CORONAVIRUS DISEASE 2019
(COVID-19)

Trinity Health Telehealth Standard
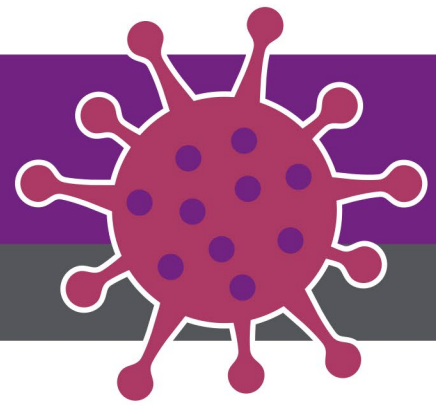
Trinity Health

Audience: MGPS Leadership, CIO's, ISDs, RTMs, RHM Marketing & Communications, Clinical Informatics
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Trinity Health's Telehealth Standard Protects Patients, Providers and Clinicians

As Trinity Health responds to Coronavirus (COVID-19), the health and safety of our patients and colleagues remain our top priority. Our providers are available and committed to providing quality care wherever needed. The current COVID-19 environment has resulted in social distancing, self-quarantine and other barriers. This has limited the ability of providers to care for patients via traditional methods and has highlighted the urgency of expanding Trinity Health's telehealth standard.

In our latest effort to address this, Trinity Health's inpatient telehealth standard now includes Virtual Rounding and Virtual Visitation using a Ministry-issued iPad enabled with Microsoft Teams. Nearly 3,000 iPads are now deployed across Trinity Health hospitals and continuing care facilities to support Virtual Rounding and Virtual Visitation.

Virtual Rounding enables
- Admitted patients who have tested positive for COVID-19 or are patients under investigation (PUI) to connect with providers using an iPad, limiting provider risk for contracting COVID-19 and stewarding the inventory of personal protective equipment (PPE)
- Providers to connect directly to one another (provider-to-provider) by video regardless of physical proximity

If patients do not have their own device, Virtual Visitation enables:
- Nursing staff to facilitate visitation between patients and family members or spiritual advisors, thus reducing social isolation
- Patients to engage family members using Google Duo, FaceTime, Facebook Messenger, Skype and/or Zoom, which are included on the iPad and may be used with a patient's own credentials

Virtual Rounding and Virtual Visitation join Virtual Care in the outpatient setting as part of Trinity Health's telehealth standard. Virtual Care includes three ways patients may connect with providers:
1. Answering questions online, resulting in a treatment plan within an hour (no cost treatment plan for COVID-19 and/or upper respiratory infection symptoms)
2. Scheduling an online video visit with a provider at a time that is convenient
3. Initiating a no-cost COVID-19 self-assessment to determine risk level and next steps

Trinity Health leadership is committed to applying telehealth technology so that we may continue serving together through the COVID-19 crisis and beyond.