - All ICU bedside computer workstations have webcams
  - Martii (available 4/17/2020) with newly installed *doxy.me* and *Zoom*

# INPATIENT EXPERIENCE – ICU



- No visitors allowed policy during pandemic
- Overall increased anxiety from family since cannot visit loved one
- Patients and families feel even more alone, detached, not part of decision-making team, “don’t know what’s going on”
- Don’t understand ‘reality’ of sickness, despite MD/nurses daily telephone updates
- Delays decisions in care of critically ill patient
- Some social medial posts reporting idea of ‘distrust’ of hospitals, ‘hiding’ mistreatment, ‘killing’ their family members

# INPATIENT EXPERIENCE – ICU

- *Why not expand the doxy.me technology to the ICU?*
- All ICU bedside computer workstations already have webcams
- Some inpatient providers have doxy.me accounts
  - But many inpatient providers may not find necessity for hph.doxy.me access

# INPATIENT EXPERIENCE – ICU

- Intensivist Dr. Cecily Wang and I trialed this in the ICU one day.
  - Dr. Wang is also a general surgeon, so has a doxy.me account
- Trialed with a TBI patient
  - Family at bedside
  - Called family in the Philippines to ‘visit’
- The next day -
  - Dr. Wang had 5 doxy.me “family meetings”
    - Two of these meetings resulted in change in code status to DNR, as appropriate
  - A post-extubation patient got to say hello to her husband





# INPATIENT EXPERIENCE – ICU

## TELEHEALTH FOR PALI MOMI ICU PROVIDERS

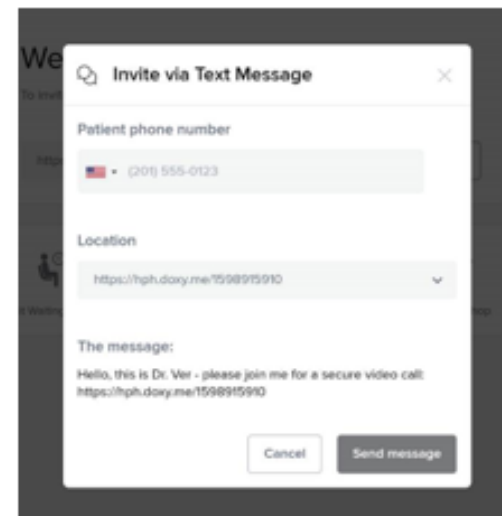
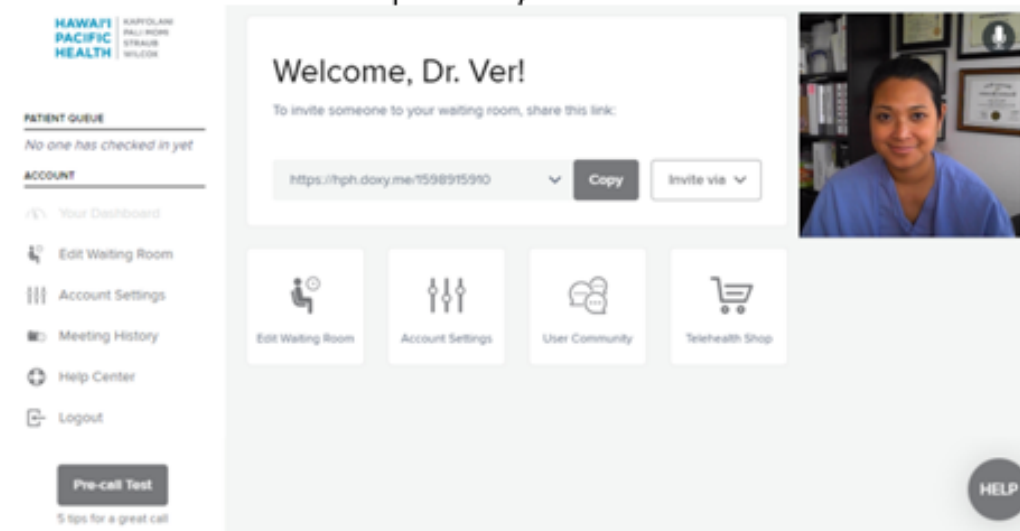
These instructions are specifically for Providers using Pali Momi ICU bedside computers with Webcams setup.

### SET-UP

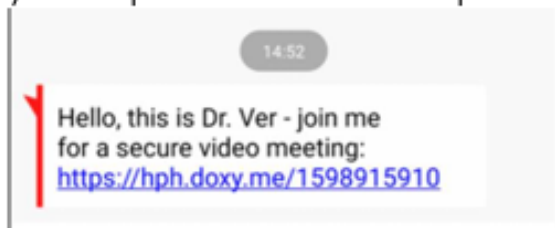
- 1) CAMERA – on Webcam.
- 2) MICROPHONE – on Webcam.
- 3) SPEAKERS – need external speakers.
  - a. Identify headphone socket on computer modem.
  - b. Connect external speakers to this headphone socket.
  - c. Check volume in “settings” on the computer.
- 4) ROOM AMBIANCE
  - a. Reduce glare. Close blinds if needed.
  - b. Prepare patient and room to be on video. Position IV poles, monitors, etc.
  - c. Position mobile computer workstation strategically.
- 5) MEETING SPECIFICS
  - a. Set a specific meeting time with family.
  - b. Collect phone numbers (need smartphone/tablet) or email (smartphone/tablet/computer) of family members who will be participating (ideally max 4).  
\*ok if international phone numbers .
  - c. All participants need reliable internet.
  - d. Explain to participants that they will be receiving a text or email with link, several minutes before designated meeting time.  
They will need to click on link and follow instructions.
- 6) PROVIDER ACCOUNT – need *hph.doxy.me* provider account.

## HAVING TELEHEALTH VISIT using *hph.doxy.me*

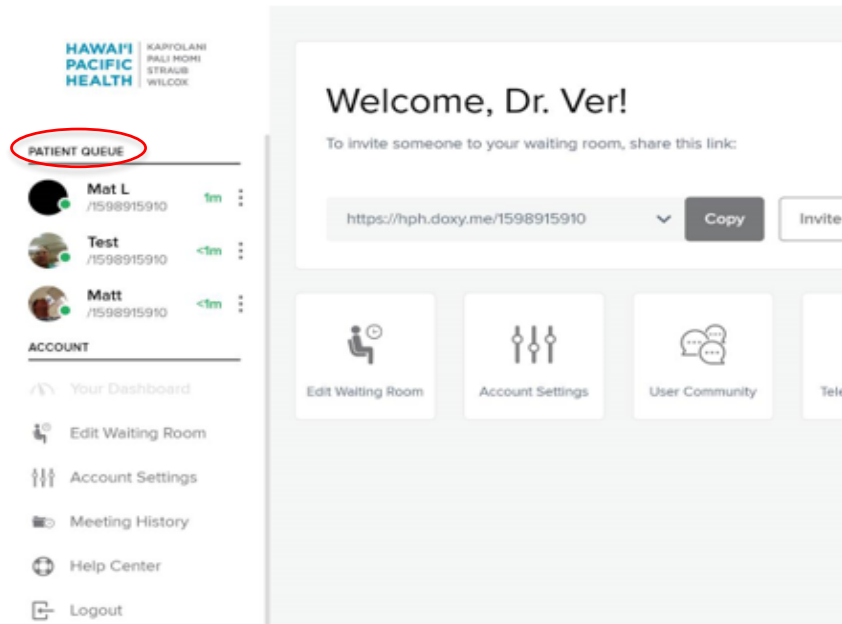
- 1) On computer workstation, open Google Chrome to *hph.doxy.me*. Click on top right "Provider Login".
- 2) Provider signs onto their *hph.doxy.me* account, several minutes before planned meeting.
- 3) Enable webcam and audio. Video feed to be in upper right side of screen.
- 4) Click on "invite via" tab, and invite family members via "text message" or "email". You will need to input their phone numbers or emails collected previously.



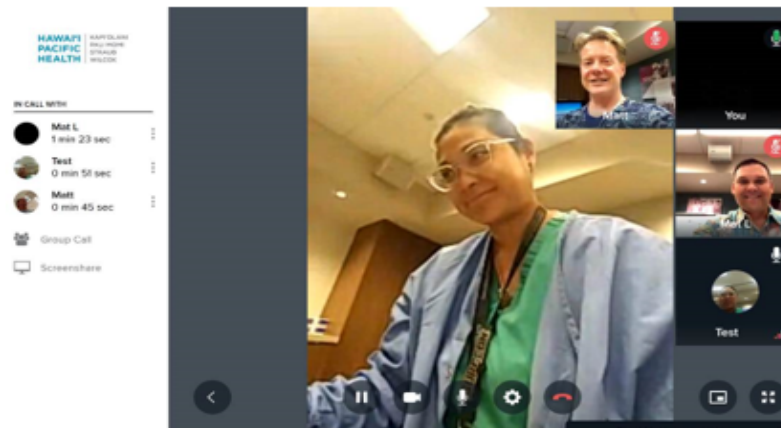
- 5) Participants to click on the link provided (text message or email) to join meeting, near designated meeting time



6) Once participants have 'checked in', you will see them on the left side screen in 'patient queue'.



- 7) Click on one participant to start meeting. This will enable audio-visual streaming.
- a. For GROUP CALL - click on "Group Call" tab on left to add to participants to meeting  
\*if participants are not 'checked in' when you start the meeting, then they will not be able to join in



8) Proceed with meeting

TIPS for successful meeting

- a. Set rules for participants at beginning of session
  - Talk slow, loud, and clear
  - Mute device if not talking
  - One person speak at a time
- b. Position workstation for best visualization of patient, provider talking, and participants
  - \*important to see patient the whole time

OTHER considerations

- a. Give family in room and family online private time for discussion without provider, allow them to “visit”
- b. Set time expectations
- c. Provider to document family meeting in chart



# INPATIENT EXPERIENCE – ICU + Floors

- Martti now available for use

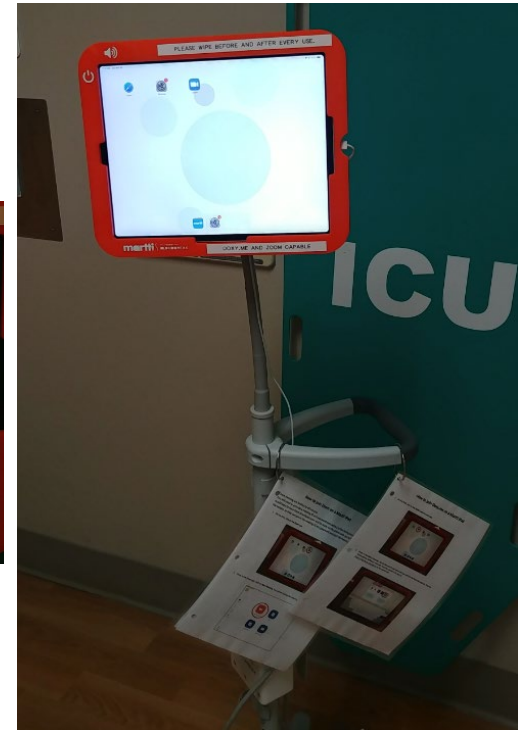
## 1) Language line

## 2) Doxy.me

- Need login provider info
- Written instructions provided

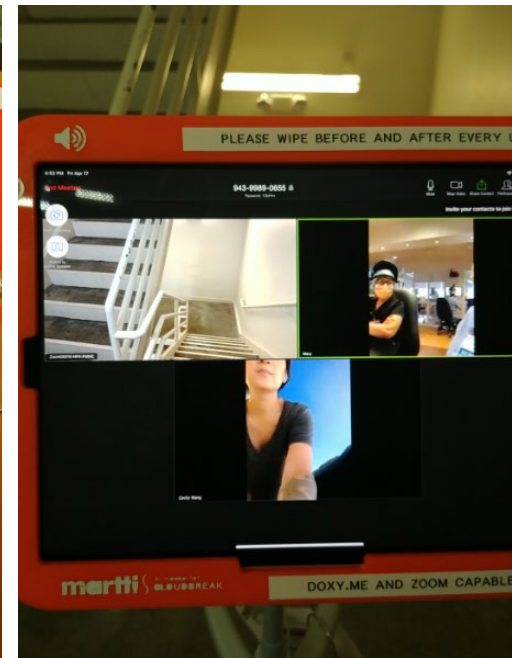
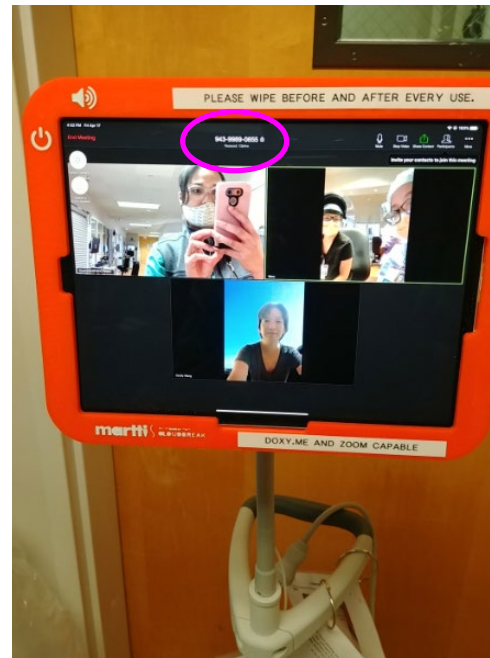
## 3) Zoom

- Already has account to start meetings
- Written instructions provided



# INPATIENT EXPERIENCE – ICU + Floors

- Zoom on Martti
  - Easy to start meeting
  - Audio/video great
  - Easily mobile
  - Good group connection
  - Easy to flip camera
- Participants need Zoom app
  - need to input
    - Meeting ID
    - Password



# Telehealth comparisons on Martti

## DOXY.ME (preferred)

### *Pros -*

- Secure platform
- Easy for participant to join call
- Adequate audio/visual

### *Cons –*

- Need personal doxy.me account
- Connectivity issues
- Audio/video can be spotty
- Group chat can be disruptive
- Flipping camera is disruptive

## ZOOM

### *Pros -*

- Excellent audio/video
- Easy to flip camera
- Good connectivity for group chat
- Do not need personal account

### *Cons –*

- ?Security
- Participants need to have zoom app and need to know how to use
- Need to input long meeting ID numbers
- Meeting ID numbers only available after meeting starts, so provider needs to call participants from floor phone to give info
- 40 minute time limit



# Summary

- Telehealth technology is available outpatient AND inpatient
  - [hph.doxy.me](https://hph.doxy.me)
  - Zoom
- Need to train providers
  - Providers need to be willing to try
  - Hands-on better than written instructions
  - Need practice to be more comfortable with use
- Need to provide guidance to call participant / receiver
- Chose telehealth platform appropriate for use for patient/family and situation

