Telemedicine Task Force

Technology Solutions and Standards Advisory Group

October 10, 2013

The **MARYLAND**
HEALTH CARE COMMISSION

Agenda

- Introductions

- Summary of previous meeting

- Wireframe project

- Closing

Summary of Previous Meeting

- Discussed a concept for a registry of providers in Maryland practicing telemedicine

- Registry would be made available through the State-designated health information exchange, CRISP, portal

  - Enable providers to identify other providers for referrals and consultations

  - Contain information on providers who participate in telemedicine, specialty, availability, and technology

  - Considered whether the directory would simply present information on providers' telemedicine capabilities or serve as a bridge or broker of actual telemedicine encounters

  - The importance of a flexible approach was emphasized such that future uses could evolve

Telemedicine Registry

Maryland Telemedicine Task Force

Wireframes Draft 1

10/10/13

Existing CRISP login page

Connecting Physicians With Technology To Improve Patient Care in Maryland

CRISP

CRISP Portal

Who Is Participating?

Training

  New Users

  Existing Users

Patient Materials

CRISP FAQ

Telemedicine

HIT News

CRISPhealth.org

WELCOME TO THE CRISP PROVIDER PORTAL

Connect to CRISP

Click Here to Log-in to the CRISP Health Information Exchange

NOTE: PATIENT DATA AVAILABLE THROUGH THE CRISP PORTAL MAY NOT BE COMPLETE. CRISP PARTICIPANTS DO NOT PROVIDE A PATIENT'S COMPLETE MEDICAL RECORD. ADDITIONAL RELEVANT CLINICAL DATA MAY BE AVAILABLE FROM OTHER SOURCES OUTSIDE OF CRISP.

THE CRISP PORTAL HAS RECENTLY UPGRADED. PATIENT INFORMATION FROM JUNE 2012 IS AVAILABLE IN CRISP. MEDICATION HISTORY AND PDMP DATA WILL BECOME AVAILABLE IN OCTOBER 2013.

Contact Support

If you are experiencing technical issues with CRISP please contact us at support@crisphealth.org anytime, or call us during regular business hours at 1-877-95-CRISP (27477).

Existing CRISP query portal

New telemedicine tab added to existing query interface

Telemedicine landing page

CRISP

Patients | Telemedicine

Browse
   Who's Online
   Preferences
Search
   Simple
   Advanced
   Favorites
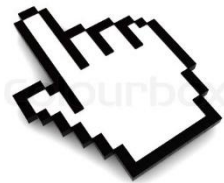**My Profile**
   Edit
I'm Online

Help

CRISP: Supporting telemedicine in Maryland

Block of explanatory text. Block of explanatory text. Block of explanatory text. Block of explanatory text. Block of explanatory text. Block of explanatory text. Block of explanatory text. Block of explanatory text.

I need a consult now

I'm locating a consultant/referral

telemedicine

Users can browse the telemedicine directory

Patients | **Telemedicine**

Browse
  Who's Online
  Preferences
Search
  Simple
  Advanced
  Favorites
My Profile
  Edit
I'm Online
Help

I need a consult now – Who's online

Name ▲	Specialty	City	State	Accepting new	Medicaid	Actions
John D. Adams, MD	Stroke neurology	Baltimore	MD	Y	Y	
Steven S. Burns, MD	Internal medicine	Towson	MD	Y	Y	
Ron A. Charles, MD	Dermatology	Parkville	MD	Y	Y	
Dan P. Dempsey, DDS	Dentistry	Beltsville	MD	Y	Y	
Erin Ernst, PA	Rehabilitation	Chevy Chase	MD	Y	N	
Ray Franklin, DO	Primary care	Easton	MD	Y	Y	
Ann Grimm, MD	Psychiatry	Oakland	MD	Y	Y	
Henry E. Harlan, MD	Neurology	Baltimore	MD	Y	N	
Ben A. Im, MD	Internal Medicine	College Park	MD	Y	N	
Jeffrey Q. James, MD	Radiology	Berlin	MD	Y	Y	

Page 1 of 2 | Next | Last

telemedicine

Click on a row – Popup window includes full directory listing

Results ✕

John D. Smith, MD   **(This is me)**

Stroke neurologist   1234 Orleans Street, Suite A
Accepting new patients   Baltimore, MD 21231
NOT accepting new Medicaid patients   (410) 555-4038
Registered for telemedicine with Medicaid

Direct address (source: SES/CRISP)

Telemedicine technical capabilities (source: self-entered and managed during CRISP account setup)

Online or offline / Click to open chat window

Network/insurance information (future source: existing HIX/Optum data)

Views of the directory are fully customizable

CRISP

Patients | Telemedicine

Browse
 Who's Online
 Preferences
Search
 Simple
 Advanced
 Favorites
My Profile
 Edit
I'm Online
 ⬤
Help

I need a consult now – Who's online

Name ▲	Specialty	City	State	Accepting new	Medicaid	Actions
John D. Adams, MD	Stroke neurology	Baltimore	MD	Y	Y	⬤ ⭐ 💬
Steven S. Burns, MD	Internal medicine	Towson	MD	Y	Y	⬤ ⭐ 💬
Ron A. Charles, MD	Dermatology	Parkville	MD	Y	Y	⬤ ⭐ 💬
Dan P. Dempsey, DDS	Dentistry	Beltsville	MD	Y	Y	⬤ ⭐ 💬
Erin Ernst, PA	Rehabilitation	Chevy Chase	MD	Y	N	⬤ ⭐ 💬
Ray Franklin, DO	Primary care	Easton	MD	Y	Y	⬤ ⭐ 💬
Ann Grimm, MD	Psychiatry	Oakland	MD	Y	Y	⬤ ⭐ 💬
Henry E. Harlan, MD	Neurology	Baltimore	MD	Y	N	⬤ ⭐ 💬
Ben A. Im, MD	Internal Medicine	College Park	MD	Y	N	⬤ ⭐ 💬
Jeffrey Q. James, MD	Radiology	Berlin	MD	Y	Y	⬤ ⭐ 💬

Page 1 of 2 | Next | Last

Browse views are fully customizable—rearrange columns, add and remove based on all fields in the directory, list length and paging, sorting

telemedicine

Creating a list of favorite providers

Patients | Telemedicine

Browse
 Who's Online
Preferences
Search
 Simple
 Advanced
 Favorites
My Profile
 Edit
I'm Online

Help

I need a consult now – Who's online

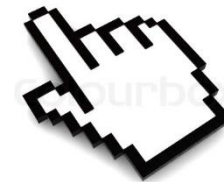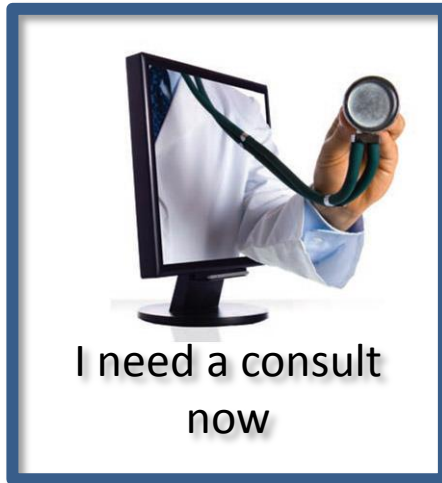| Name ▲	Specialty	City	State	Accepting new	Medicaid	Actions
John D. Adams, MD	Stroke neurology	Baltimore	MD	Y	Y	
Steven S. Burns, MD	Internal medicine	Towson	MD	Y	Y	
Ron A. Charles, MD	Dermatology	Parkville	MD	Y	Y	
Dan P. Dempsey, DDS	Dentistry	Beltsville	MD	Y	Y	
Erin Ernst, PA	Rehabilitation	Chevy Chase	MD	Y	N	
Ray Franklin, DO	Primary care	Easton	MD	Y	Y	
Ann Grimm, MD	Psychiatry	Oakland	MD	Y	Y	
Henry E. Harlan, MD	Neurology	Baltimore	MD	Y	N	
Ben A. Im, MD	Internal Medicine	College Park	MD	Y	N	
Jeffrey Q. James, MD	Radiology	Berlin	MD	Y	Y	

Page 1 of 2 | Next | Last

Users can save providers to a favorites list for easy recall during subsequent login sessions

telemedicine

Telemedicine landing page

CRISP

Patients | Telemedicine

Browse
   Who's Online
  Preferences
Search
   Simple
  Advanced
  Favorites
My Profile
   Edit
I'm Online

Help

CRISP: Supporting telemedicine in Maryland

Block of explanatory text. Block of explanatory text. Block of explanatory text. Block of explanatory text. Block of explanatory text. Block of explanatory text. Block of explanatory text. Block of explanatory text.

I need a consult now

I'm locating a consultant/referral

telemedicine

Provider search functionality

CRISP

Patients | Telemedicine

Browse
   Who's Online
   Preferences
Search
   Simple
   Advanced
   Favorites
My Profile
   Edit
I'm Online

Help

I'm locating a consultant/referral – Simple search

Please use one or more of the following criteria:

Last name

NPI

Specialty

Search

telemedicine

Advanced search functionality

Chat/IM functionality to facilitate provider-to-provider connections

Patients | **Telemedicine**

Browse
  Who's Online
  Preferences
Search
  Simple
  Advanced
  Favorites
My Profile
  Edit
I'm Online

Help

I need a consult now – Who's online

Name ▲	Specialty	City	State	Accepting new	Medicaid	Actions
John D. Adams, MD	Stroke neurology	Baltimore	MD	Y	Y	
Steven S. Burns, MD	Internal medicine	Towson	MD	Y	Y	
Ron A. Charles, MD	Dermatology	Parkville	MD	Y	Y	
Dan P. Dempsey, DDS	Dentistry	Beltsville	MD	Y	Y	
Erin Ernst, PA	Rehabilitation	Chevy Chase	MD	Y	N	
Ray Franklin, DO	Primary care	Easton	MD	Y	Y	
Ann Grimm, MD	Psychiatry	Oakland	MD	Y	Y	
Henry E. Harlan, MD	Neurology	Baltimore	MD	Y	N	
Ben A. Im, MD	Internal Medicine	College Park	MD	Y	N	
Jeffrey Q. James, MD	Radiology	Berlin	MD	Y	Y	

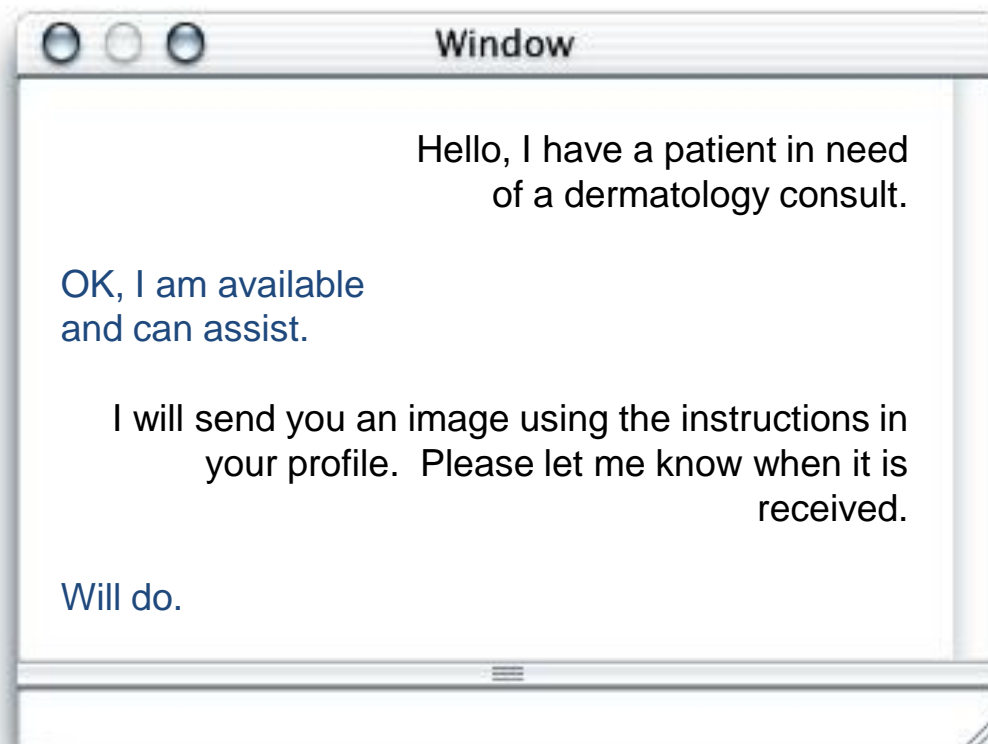Page 1 of 2 | Next | Last

Rather than sync or maintain concurrent schedules, initially providers would just toggle an on/off availability switch

Chat functionality would allow real-time communication to facilitate subsequent telemedicine consult or referral
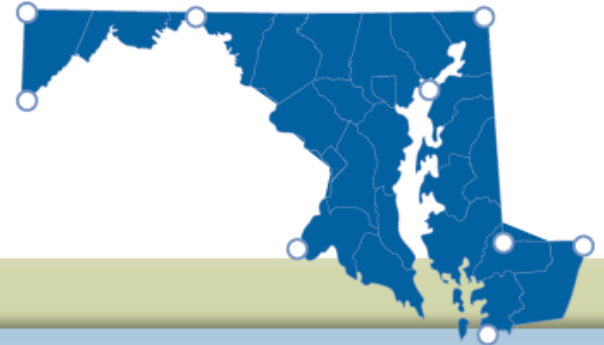
telemedicine

Chat/IM functionality to facilitate provider-to-provider connections

CRISP

Patients | Telemedicine

Browse
   Who's Online
   Preferences
Search
   Simple
   Advanced
   Favorites
My Profile
   Edit
I'm Online

Help

Chatting with – Dr. Steven Jones

○ ○ ○   **Window**

Hello, I have a patient in need of a dermatology consult.

OK, I am available and can assist.

I will send you an image using the instructions in your profile. Please let me know when it is received.

Will do.

telemedicine

Current CRISP access request process

Connecting Physicians With Technology To Improve Patient Care in Maryland

CRISP

CRISP Portal

Who Is Participating?

Training

New Users

Existing Users

Patient Materials

CRISP Portal User and DIRECT Messaging Request Form

CRISP Portal - As clinical information is created and shared with CRISP, it is made accessible in real time to participating health care providers through the free CRISP Portal. The portal gives providers the ability to securely look up patient information from multiple sources through the Internet.

CRISP DIRECT Messaging - is a secure and encrypted e-mail service that supports electronic communication between physicians, nurse practitioners, physician assistants, and other healthcare providers. CRISP DIRECT Messaging is separate from the CRISP portal. There may be a cost associated with CRISP DIRECT messaging.

* Required

How did you complete CRISP training? *

[▼]

What date did you complete training? *
Enter date below (e.g 1/1/2013) Do not enter TEXT in this field. If you are ONLY applying for CRISP DIRECT Messaging please enter today's date

[   ]

First Name *

[   ]

Additional field related to telemedicine triggers additional questions

not use the medication query feature.

Licensed Health Professional - Typically licensed health professionals who need access to all types of clinical information but who are not licensed to write prescriptions themselves. Can query for medications on behalf of a doctor.

Provider - Typically physicians or nurse practitioners who need access to all types of clinical information and have NPI, DEA, and prescription license numbers. NPI, DEA and prescription license number must be suppiled in order to be able to query medications.

Access Level *

[Support Staff ▼]

Would you like to request a CRISP DIRECT Messaging account? *
CRISP DIRECT Messaging is a secure and encrypted e-mail service that supports electronic communication between physicians, nurse practioners, physician assistants, and other healthcare providers. This new service is being offered by the statewide Health Information Exchange - CRISP - and continues the goal of securely sharing patient's clinical information among their treating providers in Maryland.

[▼]

Would you like to sign up for Encounter Notification Service (ENS)? *
a service which enables physicians to receive real-time alerts when a patient is hospitalized.

[▼]

Do you currently practice telemedicine? *
If yes, you will be asked to respond to an additional set of questions on your capabilities.

[▼]

[Continue »]

Powered by Google Docs

Report Abuse - Terms of Service - Additional Terms

CHESAPEAKE REGIONAL INFORMATION SYSTEM FOR OUR PATIENTS

CRISP · 7160 Columbia Gateway Drive, Suite 230 · Columbia, Maryland 21046
T/877-95-CRISP (27477) · F/443-817-9587 · info@crisphealth.org

Responses will drive initial load of provider directory

Please describe your telemedicine capabilities:

Manufacturer

Product version

Please check all that apply:

- ( ) SIP
- ( ) H.323
- ( ) H.264
- ( ) H.264 SVC

- ( ) Encryption
- ( ) Far-end control
- ( ) Content sharing
- ( ) Instant messaging

- ( ) File transfer
- ( ) Streaming serial data
- ( ) Presence detection
- (●) High-definition

Please provide detailed instructions for distant sites to connect to you for consultation:

Continue »

Powered by Google Docs

Report Abuse - Terms of Service - Additional Terms

CHESAPEAKE REGIONAL INFORMATION SYSTEM FOR OUR PATIENTS

CRISP · 7160 Columbia Gateway Drive, Suite 230 · Columbia, Maryland 21046
T/877-95-CRISP (27477) · F/443-817-9587 · info@crisphealth.org