



Illinois Chapter

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American Academy of Pediatrics

DEDICATED TO THE HEALTH OF ALL CHILDREN®



Conducting Adolescent Well-Visits Using Telemedicine

**Presented by Susan Sirota, MD, FAAP and Tomitra Latimer, MD, FAAP
Illinois Chapter, American Academy of Pediatrics (ICAAP)**

Commercial Disclosures

**Presenters, Susan Sirota, MD, FAAP
Tomitra Latimer, MD, FAAP and
Olyvia Phillips, moderator, the webinar planning
group, and content reviewers have no financial
relationships to disclose.**

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Maternal Child Health MCH Title V Block Grant.*



CME Information: CME Accreditation Statement



The Illinois Chapter, American Academy of Pediatrics is accredited by the Illinois State Medical Society (ISMS) to provide continuing medical education for physicians.

The Illinois Chapter, American Academy of Pediatrics designates this live webinar for a maximum of 1 *AMA PRA Category 1 Credit(s)*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses and Nurse Practitioners can submit Certificates of Attendance to their accrediting board for credit for participation in the live webinars.



CE Information: CE Accreditation Statement

One (1) continuing education hour (CE) is approved for this live webinar "Conducting Adolescent Well-Visits Using Telemedicine" on June 26, 2020 by the Illinois Department of Human Services, Division of Developmental Disabilities for one continuing education credit for the following licensed professionals:

- Licensed Clinical Professional Counselors (LCPC)
- Licensed Clinical Psychologists (LCP)
- Licensed Clinical Social Workers (LCSW)
- Licensed Nursing Home Administrators (LNHA)
- Licensed Occupational Therapists (OT) and Occupational Therapy Assistants (OTA)
- Licensed Physical Therapists (PT) and Physical Therapy Assistants (PTA)
- Licensed Professional Counselors (LPC)
- Licensed Social Workers (LSW)
- Registered Nurses (RN)
- Licensed Practical Nurses (LPN)
- Advanced Practice Nurses (APN)



Welcome

ADOLESCENT HEALTH WEBINAR SERIES: PART 2

Introduction to Vaping

Marijuana: Medical and Recreational Use

Mental Health/IL Doc Assist

Aiding Adolescents to Take Control of Their Health

Conducting Adolescent Well-Visits Using Telemedicine
Happening Now!

All Recordings and Slide decks can be found here: <https://illinoisap.org/adolescent-health/>

The logo consists of a dark blue rectangle with the text "Webinar Planning Group" in white, bold, sans-serif font. The text is arranged in three lines: "Webinar Planning" on the top line, "Group" on the bottom line, and a blank space in the middle. In the top right corner of the rectangle, there are three small white icons: a square with an 'x', a square with a dot, and a horizontal line.

Webinar Planning Group

The header is part of a larger graphic that looks like a window or browser interface. It has a dark blue border and a light blue background. At the top left, there are three small circles and a horizontal line. The text "Planning Group" is in a large, bold, blue font.

Planning Group

Sara Parvinian, MD, FAAP

Rachel Caskey, MD, MaPP, FAAP

Kathy Sanabria, MBA

Olyvia Phillips, MPH/MBA Candidate

CME Application Reviewers

Karen Judy, MD, FAAP

Matthew Leischner, MD, FAAP

Content Reviewers

Rachel Caskey, MD, MaPP, FAAP

On the right side of the window graphic, there are three vertical navigation icons: a light blue triangle pointing up, a light blue triangle pointing down, and a white square with a dark blue border.



Recording

The webinar will be recorded and made available at illinoisaap.org.

During the Webinar

Participants will be muted during the webinar.

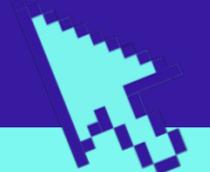
Please type questions or comments into the chat box and they will be answered at the conclusion of the presentation.



Presenter: Dr. Susan Sirota



Susan Sirota received her medical degree from Tufts University School of Medicine and completed her pediatric residency at Ann and Robert H. Lurie Children's Hospital of Chicago (formerly Children's Memorial Hospital) where she also served as a chief resident. She is a co-founder and managing partner of Pediatric Partners. She is a PediaTrust founding member and has served as the Chairperson of the Board of Managers since formation in 2012. Dr. Sirota is an Assistant Professor in Clinical Pediatrics at Northwestern Feinberg School of Medicine, where she teaches medical students and pediatric residents. She is passionate about bringing innovation to pediatric practice.

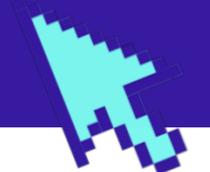




Presenter: Dr. Tomitra Latimer



Tomitra “Tomi” Latimer, MD, is a graduate of Cornell University, University of Michigan Medical School and The University of Chicago Comer Pediatric residency program. She is an Assistant Clinical Professor of Pediatrics at Northwestern University, Feinberg school of medicine. She is the Medical director of Ann & Robert H. Lurie Children’s Pediatrics at Deming; a primary care clinic that provides care for patients that are underserved and have complex medical problems. She is active in the medical education of pediatric residents and medical students. Tomi is involved in the Provider Advisory committee and Quality Improvement Science at Lurie Children’s. Dr. Latimer is an executive board member of the Angel Harvey Family Health Center of the Infant Welfare Society (a FQHC-like primary care clinic) and the Chair of the Quality Assurance Committee.

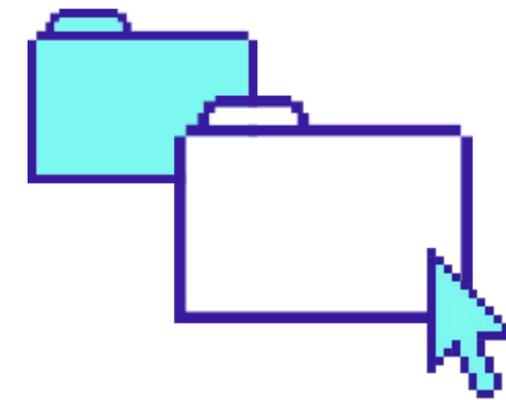


Moderator:
Olyvia Phillips,
ICAAP Public Health Activities Coordinator



Learning Objectives

- **Understand telehealth's role in caring for adolescents**
- **Identify telehealth billing guidance and resources**
- **Recommend supportive tools and resources for providers and families**





Why Telemedicine for Well-Visits?





Telemedicine Overview

What is telemedicine? Before COVID-19

DEFINITIONS

ATA: “telemedicine is the use of medical information exchanged from one site to another via electronic communications to improve a patient’s clinical health status”

AHRQ: “telehealth is the use of telecommunications technologies to deliver health-related services and information that support patient care, administrative activities, and health education”

CMS: “a two-way, real-time interactive communication between a patient and a physician or practitioner at a distant site through telecommunications equipment that includes, at a minimum, audio and visual equipment.”



How was it Used?

Goals:

Enhancing care from the:

- patient perspective
- clinician perspective
- And, caregiver perspective

Serving underserved and remote
populations

Managing costs of healthcare



How was it
Used?

Purpose/Measures:

Care Delivery

Education

Conducting research

Emergency and disaster response

**Serving underserved or remote
populations**

Promoting health equity

Barriers to Adoptions

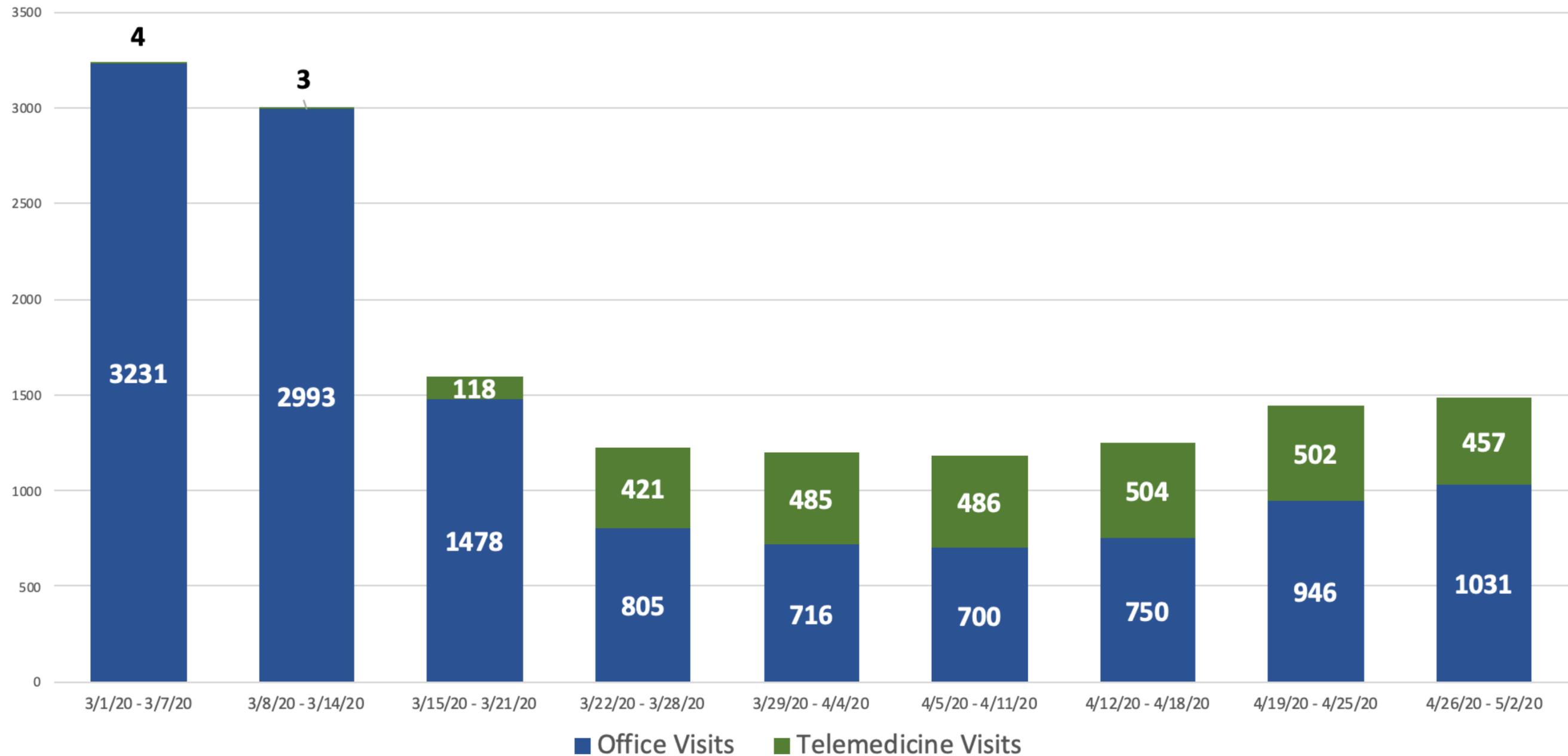
- Costs to build and sustain programs
- Restrictive regulations
- Lack of adequate payment
- Evidence
- Resistance to change/Acceptance (patient, clinician)
- Staff training
- Accessible technology

Drivers to Adoptions

- Payments
- Technology advances and accessibility
- Patient Demand
- Overcoming barriers of distance and time

Telemedicine: Change in Visit Type

In-Office Visits vs. Telemedicine Visits
PediaTrust Total
March 1, 2020 - May 2, 2020



Telemedicine Now During COVID-19

- **Benefits specific to public health**
- **Benefits specific to clinical care of COVID-19 patients**
- **Benefits specific to clinical care for patients without COVID-19**
- **Enhancing management of chronic conditions**
- **Understanding the limits of Telehealth care**

The AAP Recommends Telemedicine Visits



THE OFFICIAL NEWSMAGAZINE OF THE AMERICAN ACADEMY OF PEDIATRICS

AAP News

AAP issues guidance to ensure continued care for children during pandemic

by Trisha Koriath, Staff Writer

Editor's note: For the latest news on coronavirus disease 2019, visit <https://www.aapublications.org/news/2020/01/28/coronavirus>.

The AAP has issued new guidance to ensure children continue to receive ambulatory services during the coronavirus disease 2019 (COVID-19) pandemic.

To underscore the importance of access to pediatric care, *Guidance on Providing Pediatric Ambulatory Services via Telehealth During COVID-19* emphasizes the need for pediatric ambulatory services to continue. These include in-person visits where community circumstances allow. New guidance addresses the provision of telehealth for health supervision visits and acute and chronic care visits through telehealth, delivered by general pediatricians, pediatric subspecialists and pediatric surgeons. It stresses that care should not be delayed during the pandemic, without delay inclusive of and with appropriate referrals. The guidance also urges full payment for telehealth visits at parity with in-person visits.

Other guidance released provides guidance to support the continued provision and follow up of essential newborn screenings and safety, infection control, and wellness in guidance related to child care settings that remain open, mainly aimed at helping those serving essential workers and their children during the COVID-19 pandemic.



Tele-Well Visits: Why?

- **Can not defer care indefinitely waiting for a safer time**
- **Parents want us to do this; they need to hear from us now more than ever**
- **Better to manage acute and chronic conditions earlier than later**
- **There are serious risks to children in delaying care: immunizations, missed diagnoses, worsening mental health**



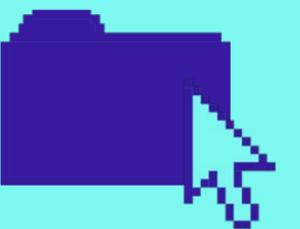
Tele-Well Visits:
Why?
continued...

- **Our patients continue to need access to their medical homes even when they don't leave their homes**
- **A limited visit with good guidance is much better than a missed visit entirely**
- **We can't handle the usual summer well and a surge of all missed wells; no capacity to do this**
- **Many families will soon lose insurance and won't be able to see us for this important care**
- **If we aren't accessible to our patients during this pandemic, it could impact their perceived need for us after the pandemic**

- **Make a valuable personal connection at this unprecedented time**
- **Interval history**
- **Update: problem list, family history, medical/surgical history, social documentation**
- **Reconcile care outside our medical home: specialists, therapists, special ed**
- **Screening: PSC-17, PEDS/ASQ, PHQ-9/Teen Screen, GAD-7/SCARED, MCHAT, Edinburgh, ACES**
- **Anticipatory Guidance**
- **Additional pandemic related needs: financial, community resources, mental health, unemployment related needs**



Tele-Well Visits: What We Can Do



Telemedicine Role in Adolescent Care







A Comprehensive Well-Visit Includes

- Physical exam
- Immunizations
- Screening
- Developmental assessment
- Oral health risk assessment
- Referral for specialized care if necessary

Limitations...



**PHYSICAL
EXAM**



VITAL SIGNS



**Bright Futures:
labs, vision,
hearing**



Vaccines



Virtual Well-Visit Benefits



- **Many families/patients are more comfortable with home as the care setting**
- **Some patients prefer communicating via technology vs. in person--does this lead to a better history?**
- **Gives us insight into the social determinants for some families--might not otherwise learn**

Virtual Well-Visit Benefits continued...



- **We get accurate information: can see medications, equipment used for special needs**
- **Can give spontaneous anticipatory guidance: safety, nutrition, parent-child interaction**
- **Connect with a child through “show and tell”**
- **We and our patients will remember these visits and that we were here for them during this pandemic to meet all of their health needs**

Adaptations

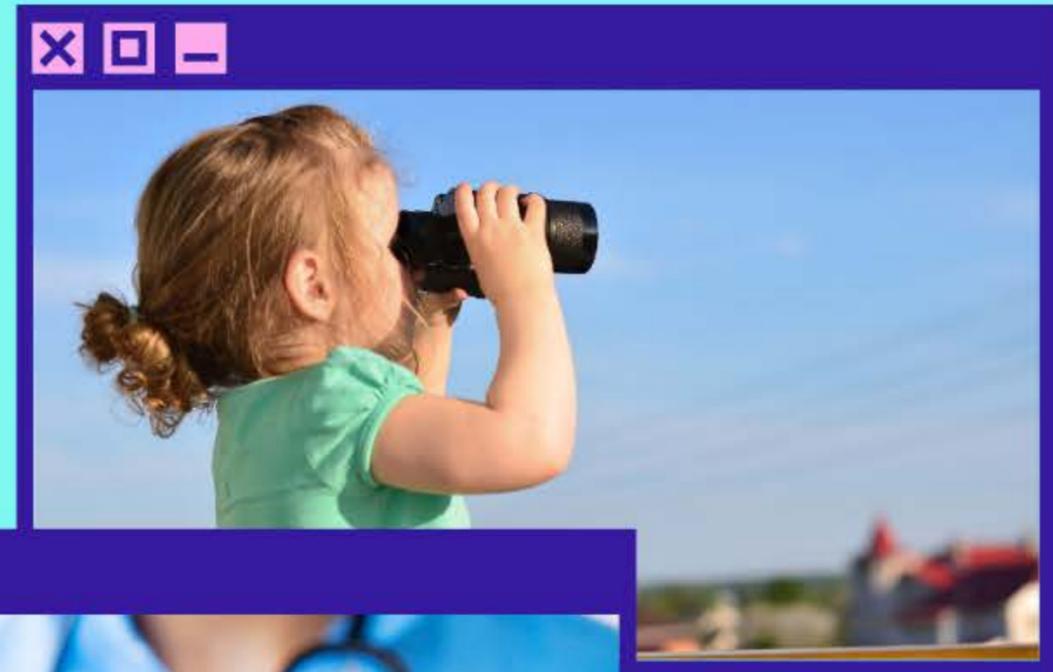
Physical Exam



- **Growth parameters (CDC guidance)**
- **Vital signs: parents can obtain with your guidance or home devices**
- **Inspection**
- **Assess need for more care at that time**
- **Unique opportunity to observe development in a child's home**
- **Parents can help with exam: upload photos, palpation**

Observe

Watching the child at home.



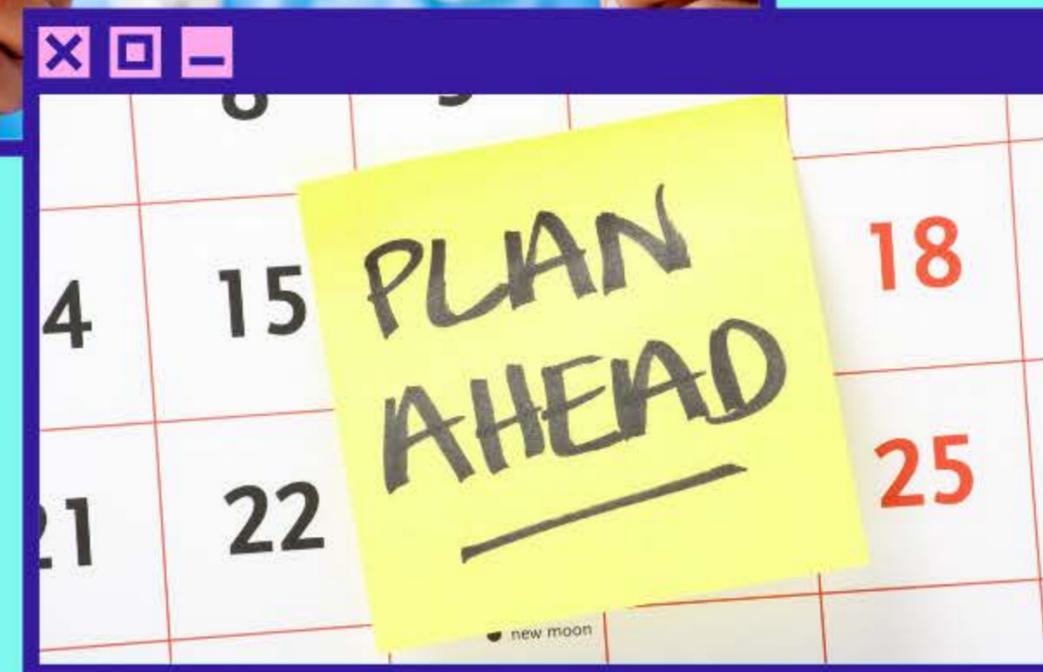
Ask for Help

A caregiver or nurse in the room can help with exam maneuvers.



Plan Ahead

Send parents a tip sheet ahead of the visit.

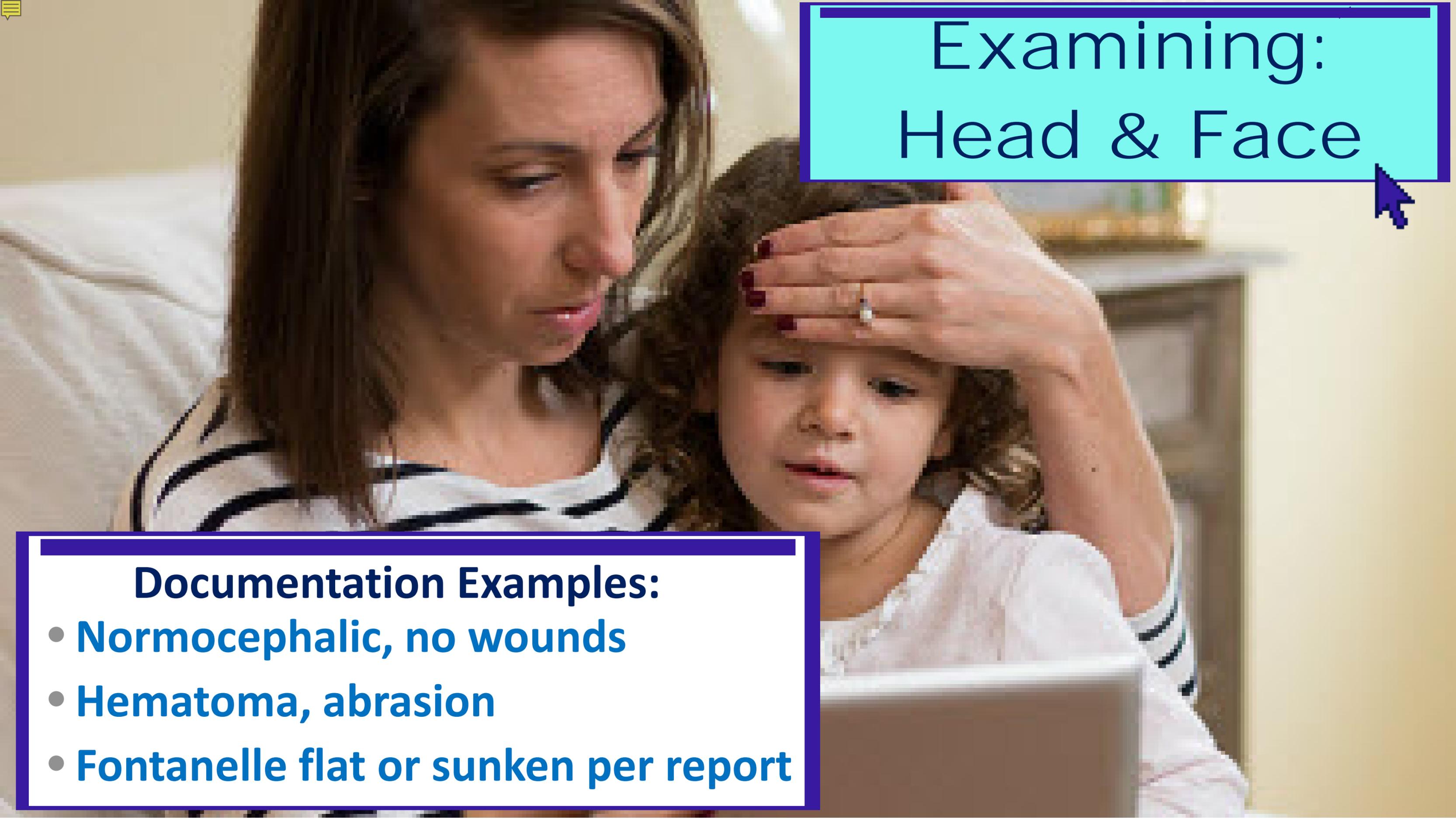




General Exam Tips



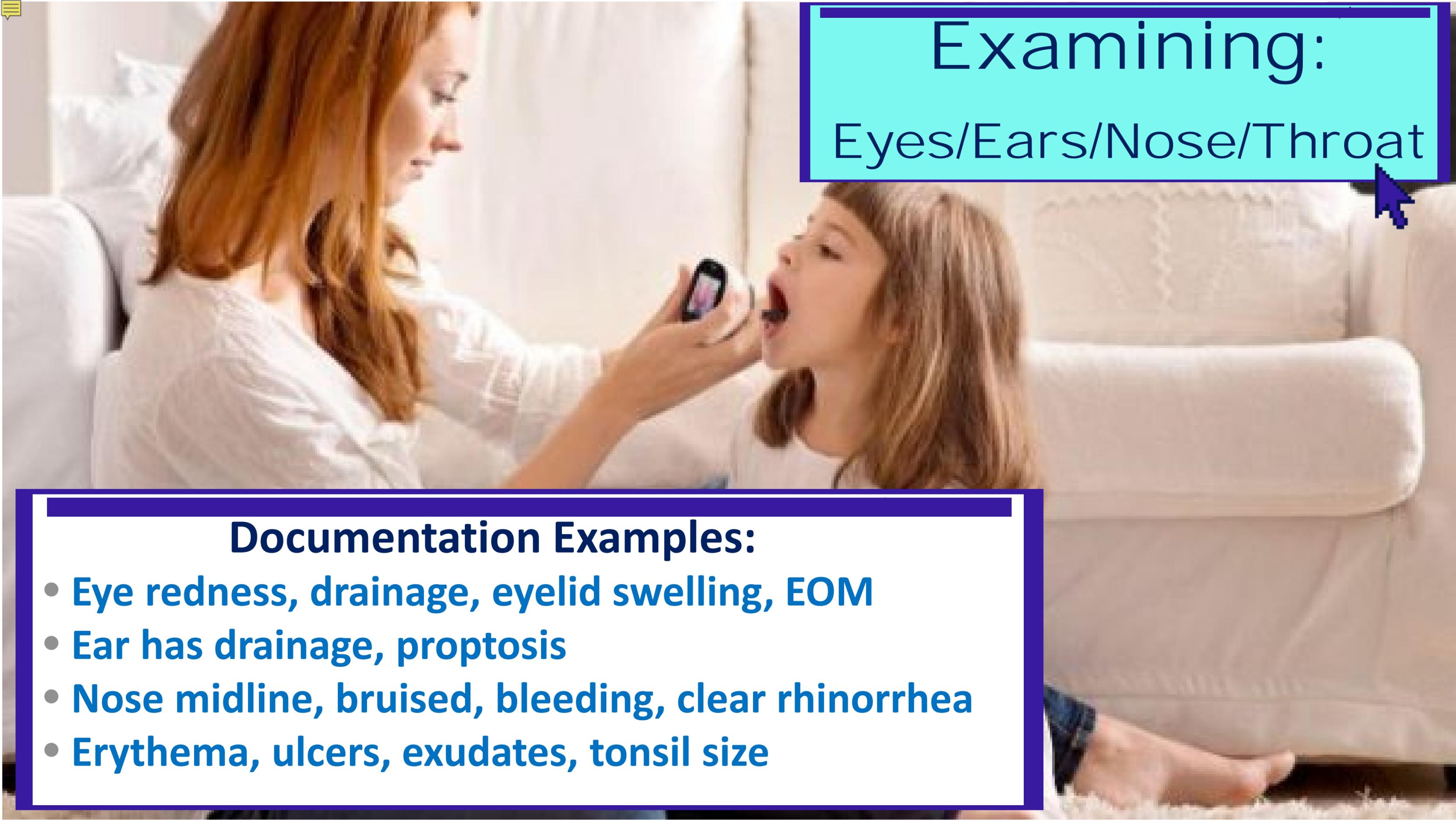
- **Vitals: HR, RR, Temperature**
- **Awake, alert, crying, or talking,**
- **Not in distress, fussy but consolable,**
- **Climbing on parent, playing**
- **Lying still in bed**

A photograph of a woman with long dark hair, wearing a grey and white striped shirt, examining a young child's head and face. The child is wearing a white lace-trimmed top. The woman is looking down at the child's forehead with a focused expression. The background is a softly lit room with a white wall and a piece of furniture.

Examining: Head & Face

Documentation Examples:

- **Normocephalic, no wounds**
- **Hematoma, abrasion**
- **Fontanelle flat or sunken per report**

A healthcare professional with long red hair, wearing a white lab coat, is examining a young girl's throat. The girl is sitting on a white couch, leaning forward with her mouth open. The professional is holding a small mirror in front of the girl's mouth. The background is a plain, light-colored wall.

Examining: Eyes/Ears/Nose/Throat

Documentation Examples:

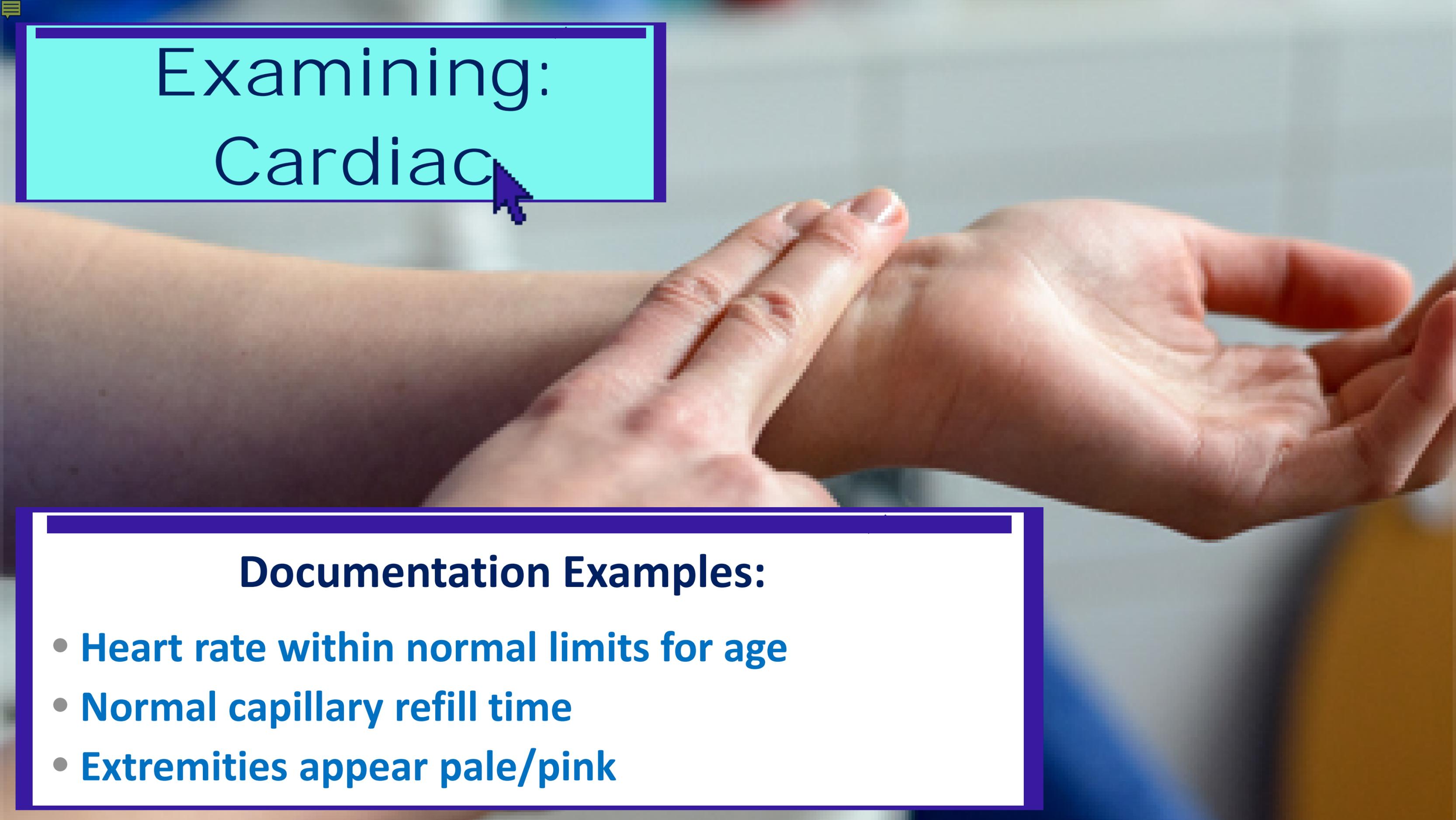
- Eye redness, drainage, eyelid swelling, EOM
- Ear has drainage, proptosis
- Nose midline, bruised, bleeding, clear rhinorrhea
- Erythema, ulcers, exudates, tonsil size



Examining: Neck

Documentation Examples:

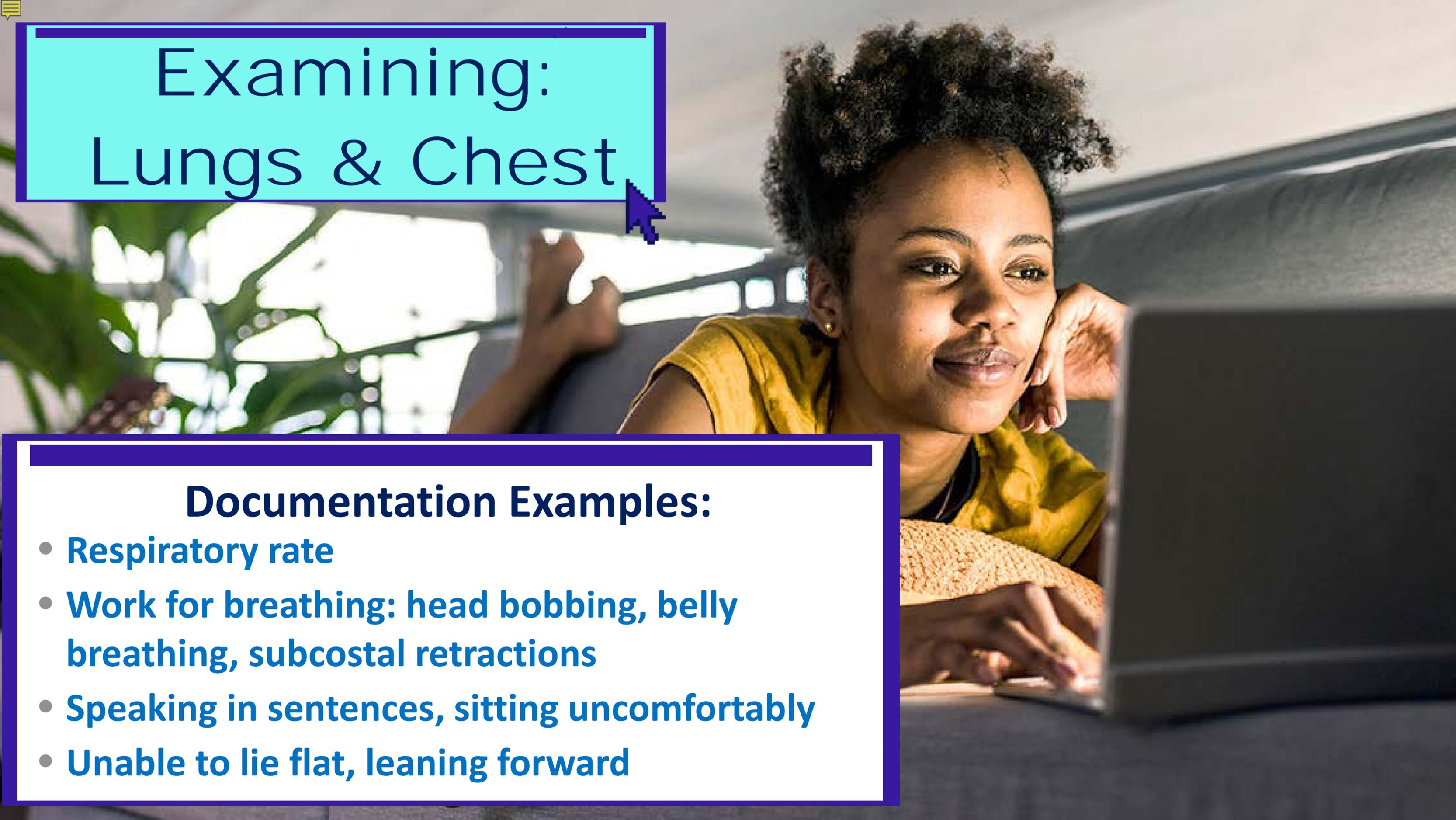
- **Full ROM**
- **Redness, swelling**
- **Difficulty moving left/right/up/down**



Examining: Cardiac

Documentation Examples:

- Heart rate within normal limits for age
- Normal capillary refill time
- Extremities appear pale/pink



Examining: Lungs & Chest

Documentation Examples:

- Respiratory rate
- Work for breathing: head bobbing, belly breathing, subcostal retractions
- Speaking in sentences, sitting uncomfortably
- Unable to lie flat, leaning forward

Examining: Abdomen

Documentation Examples:

- **Soft, flat, no apparent pain**
- **Distended, seems uncomfortable**
- **Hernia, skin discoloration**



Developmental Exam



Use *Bright Futures* Screening Tools to assess adolescent:

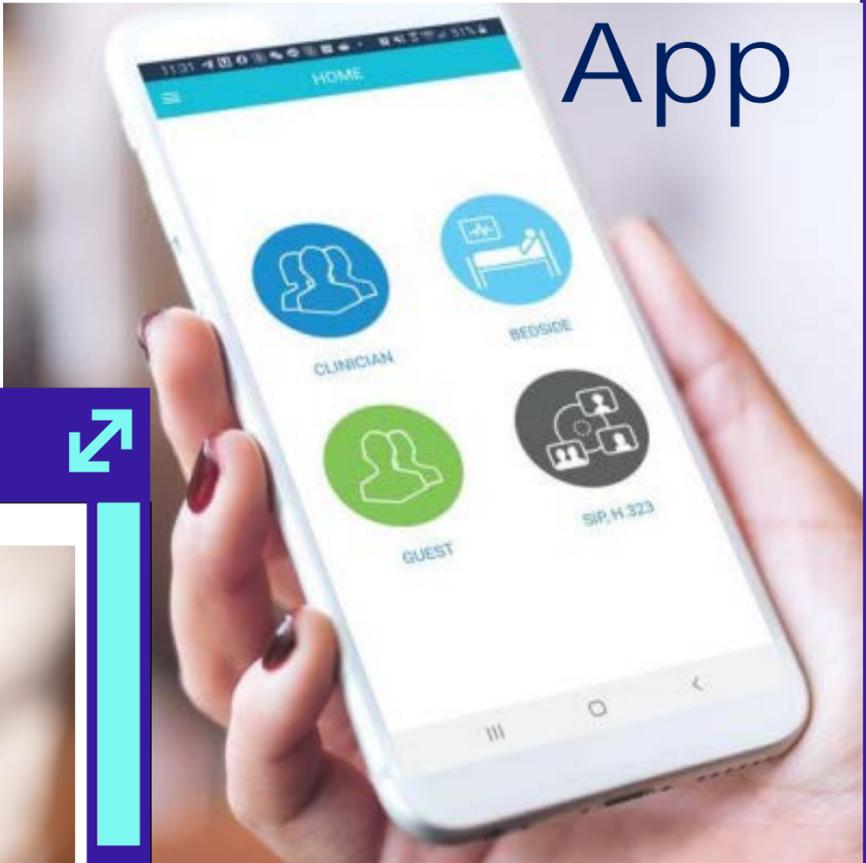
- **Mental Development**
- **Emotional Development**
- **and, Social Development**



Computer or Tablet



App



Phone Call



Smartphone





Adolescents w/ Special Care Needs...

Conducting well-visits via telehealth for adolescents w/ special care needs can help

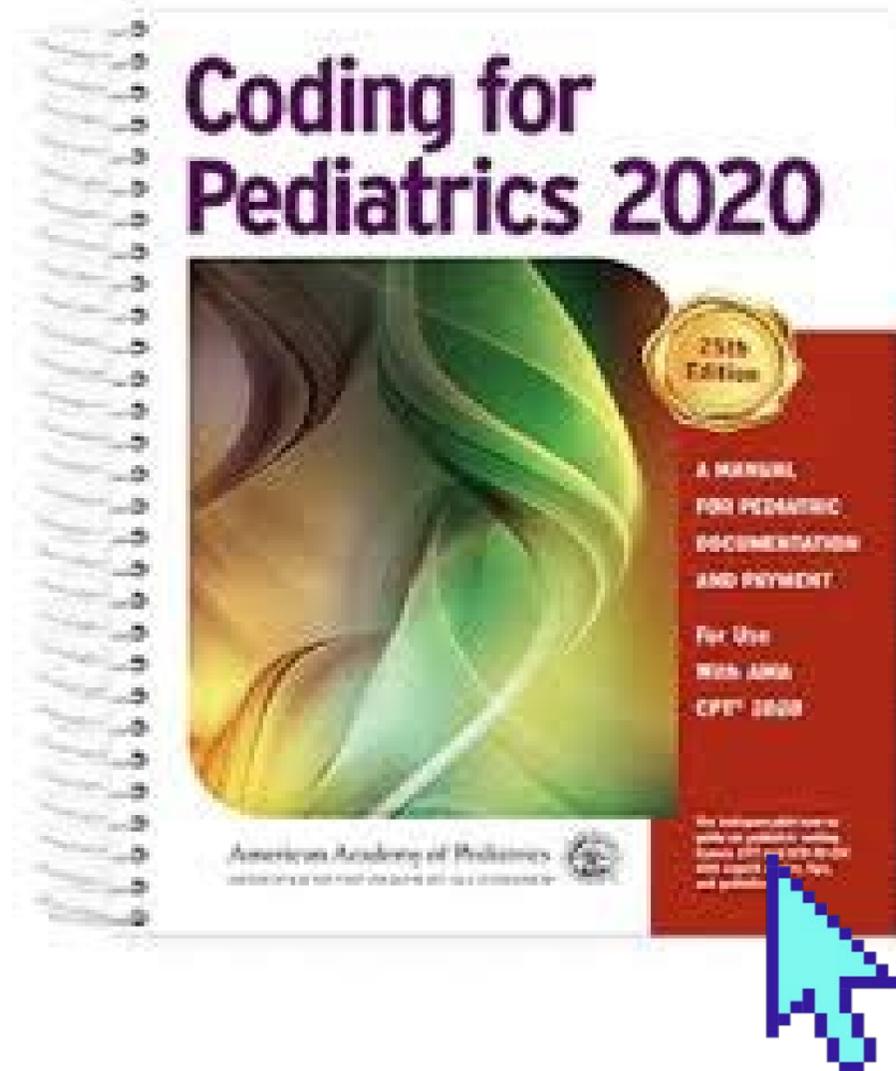
- Improve access to sub-specialists
- Reduce travel and time
- Assess medication, special care equipment and more



Tools & Resources



Billing & Coding



- **Part 1:**
 - **Virtual Visit: coded with usual well codes (LOS), along with usual codes for the screening done and any other diagnoses addressed**
 - **Same POS, same modifier (coders add these)**
 - **Payment parity**

- **Part 2:**
 - **More guidance to come**
 - **likely 99024 + screening code/vaccine code, link to appropriate Z code, CR modifier**

AAP Coding Guidance



4/13/2020

American Academy of Pediatrics

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Coding for Telemedicine Services

**Due to the COVID-19 public health emergency (PHE), variations of the telemedicine rules will be implemented. We will update this document as much as we can; however, for current updates, please refer to the COVID-19 coding resource on www.aap.org/coding **

For the purpose of this resource, telemedicine will be defined as:

"a two-way, real-time interactive communication between a patient and a physician or practitioner at a distant site through telecommunications equipment that includes, at a minimum, audio and visual equipment."

The reporting of telemedicine services varies by payer and state regulations. In 2017, *Current Procedural Terminology* (CPT) published a new modifier and a new appendix related to telemedicine services. While the Centers for Medicare and Medicaid Services (CMS) have recognized telemedicine services for quite some time, the launch of the CPT infrastructure facilitates recognition by private and public payers.

https://www.aap.org/en-us/Documents/coding_factsheet_telemedicine.pdf

AAP Coding Guidance



May 15, 2020

American Academy of Pediatrics

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90 Years of Caring for Children—1930–2020

Coding for COVID-19 and Non-Direct Care

[Link to PMS via Telemedicine Guidance](#)

[Link to FAQs](#)

Coding Guidance: ICD-10-CM

The introduction of 2019-nCoV Coronavirus, SARS-CoV-2/2019-nCoV (COVID-19) in the United States has produced an influx of patients into the health care system. While knowing how to diagnose and treat these patients is vital, being able to appropriately capture this information for data tracking and payment also is important. The National Center for Healthcare Statistics has developed a resource for International Classification of Diseases, Tenth Revision, Clinical Modification (ICD-10-CM) coding that already is in effect.

COVID-19 attacks the respiratory system; therefore, suspicion of the disease typically will accompany respiratory conditions. A confirmation of COVID-19 will therefore be linked to a specific respiratory condition.

ICD-10-CM Guidance for Use on or after April 1, 2020

U07.1 COVID-19

Use this code as primary and also report manifestations such as pneumonia or bronchitis.

Note that you may not report codes B34.2, B97.2- or J12.81 in addition to the **U07.1**.

The WHO also released another code that has not been approved for use in the US at this time (U07.2); therefore, do not report code U07.2 until directed by the National Center for Healthcare Statistics.

<https://downloads.aap.org/AAP/PDF/COVID%202020.pdf>



General Resources

Provider Preparation List



Prior to the visit...

- Review all chart information
- Review screenings if applicable
- Have a distractor ready for younger children
- Anticipate Concerns

Patient Preparation List



Prior to the visit...

- Undress as much as possible
- Be in a well-lit, quiet place
- Have all data and concerns handy
- Have calendar readily available



How to prepare for a video visit with the pediatrician

Have your child with you!

Other things to have ready:



Your child's weight
& temperature



A list of specialists
your child sees



Your pharmacy info



Medicines
your child takes

Don't forget to test your camera and microphone before the visit.
Log in a few minutes early.

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healthychildren.org

Powered by pediatricians. Trusted by parents.
From the American Academy of Pediatrics

#CallYourPediatrician

Provider Preparation List



During the visit...

- Greet the parent and/or patient
- Communicate the disclaimer of this being a limited component and ONLY a portion of the well exam
- Update history, meds
- Review screenings
- Look & Listen skills heightened
- Discuss concerns
- Create your OWN physical exam workflow to ensure consistency & thoroughness as this will optimize accuracy for all visits

Patient Preparation List



During the visit...

- Schedule OV or drive up for:
- Labs,
- Vision/Hearing
- Immunizations
- Schedule exam with Pediatrician/Clinician
- Above may be at the same time but separate schedules for efficiency

ICAAP Emphasizes Well-Visits Infographic

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Well-Visits Help Keep Children Healthy & Safe

Routine Care is **Important**

The COVID-19 pandemic has changed many things.
But one thing is still the same...

Children Need Their Check-Ups!

The American Academy of Pediatrics encourages families to
keep visiting their primary care provider during the pandemic.



Available in
English & Spanish

<https://illinoisAAP.org/covid-19/>

Provider Preparation List



After the visit...

- Make sure to have scheduled next visit
- Documentation

Provider Preparation List



Documentation

- Include the following:
- Emergency Language: This was a Virtual Well Visit conducted during the COVID-19 Pandemic Emergency in lieu of an in office visit. History reviewed and exam considered with limitations acknowledged due to the nature of a virtual synchronous telecommunication platform.
- Include both Clinician and Patient site
- Include all components of exam that are possible through this visit
- Include who and how vital signs/measurements obtained
- Document the Care Gaps (Bright Futures) and plan for closing the gaps

Patient Preparation List



After the visit...

- Schedule next visit
- Follow any other guidance given

AAP Telehealth Support



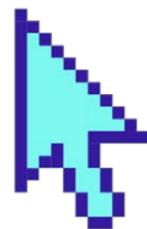
The screenshot displays the AAP website's navigation and content for the Telehealth Support Compendium. At the top, the AAP logo and tagline "DEDICATED TO THE HEALTH OF ALL CHILDREN®" are visible. To the right, there are buttons for "My Collaboration Sites", "Early Career", and "Ped". Below the logo, a blue navigation bar contains links for "Professional Resources", "Professional Education", "Advocacy & Policy", "shopAAP", and "About the AAP", along with a search bar. A breadcrumb trail reads "AAP.org > Professional Resources > Practice Transformation > Telehealth Support > Compendium".

The main content area is titled "Telehealth Support" and "Compendium". It includes a descriptive paragraph: "This is an online, evolving resource that offers general information and technical support for pediatricians who want to incorporate telehealth services into their practice." Below this, a section titled "Learn more about this" features three articles:

- What is Telehealth**: Telehealth provides opportunities to rethink how and when children receive medical care. (Accompanied by an image of a doctor with a clipboard.)
- Getting Started in Telehealth**: Learn how to assess the needs of the community and implement telehealth within your practice. (Accompanied by an image of two healthcare professionals at a computer.)
- Provider to Patient Visits**: Learn about the operations necessary to implement telemedicine within to practice. (Accompanied by an image of a doctor and a patient.)

At the bottom of the screenshot, a blue hyperlink is provided: <https://bit.ly/2BP1CJr>

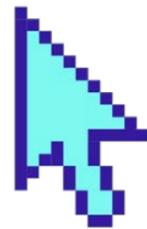
NASN Telehealth Support



The screenshot shows the NASN website interface. At the top left is the NASN logo with the text 'National Association of School Nurses'. To the right of the logo is a navigation menu with links for HOME, RESOURCES, PROGRAMS, MEMBERSHIP, **ADVOCACY**, RESEARCH, and ABOUT. Above the navigation menu is a search bar labeled 'Search NASN' and a red 'LOGIN' button. Below the navigation menu is a breadcrumb trail: 'Advocacy / Professional Practice Documents / Position Statements / Telehealth, The Role of School Nursing in'. A red 'SHARE' button is located to the right of the breadcrumb trail. The main heading of the page is 'Telehealth, The Role of School Nursing in' followed by the subtitle 'The Role of School Nursing in Telehealth'. Below the subtitle is the text 'Position Statement'. There is a red link for 'printable version'. The 'SUMMARY' section begins with the text: 'It is the position of the National Association of School Nurses (NASN) that utilization of telehealth technology may be a valuable tool to assist registered professional school nurses (herein referred to as a school nurse) to provide school health services. The health of many students is impacted by lack of access to primary care and specialty services due to health disparities caused by poverty and other social determinants of health. Technology and telehealth can assist the school nurse in addressing these issues. The school nurse is on the frontlines of school health services and has the expertise to provide the critical link and oversight to successfully implement and utilize telehealth/telemedicine technology in the school setting.'

<https://bit.ly/2MQ5CeU>

NACHC Telehealth Support



National Association of Community Health Centers (NACHC)



What Matters for Health Centers

Health centers are increasingly using telehealth to better meet their patients' needs and to overcome persistent clinical workforce shortages. Because health centers are required to offer comprehensive services in areas of high need, many are using telehealth to address geographic, economic, transportation, and linguistic barriers to health care access.

In 2016, 57 percent of health centers across the nation had either begun using telehealth, were in the process of implementing a telehealth program, or were actively exploring its feasibility.

Telehealth programs are especially critical in rural areas, where many residents can face long distances between home and health provider, particularly specialized providers. **In rural communities, nearly half of health centers utilized telehealth for services outside the clinic.**

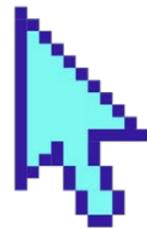
Quick References

<http://www.nachc.org/focus-areas/policy-matters/telehealth/>

Types of Telehealth



Telehealth Resource Center



TRC NATIONAL CONSORTIUM OF **TELEHEALTH** RESOURCE CENTERS

Home Telehealth Resources Find a TRC Request Assistance

COVID-19
Telehealth Resources
The Telehealth Resource Centers are dedicated to provide healthcare providers with the resources to develop a telehealth program.

View Events Telehealth Resources Upcoming Webinar Subscribe to Newsletter & Webinar Reminders

<https://www.telehealthresourcecenter.org>



In Conclusion

- **Use of telemedicine can be beneficial to caring for adolescents during COVID-19 and beyond**
- **Telemedicine has the potential to mitigate clinical and financial impacts of the pandemic**
- **Telemedicine can be incorporated into your practice or care setting as we transition out of the COVID-19 pandemic and beyond**

Thank You!



Olyvia Phillips

Email: ophillips@illinoisap.org

