

Telemedicine Task Force Technology Solutions and Standards Advisory Group

April 22, 2014 Meeting Summary

Key discussion items:

- The Technology Solutions and Standards Advisory Group (TSS advisory group) reviewed wireframes for a proposed web-based telehealth provider directory; the wireframes provide a website blueprint illustrating the visual and functional framework for the proposed directory
- The telehealth provider directory would be made available based on the existing Maryland provider directory, which is currently supported by the State-designated health information exchange (HIE), the Chesapeake Regional Information System for our Patients (CRISP), through the Maryland Health Connection (see the existing CRISP provider directory [here](#))
 - The existing CRISP provider directory includes information about health care providers submitted by health insurance companies participating with the Maryland Health Connection
 - Provider name, specialty, supported carriers and plans, address, and phone number are included in the existing CRISP provider directory
- Providers who are delivering health care services through telehealth could be highlighted on the existing provider directory; providers who are not participating with a health insurance company should also be included in the directory if possible
 - The telehealth provider directory would be accessible to both providers and consumers
 - Telehealth providers could indicate their specialty and types of telehealth services they provide: urgent consultation, scheduled consultation, store and forward, image review, clinical review; providers could also indicate the telehealth technology they are using, especially for real-time audio/video conferencing
 - The value of having providers indicate whether they provide any type of emergency telehealth services was discussed; task force members agreed that an urgent or immediate consultation would be more appropriate as the telehealth provider directory is not intended to be a resource for emergency telehealth consultations, such as stroke; a disclaimer about emergency consultations would also need to be included on the website
 - Some concern was raised about enabling providers to select their telehealth specialty, which may not be consistent with the specialty for which they are credentialed by the payor; task force members noted that a provider's specialty as credentialed may vary between payors, and the existing CRISP provider directory does not list provider specialty according to payor
 - Telehealth providers could indicate their preferred method of being contacted by other providers: online chat, email, or phone
 - Task force members discussed challenges around some of the proposed functionality, such as an online availability feature indicated by a green button and chat functionality

Telemedicine Task Force Technology Solutions and Standards Advisory Group

April 22, 2014 Meeting Summary

- An online indicator would not be effective if providers are displayed as being available when they may in fact be away from their computers; similarly the chat functionality would only be effective if providers are at their computers
- Task force members also discussed the possibility of including the following types of information and functionality in the telehealth provider directory
 - Engagement in other types of telehealth services, such as community outreach or health education (e.g. for diabetes management, substance abuse)
 - Provider's scheduling availability for telehealth services
 - Provider's photo and bio, which would be especially important for consumers
 - An interactive audio/video feature similar to FaceTime or Google Hangout to enable a virtual meeting/introduction between providers; although may not be provided through the telehealth provider directory
 - A section with additional information on telehealth, including relevant terminology and definitions, as well as frequently ask questions; information on how telehealth could benefit the patient would be helpful to engage consumers
 - Online consultations for consumers, including scheduling and insurance verification, as consumers would likely be interested in using the telehealth provider directory to access telehealth services; the telehealth provider directory could include a link to the provider's website for accessing a telehealth consultation

Next steps

- *The Maryland Health Care Commission (MHCC) will revise the telehealth provider directory wireframes based on the feedback received during the meeting and will send the wireframes to the TSS advisory group for any additional comments*
- *The TSS advisory group will finalize the wireframes and discuss relevant policy questions at upcoming meetings:*
 - *TSS workgroup conference call: Thursday, May 8, 2014 (2:00pm – 3:00pm; <https://www1.gotomeeting.com/join/338046977>; dial: 866-247-6034; conference code: 6912847711#)*
 - *TSS in-person meeting: Wednesday, June 4, 2014 (2:00pm – 4:00pm at MHCC)*