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The following slides were presented during the educational portion of IFFGD's 2020 Virtual Advocacy Event. To view this presentation and the all videos available during this program, please visit [https://bit.ly/Adv\\_Edu](https://bit.ly/Adv_Edu).



## Leveraging Live-Stream: Getting the Most from a GI Telehealth Appointment

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## Objectives: Telehealth

- **The What, When, and Why of Different Types of GI Telehealth Visits**
- **What Can & Can't Be Done during GI Telehealth Visit**
- **How to Make the Most of Your Telehealth Visit**

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## Telehealth Visit: What is it?



Telephone



Video

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## Tele/Virtual-healthcare: Patient Portal



- Appropriate Uses for Patient Portal:

- Refills of stable medications
- Request for appointment
- Access to Medical Records
- Access to Lab & Imaging Results
- Return to Work; Work Excuse

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## Telehealth Visit: What is it?



Telephone



Video

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## Telehealth Visit: It's Wanted (Pre-'Virus')

- 2013 survey by Cisco (1,547 consumers in 10 countries) found 74% were open to a virtual visit.
- 2014 MDLIVE survey found that 54% of Americans had postponed a doctor's visit because of inconvenience.
- Survey of 2,000 adults: The top reason (30%) of missing appointment was their inability to take a day off from work.

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## Telehealth Visit: Reasons for Visits?



Telephone

- **Appropriate Telephone Visit for Established Patients:**
  - Change in your symptoms for non- or semi-urgent appointment
  - Follow up appointment for chronic disease management with an established provider
  - Review positive test results and discuss plan of care

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## Telehealth Visit: Reasons for Visits?



- Appropriate Telehealth Video Visit for **New/Established Patients:**

- Pre- 'common' procedural (Upper endoscopy or colonoscopy) Appointments
- 1<sup>st</sup> consultation for ongoing problem with a GI provider (Not 2<sup>nd</sup> opinions)

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## Telehealth Visits: Do Not Replace Emergent/ Urgent Care!



- **Severe, New-onset Abdominal Pain with/without Fever:**

- Appendicitis, Gallstones, Ect.
- ER: Safest place to address emergencies

- **Urgent In-office Visits** Recommended by your Doctor

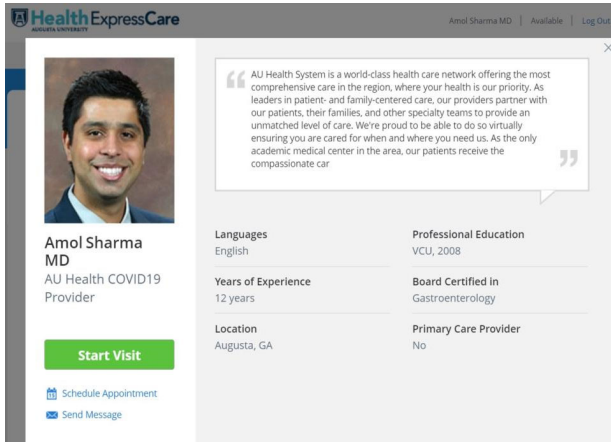
- Don't Miss: May Prevent ER visit
- Most Offices – Social Distancing, Masks, Hand Hygiene

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# Telehealth: My Experience



March 6, 2020

• 1135 Waiver Authority

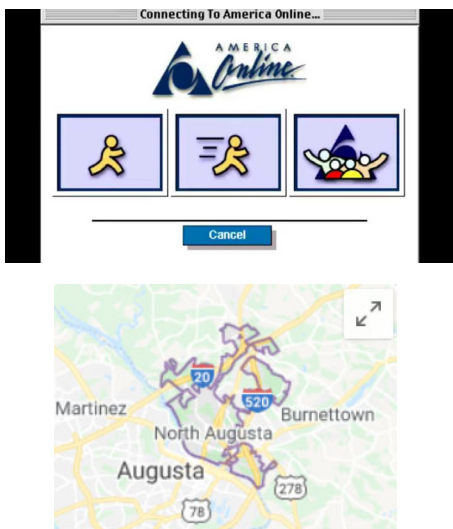
**Coronavirus Preparedness and Response Supplemental Appropriations Act**

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# Telehealth: Transition from COVID19 to GI



• Patient-Provider Connectivity Issues (Broadband limitations)

• Insurance Coverage of Providers

• Regulatory Issues: Care Across State borders

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## Pros of Telehealth for Patients

- Can Increase Access of Care to Patients.
- Telehealth is Cost-Efficient.
- Engage Patients and Get Better Patient Outcomes.



"Reflexes seem normal. You kept him waiting over two hours."

Be Active. Be Heard. Make a Difference.



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## Pros of Telehealth for Providers

- No need for transportation.
- No need to miss work.
- Dreaded Waiting room.



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## Cons of Telehealth for Both Patients/Providers

- Regulatory and Industry Barriers.
- Physical Examination is Limited.
- Telemedicine Equipment and Technology.
- Electronic Medical Record (EMR) Integration
  - Within EMR
  - Between Hospital EMR



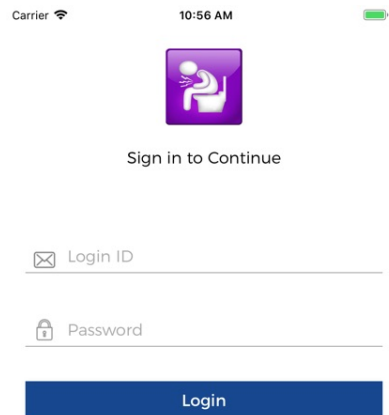
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## Preparing for your GI Telehealth Visit

- Organize Thoughts!
  - Prioritize Problems: Limit 2-3 issues, Discuss concerning results
  - List Bothersome GI Issues
    - How long?
    - Impact on Quality of Life, Work Productivity?
  - 1-page summary for long-standing issues
  - Red Flags:
    - Unintentional Weight Loss
    - Blood in Stool or Black, Tarry Stool



Be Active. Be Heard. Make a Difference.



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## Preparing for your GI Telehealth Visit: App

- Familiarize Yourself with the Online Platform
- Ensure Connectivity, Test at time of scheduling
- Understand if Online Platform linked with EMR



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## Ending the Visit: What to ask the Doc?

- What should I expect to find with this test?
- When should I expect this treatment to work?
- What symptoms should concern me?



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## Summary: Telehealth

- **Telehealth is in the early innings and will improve with time.**
- **Have realistic expectations of care you can receive via telehealth.**
- **Organize to get the most from your telehealth visit.**

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