Telemedicine Task Force

Technology Solutions and Standards Advisory Group

November 5, 2013

MARYLAND
The MARYLAND
HEALTH CARE COMMISSION

Agenda

- Introductions
- Summary of previous meeting
- Wireframe project
- Closing

Summary of Previous Meeting

- Reviewed draft wireframes for a telemedicine provider directory (directory) that would be made available through the State-designated health information exchange

- Directory could be implemented in a phased approach, allowing for improvements and changes to the system over time

- TSS advisory group members proposed several additional features :
    - Pre-login capabilities
    - Inclusion of information on group practices as a whole
    - Exchange of payment data from hospitals and/or payers
    - Educational information and links to resources

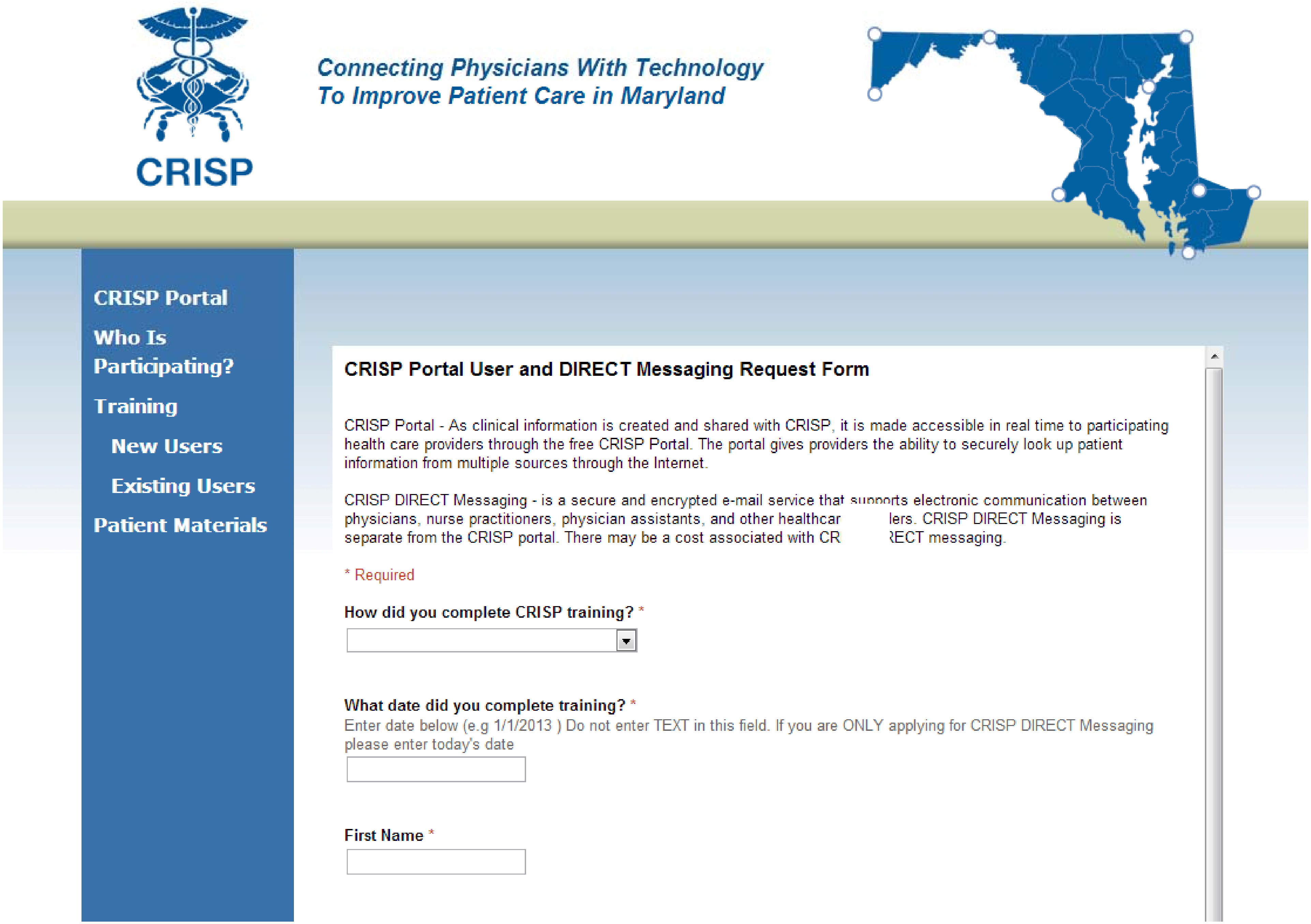
MHCC Telemedicine Directory

Maryland Telemedicine Task Force

Wireframes Draft 2

11/5/13

Current CRISP access request process


CRISP
Connecting Physicians With Technology
To Improve Patient Care in Maryland
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 healthcar lers. CRISP DIRECT Messaging is separate from the CRISP portal. There may be a cost associated with CR ECT messaging.

* Required

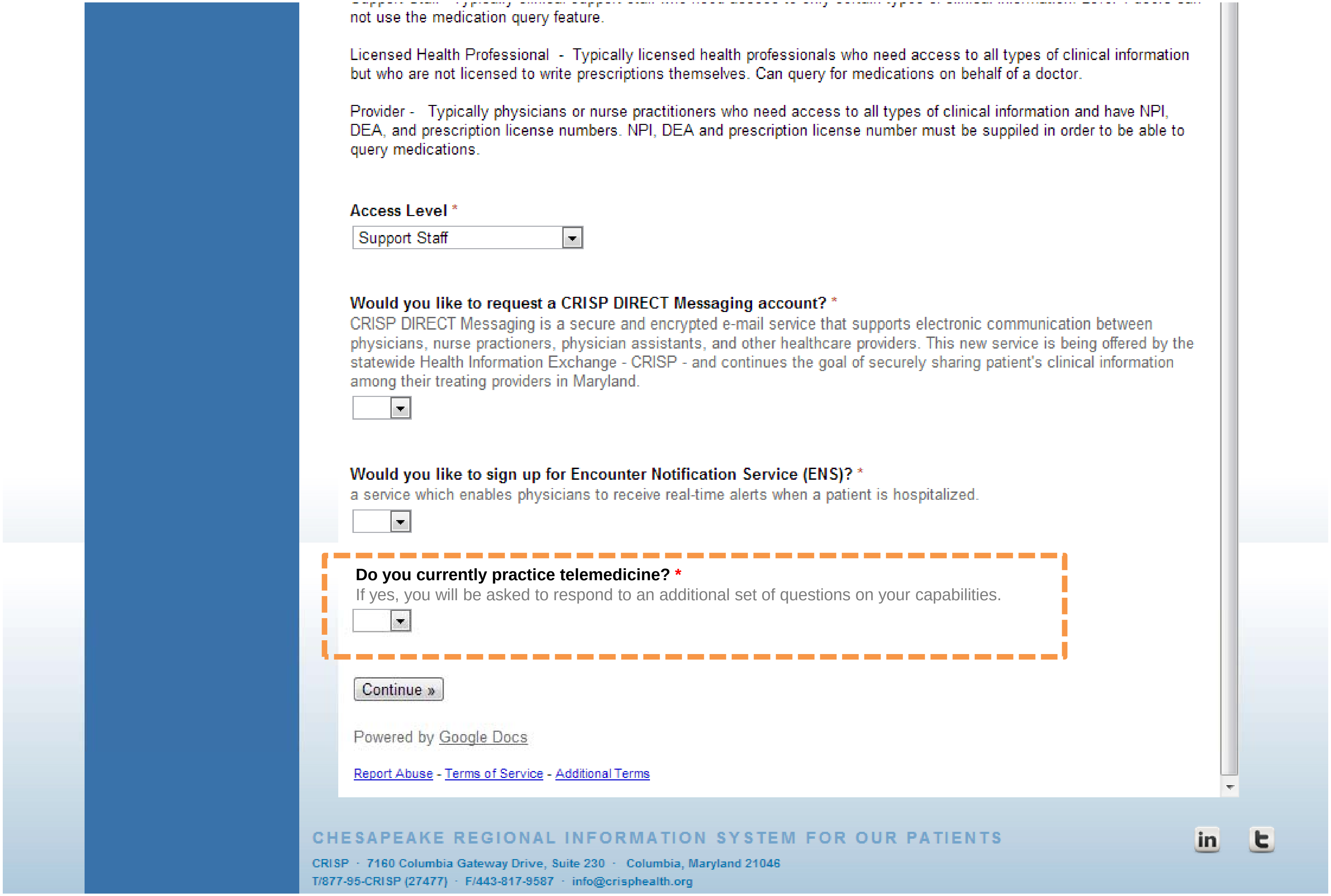
How did you complete CRISP training? *

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.

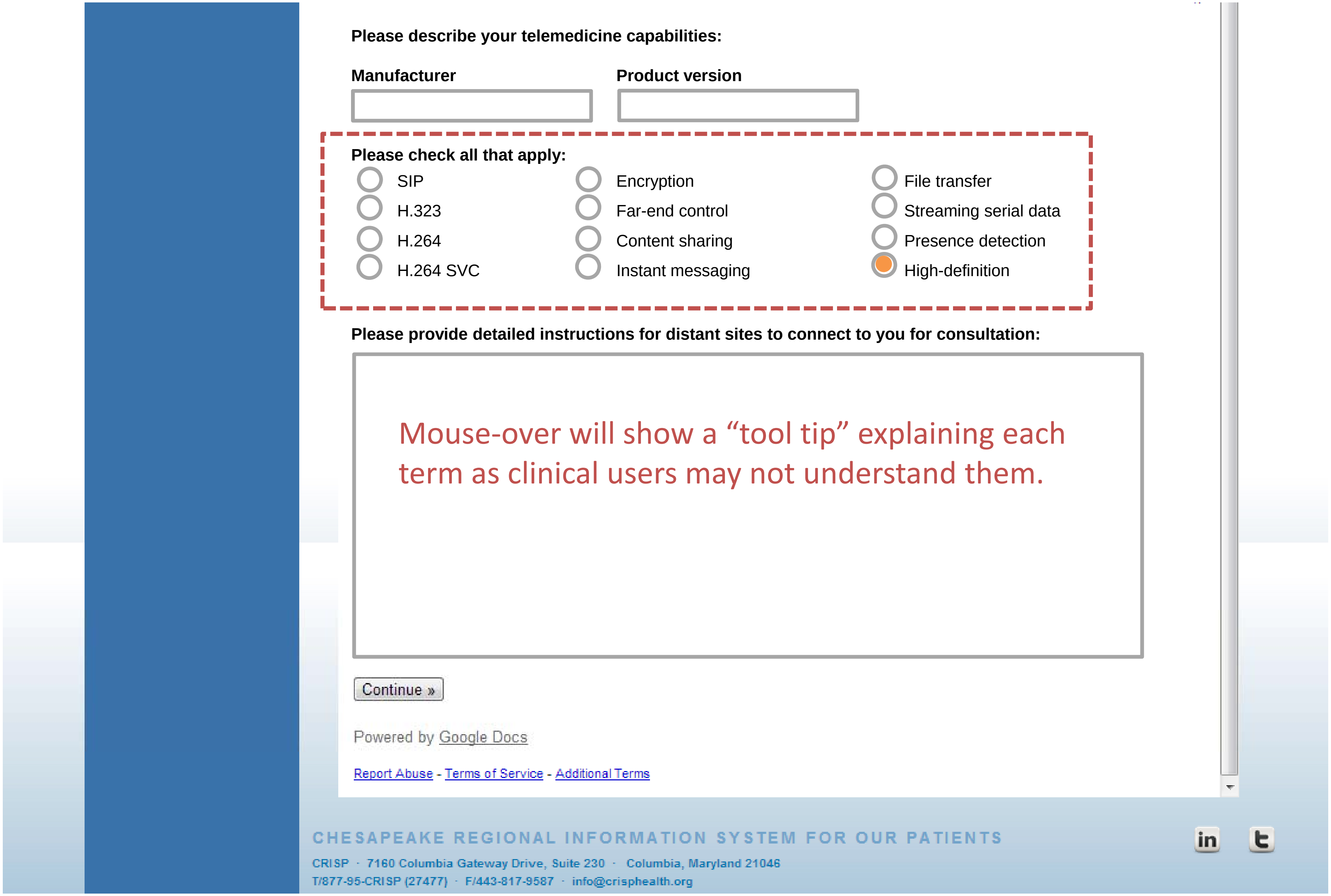
Do you currently practice telemedicine? *

If yes, you will be asked to respond to an additional set of questions on your capabilities.

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:

Mouse-over will show a “tool tip” explaining each term as clinical users may not understand them.

Continue »
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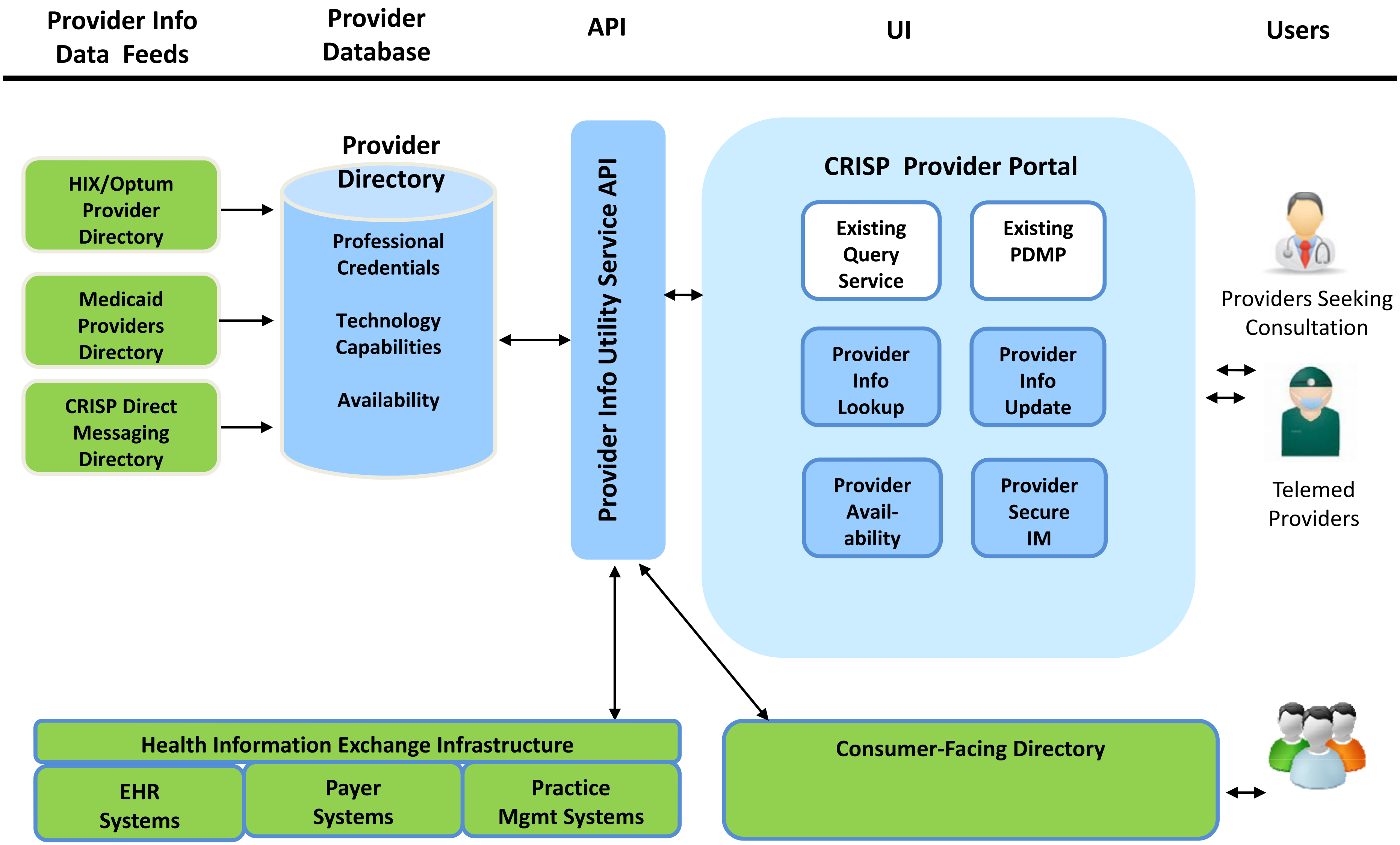
Conceptual architecture - draft 1

🟦 Phase 1

🟩 Later Phases



Provider Info Data Feeds | **Provider Database** | **API** | **UI** | **Users**

- HIX/Optum Provider Directory
- Medicaid Providers Directory
- CRISP Direct Messaging Directory

Provider Directory
- Professional Credentials
- Technology Capabilities
- Availability

Provider Info Utility Service API

CRISP Provider Portal
- Existing Query Service
- Existing PDMP
- Provider Info Lookup
- Provider Info Update
- Provider Avail-ability
- Provider Secure IM

Providers Seeking Consultation

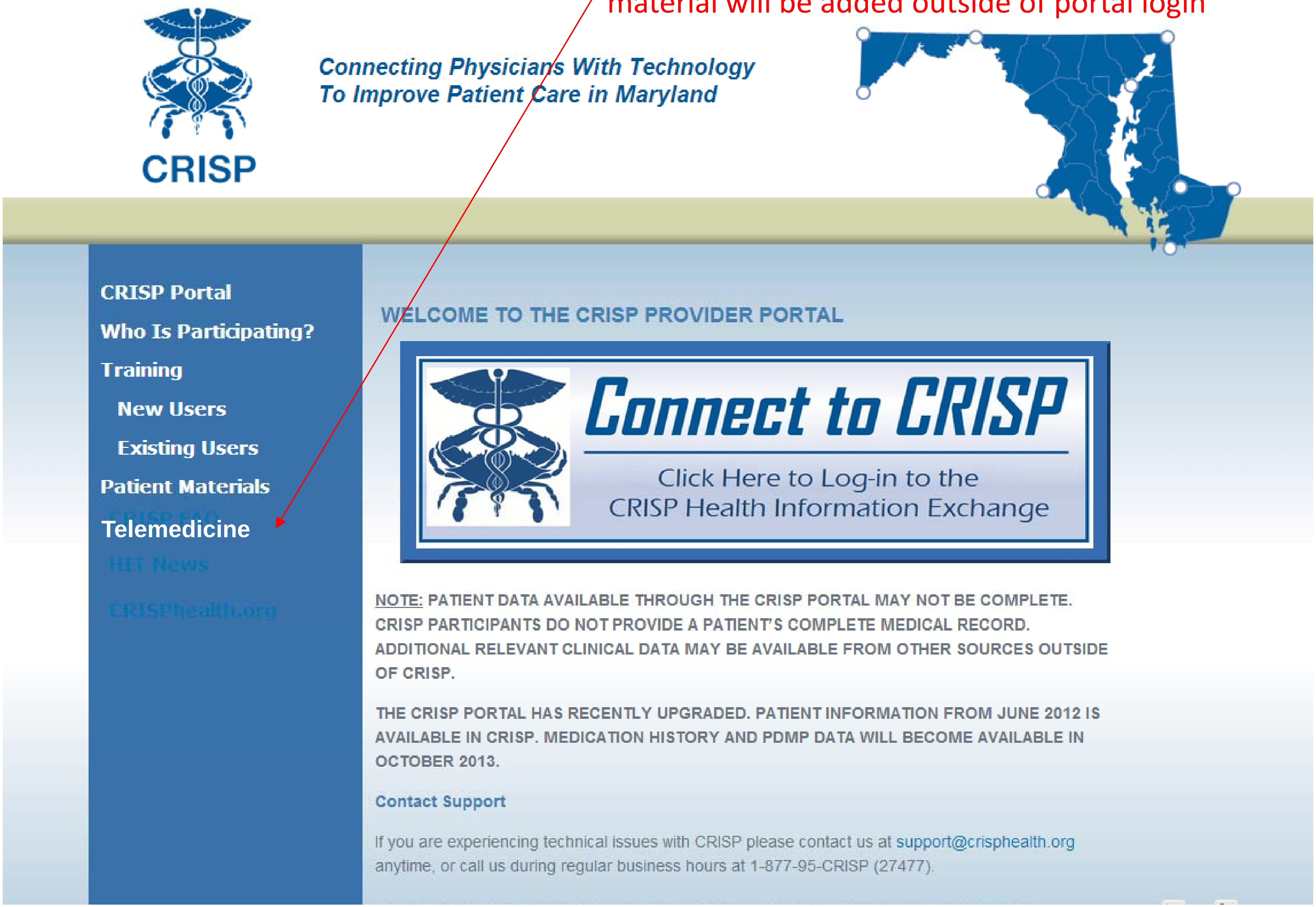
Telemed Providers

Health Information Exchange Infrastructure
- EHR Systems
- Payer Systems
- Practice Mgmt Systems

Consumer-Facing Directory

Existing CRISP login page

Telemedicine resources and educational material will be added outside of portal login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CRISP FAQ
Telemedicine
HIT News
CRISPhealth.org

Connecting Physicians With Technology To Improve Patient Care in Maryland

WELCOME TO THE CRISP PROVIDER PORTAL

Connect to CRISP

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

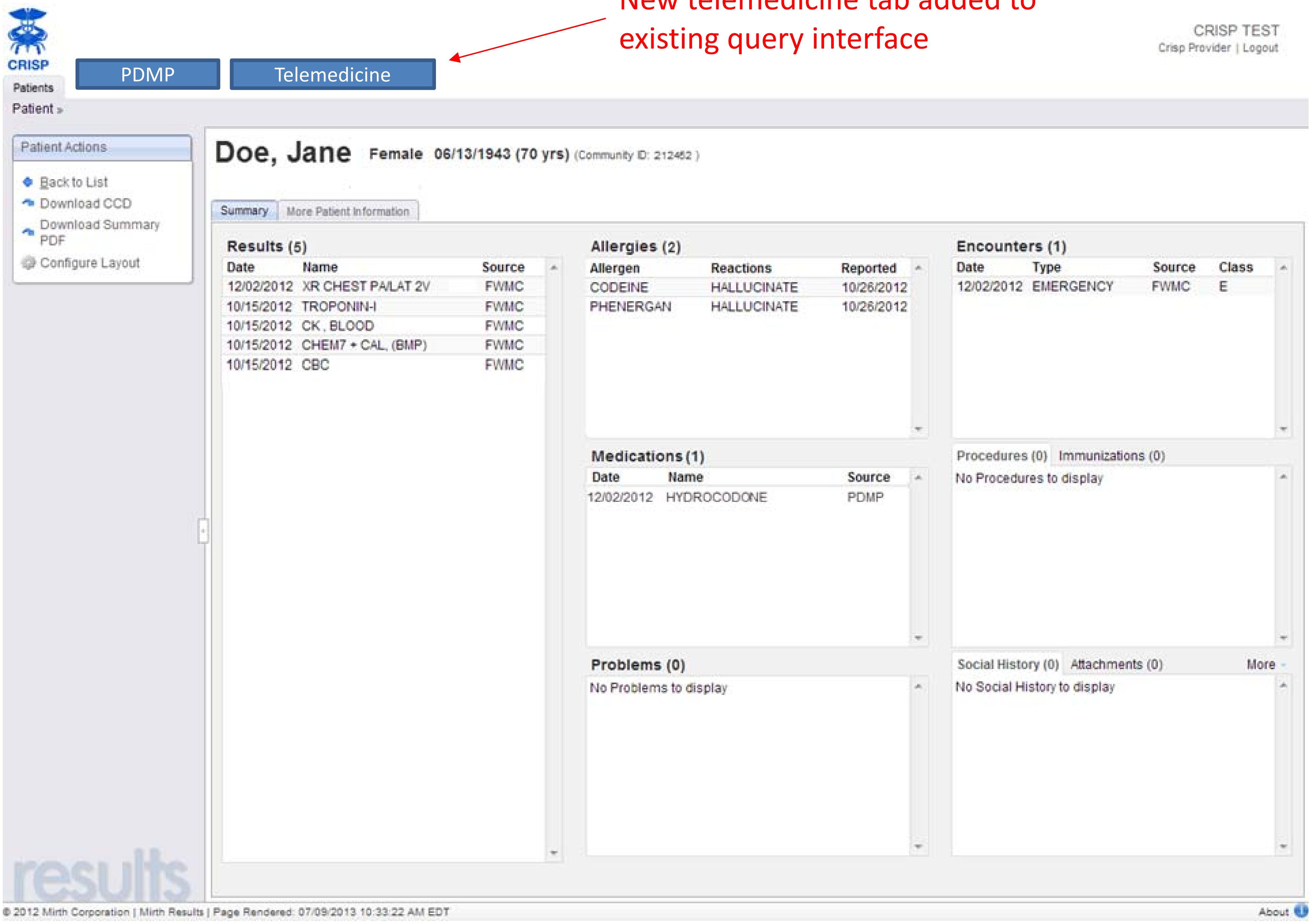
NOTE: PATIENT DATA AVAILABLE THROUGH THE CRISP PORTAL MAY NOT BE COMPLETE. CRISP PARTICIPANTS DO NOT PROVIDE A PATIENT'S COMPLETE MEDICAL RECORD. ADDITIONAL RELEVANT CLINICAL DATA MAY BE AVAILABLE FROM OTHER SOURCES OUTSIDE OF CRISP.

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


CRISP
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CRISP TEST
Crisp Provider | Logout
Patients
Patient »
Patient Actions
Back to List
Download CCD
Download Summary PDF
Configure Layout
Summary
More Patient Information
results
About

New telemedicine tab added to existing query interface

Doe, Jane Female 06/13/1943 (70 yrs) (Community ID: 212452)

Results (5)

Date	Name	Source
12/02/2012	XR CHEST PA/LAT 2V	FWMC
10/15/2012	TROPONIN-I	FWMC
10/15/2012	CK , BLOOD	FWMC
10/15/2012	CHEM7 + CAL, (BMP)	FWMC
10/15/2012	CBC	FWMC

Allergies (2)

Allergen	Reactions	Reported
CODEINE	HALLUCINATE	10/26/2012
PHENERGAN	HALLUCINATE	10/26/2012

Encounters (1)

Date	Type	Source	Class
12/02/2012	EMERGENCY	FWMC	E

Medications (1)

Date	Name	Source
12/02/2012	HYDROCODONE	PDMP

Procedures (0) Immunizations (0)

No Procedures to display

Problems (0)

No Problems to display

Social History (0) Attachments (0) More

No Social History to display

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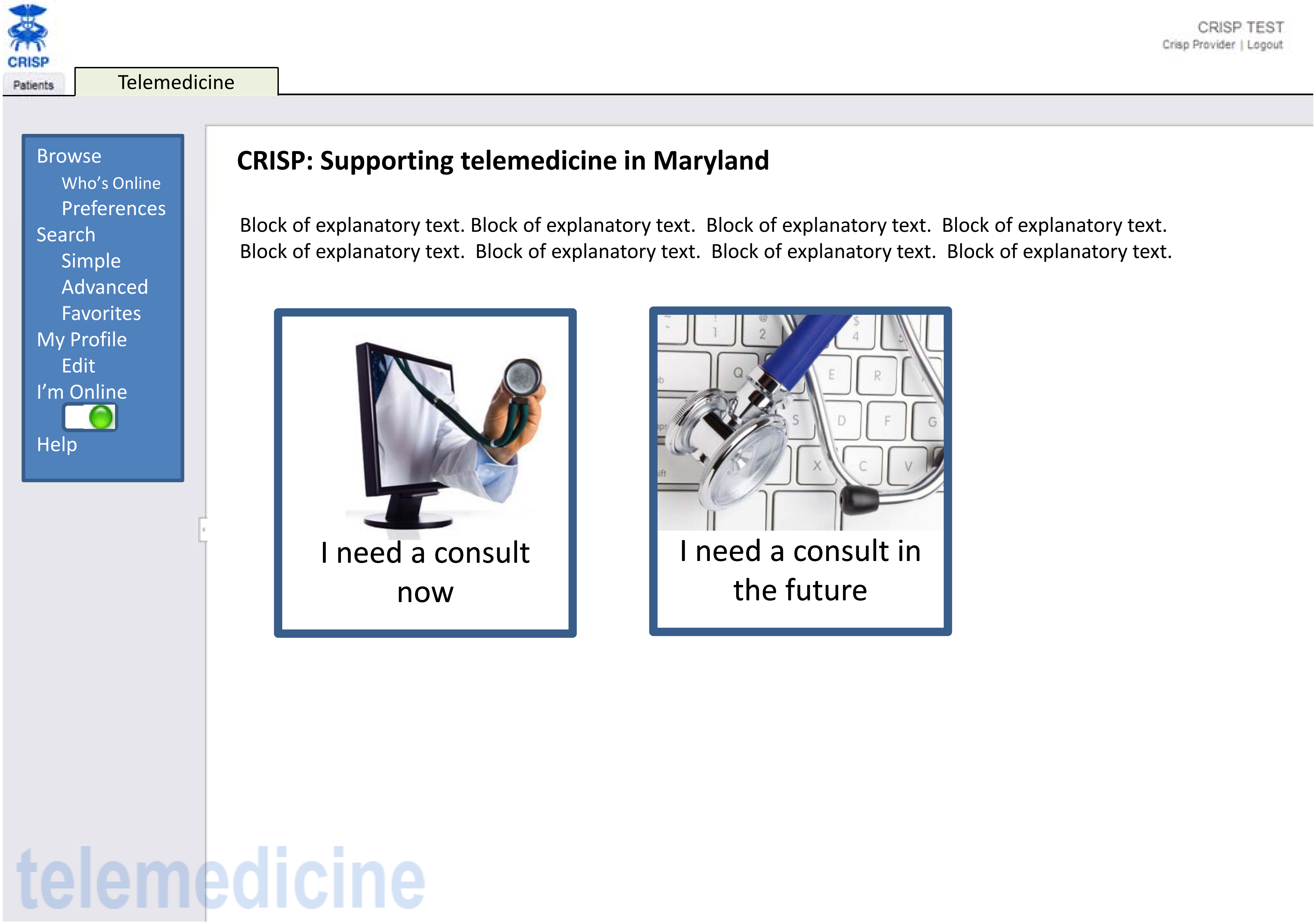
Telemedicine landing page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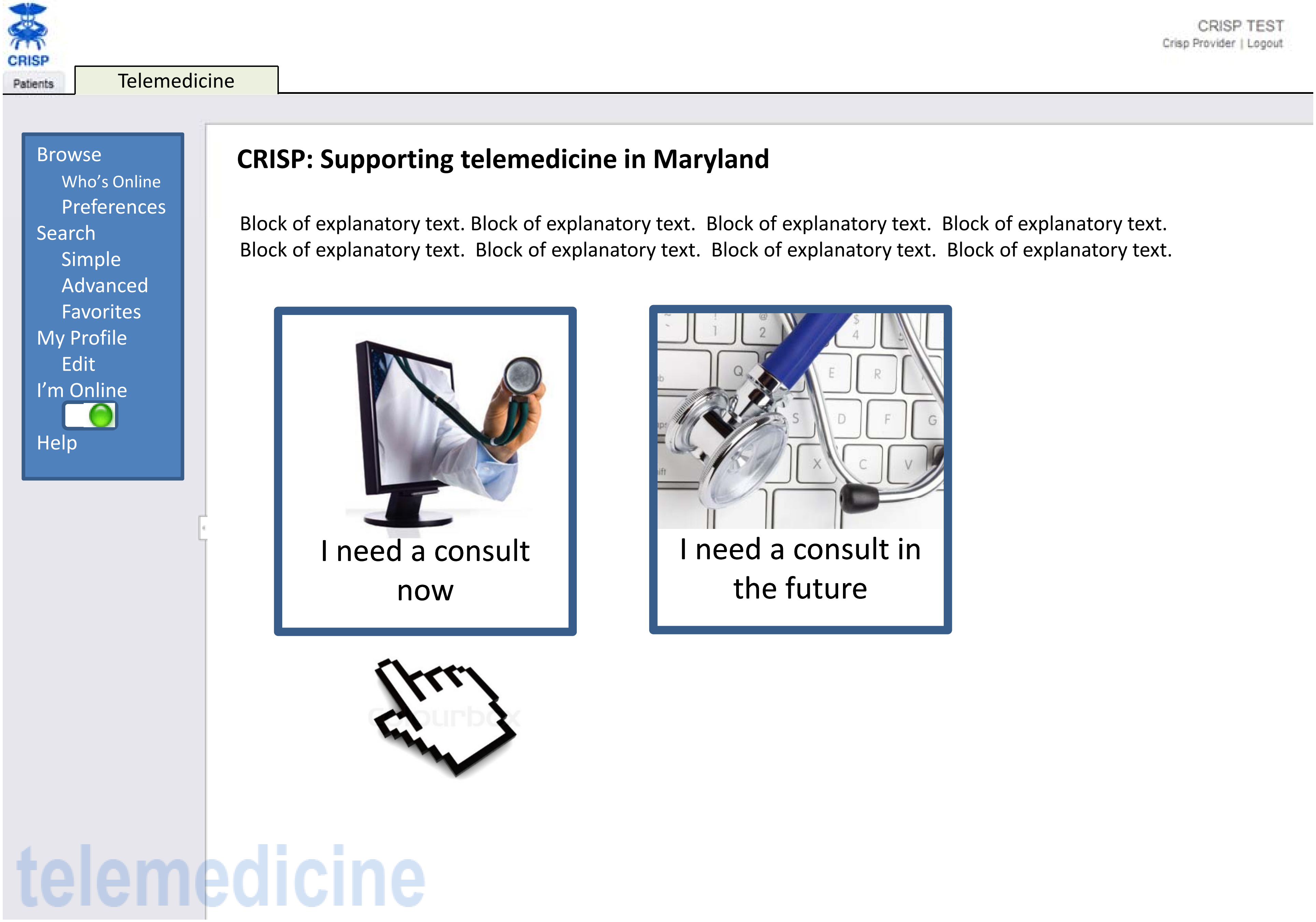
Patients
Telemedicine
CRISP TEST
Crisp Provider | Logout
Browse
Who's Online
Preferences
Search
Simple
Advanced
Favorites
My Profile
Edit
I'm Online
Help
I need a consult now
I need a consult in the future
telemedicine

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.

Telemedicine landing page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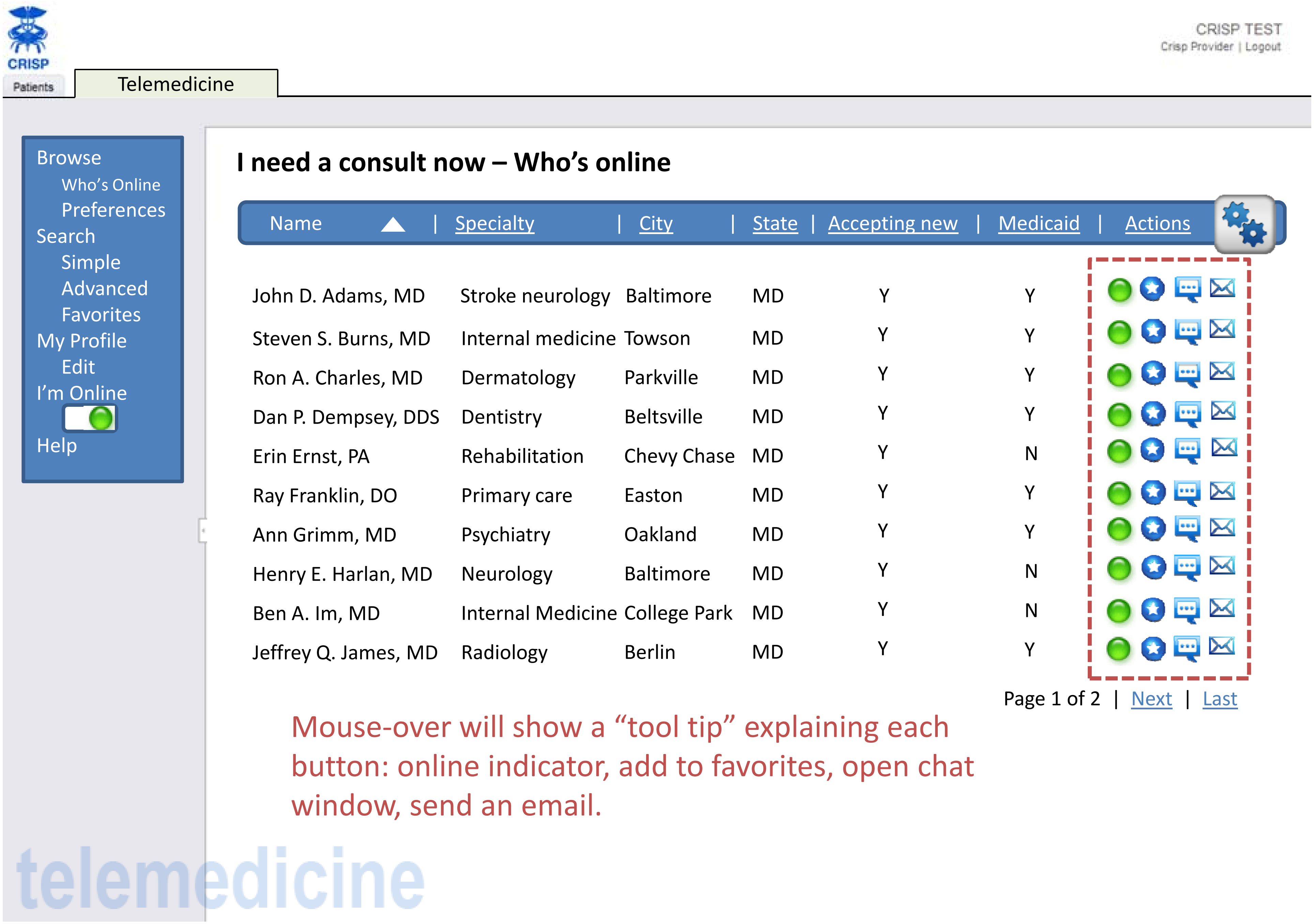
Users can browse the telemedicine directory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I'm Online
Help
telemedicine

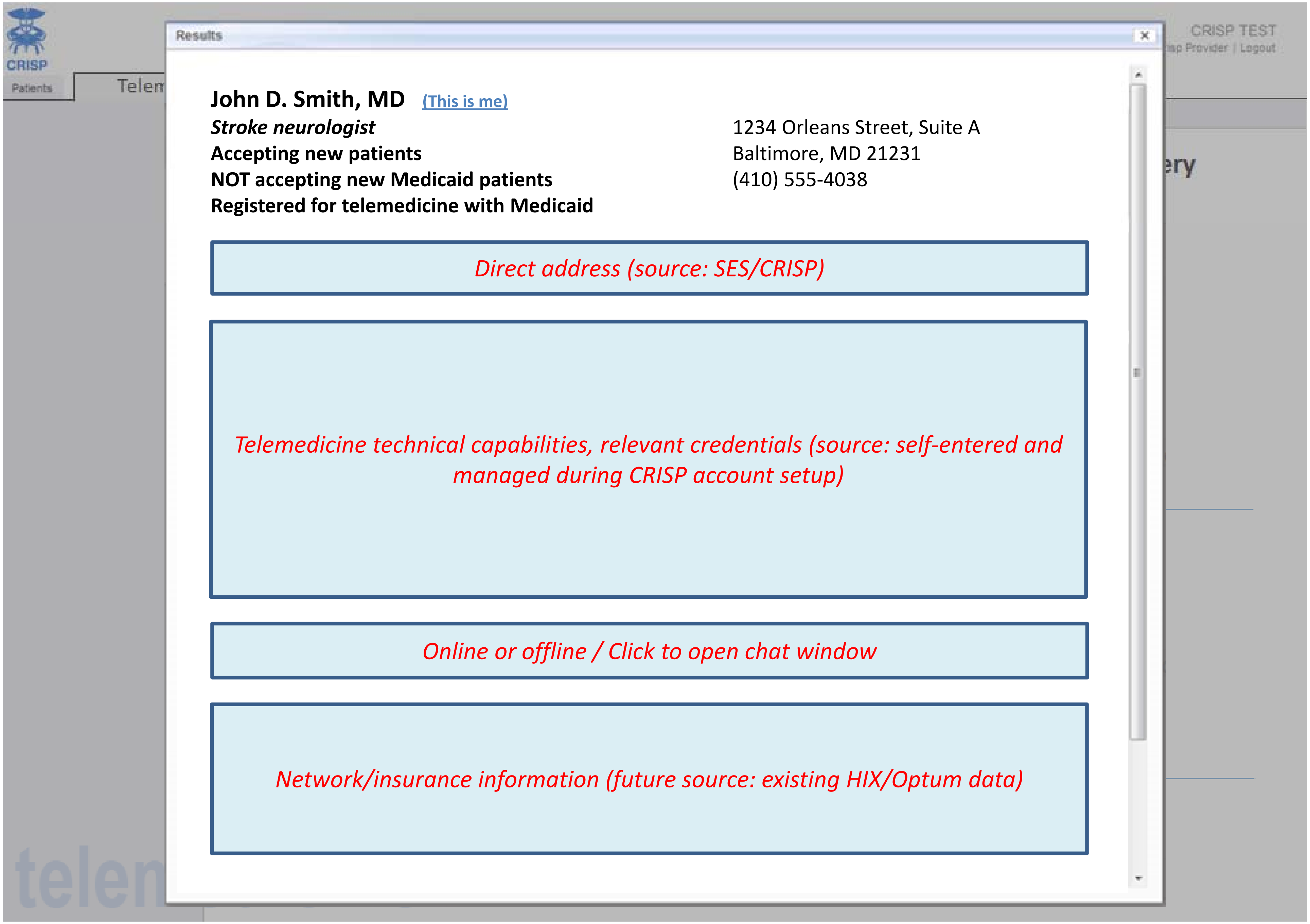
I need a consult now – Who's online

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

Mouse-over will show a "tool tip" explaining each button: online indicator, add to favorites, open chat window, send an email.

Click on a row – Popup window includes full directory listing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CRISP TEST
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Results
×

John D. Smith, MD [(This is me)]

Stroke neurologist
Accepting new patients
NOT accepting new Medicaid patients
Registered for telemedicine with Medicaid

1234 Orleans Street, Suite A
Baltimore, MD 21231
(410) 555-4038

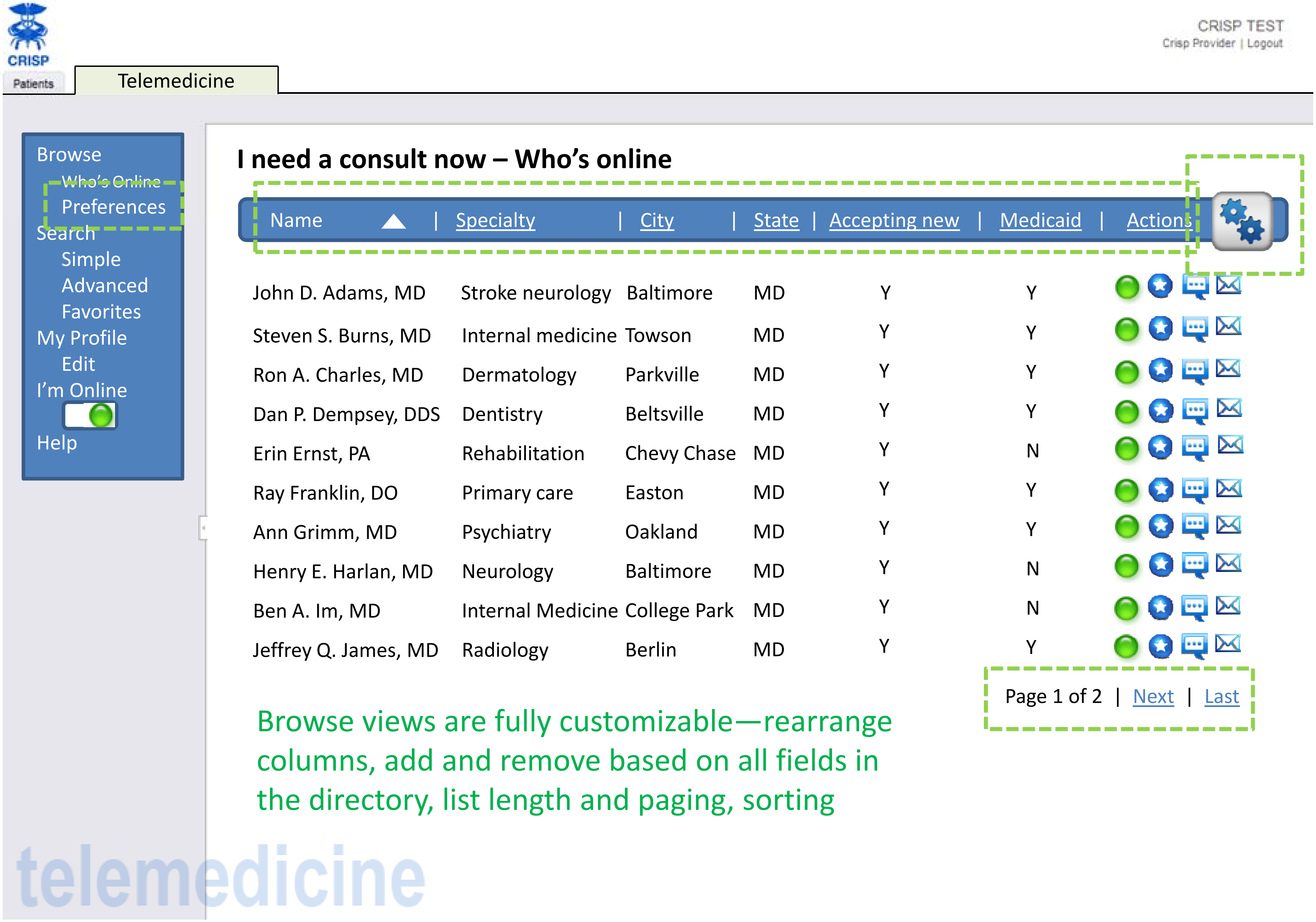
Direct address (source: SES/CRISP)

Telemedicine technical capabilities, relevant credentials (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



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

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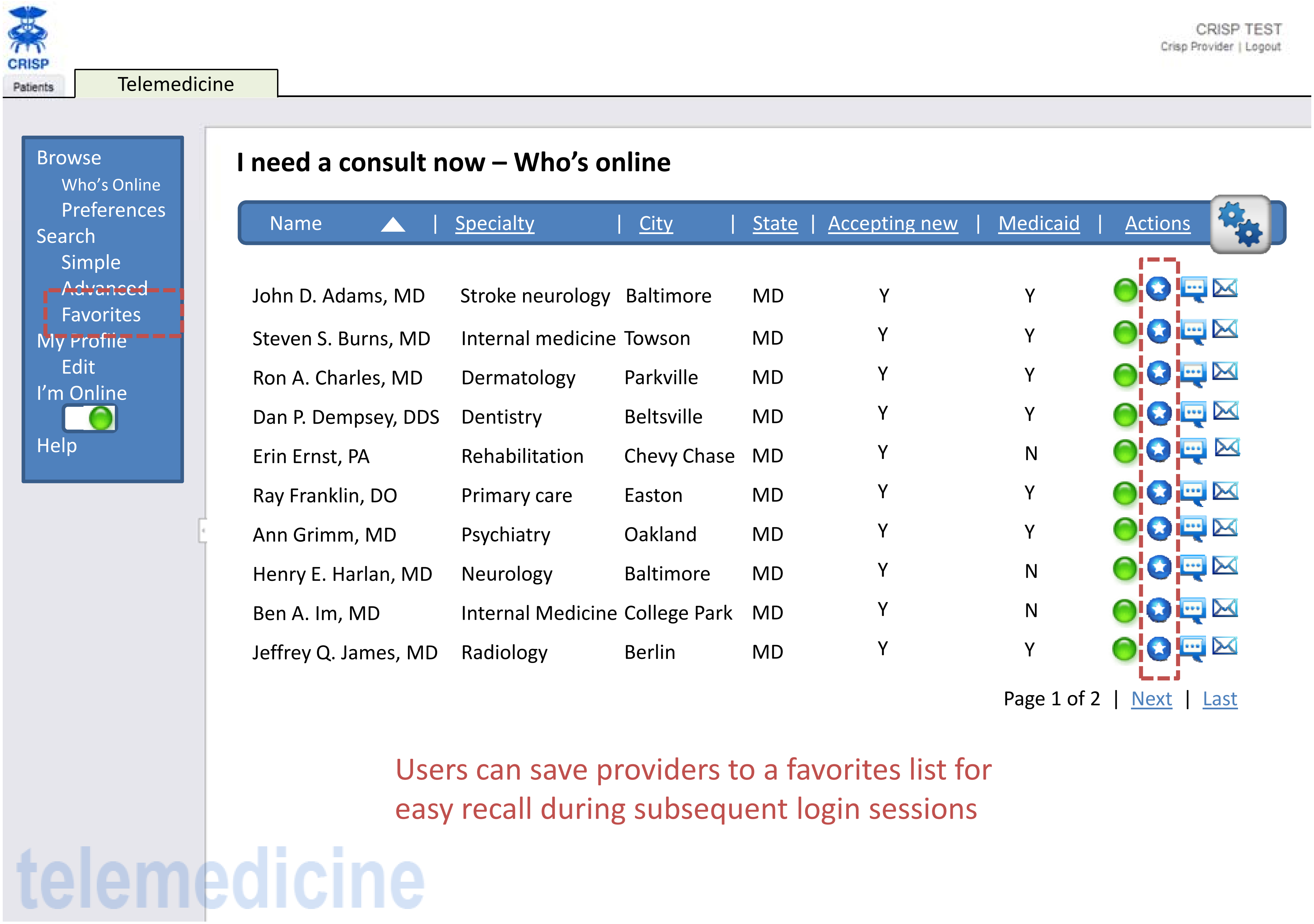
Page 1 of 2 | Next | Last

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

Creating a list of favorite providers



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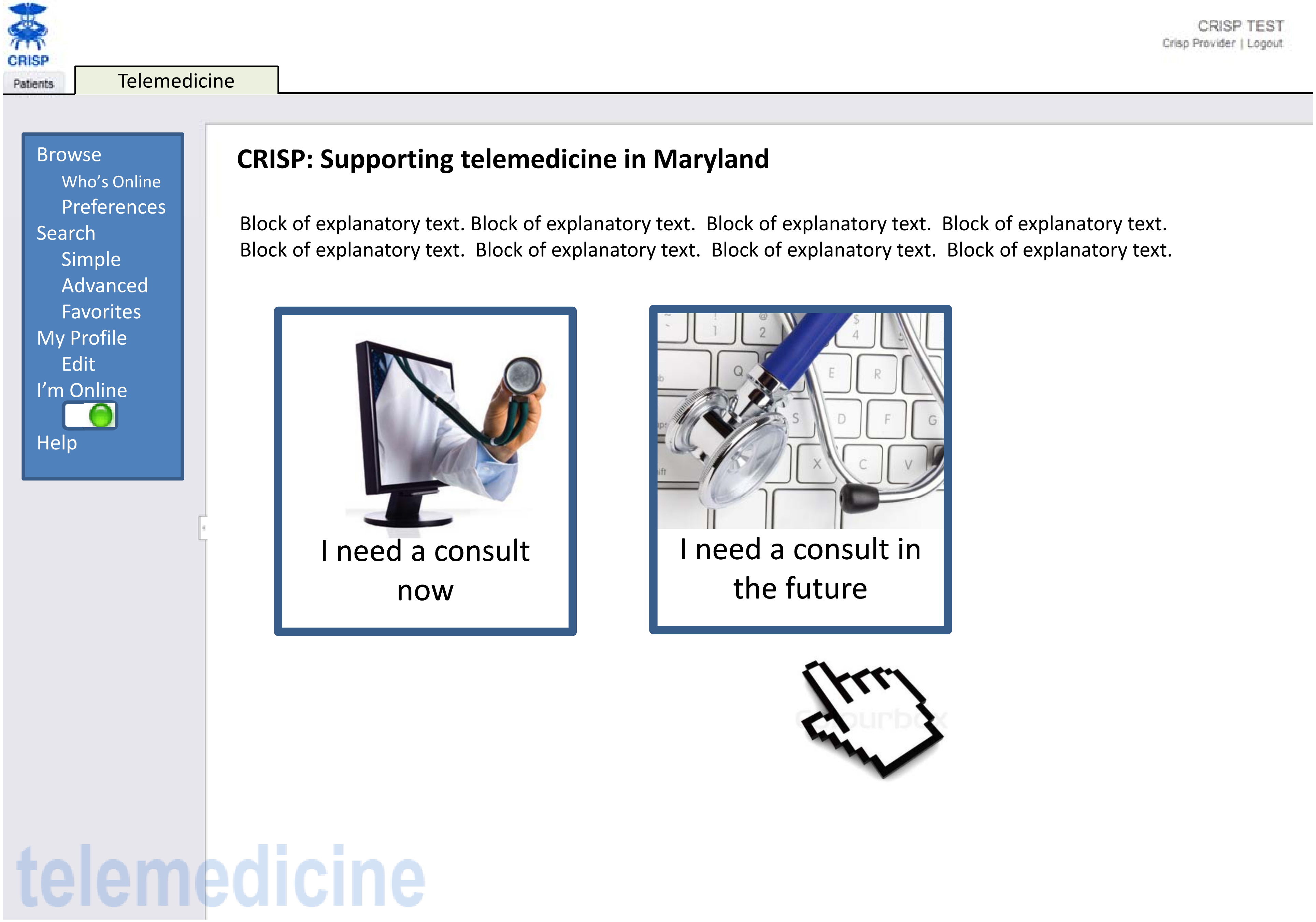
Page 1 of 2 | Next | Last

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

Telemedicine landing page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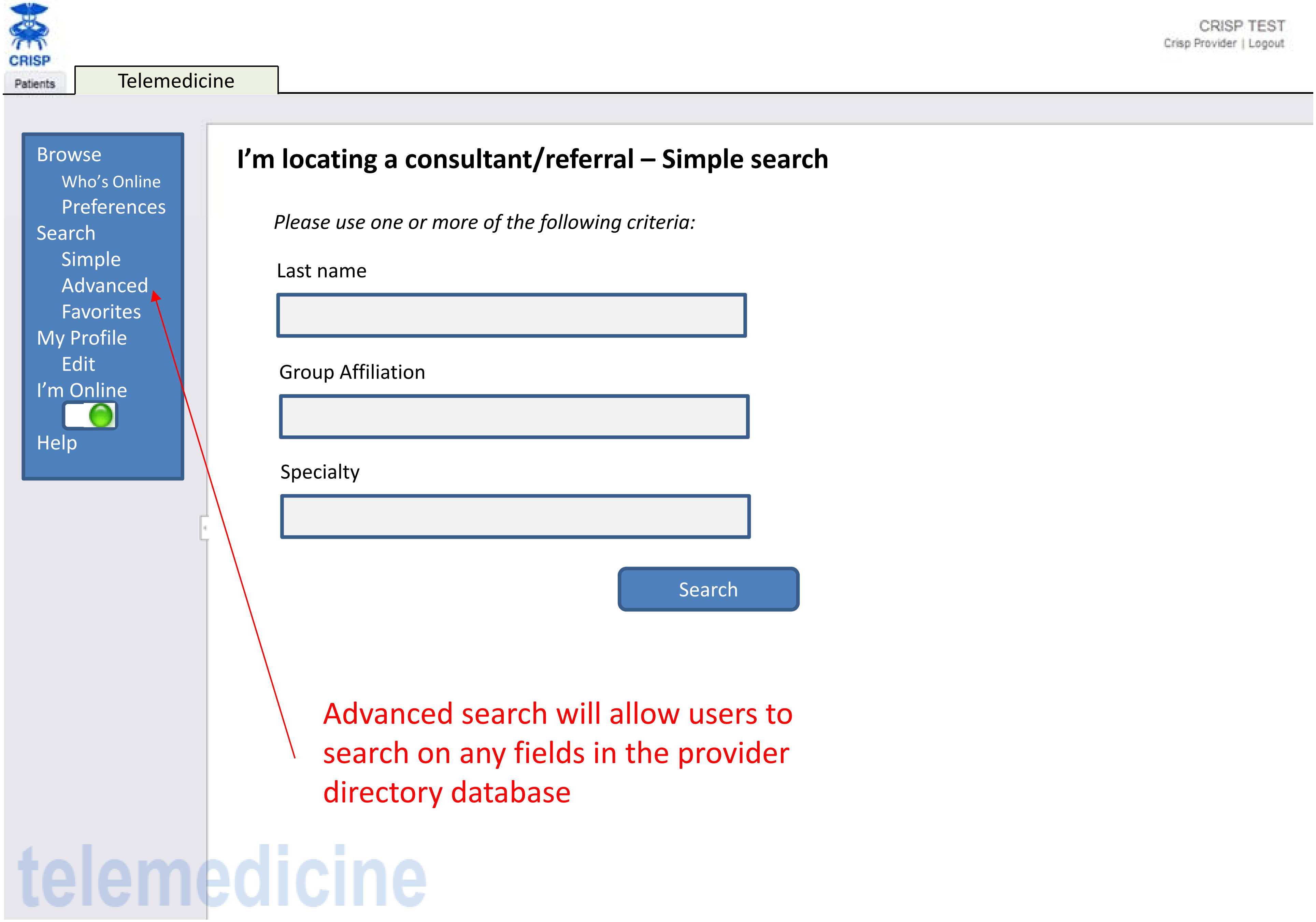
Advanced search functionality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telemedicine

I'm locating a consultant/referral – Simple search

Please use one or more of the following criteria:

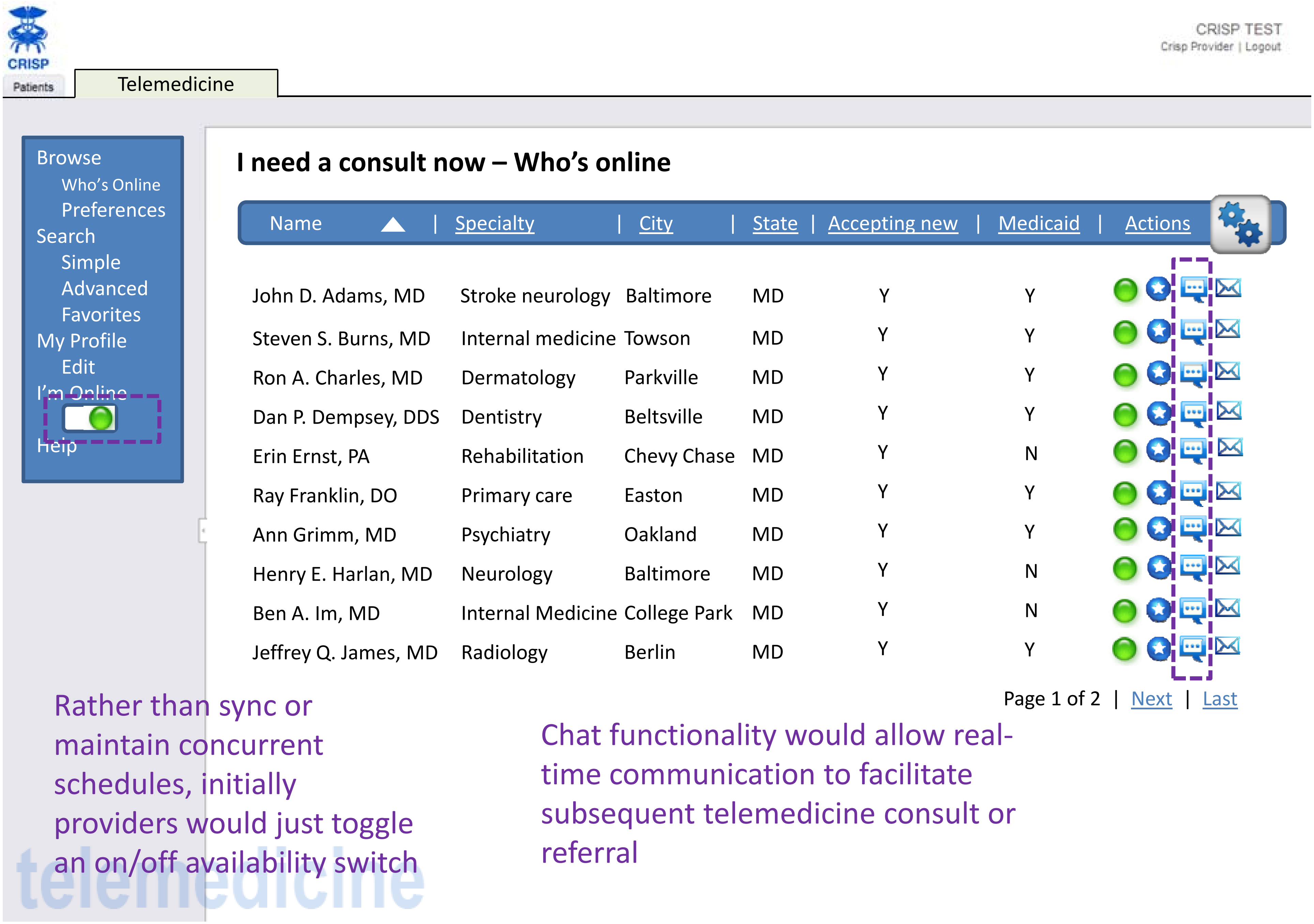
Last name

Group Affiliation

Specialty

Advanced search will allow users to search on any fields in the provider directory database

Chat/IM functionality to facilitate provider-to-provider connections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Page 1 of 2 | Next | Last
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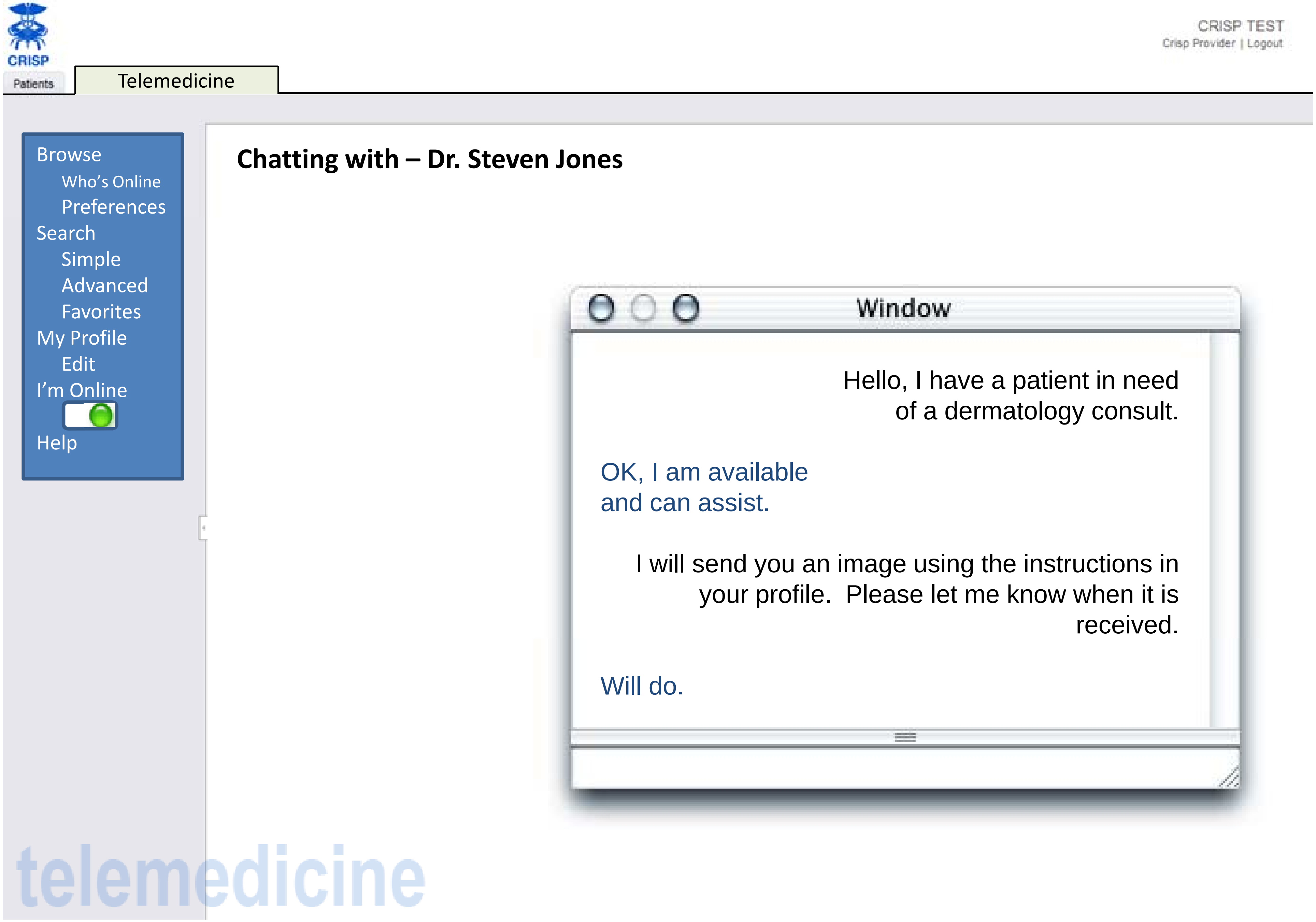
Rather than sync or maintain concurrent schedules, initially providers would just toggle an on/off availability switch

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

Chat/IM functionality to facilitate provider-to-provider connections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Chatting with – Dr. Steven Jones

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.

Early 2014 Tentative Schedule

- Tuesday, January 28, 2014, 3:00pm – 5:00pm

- Wednesday, March 12, 2012, 3:00pm – 5:00pm

- Tuesday, April 22, 2014, 3:00pm – 5:00pm