

Virtual Care

Platform Standards Use Cases

Trinity Health procedures that require transmission of protected health information (PHI) should occur using an approved clinical application.

Approved Telehealth Products and Use Cases



Virtual Visits

- Approved Product: **Zipnosis**
- Number of participants: Host +1
- International? No
- Use Cases:
 - The Virtual Visit is available for ambulatory care facilities. It is an on-demand service, connecting patients to a provider within an hour.
 - Patients may use this technology to visit with a clinician in a safe, fast and reliable manner without visiting the office.
 - With the asynchronous solution, patient will be asked a series of automated questions. A clinician reviews these symptoms, formulates a diagnosis, and designs a treatment plan, which is then shared with the patient.
 - With the synchronous solution, patients can interact with a clinician in real time using video technology.



Video Visits

- Approved Product: **QliqSOFT**
- Number of participants: Host + up to 2
- International? No
- Use Cases:
 - Available for ambulatory care facilities. New or existing patients can schedule appointments with their providers for video visits.
 - A video visit is a safe, secure way for patients to connect with a provider remotely for a scheduled visit.



Virtual Rounding

- Approved Product: **Virtual Rounding 2.0** – powered by **Microsoft Teams**
- Number of participants: Host + 1
- International? No
- Use Cases:
 - To decrease utilization of PPE and minimize unnecessary exposures to potential infection, iPads enabled with video calling through Microsoft Teams are now available within COVID-19 units for communication between patients and clinicians.



Virtual Monitoring

- Approved Product: **AvaSure**
- Number of participants: Host + 1
- International? No
- Use Cases:
 - Virtual monitoring enables 2-way audio and 1-way visual monitoring of at-risk patients.
 - It allows for verbal intervention first. If necessary, the appropriate caregiver may be notified, allowing staff to immediately and directly intervene when a patient is displaying at-risk behaviors.



Virtual Consultation

- Approved Product: **Virtual Rounding 2.0** – powered by **Microsoft Teams, QliqSOFT**
- Number of participants: Host + 1
- International? No
- Use Cases:
 - Providers and clinicians can connect directly by video regardless of physical proximity.



Virtual Connect

- Approved Product: **Microsoft Teams, QliqSOFT**
- Number of participants: Host + 1
- International? No
- Use Cases:
 - Allows patients admitted to our facilities to use any of several consumer applications to interact with family members and caregivers if they do not have a personal device available.
 - Nursing staff can help to facilitate communication between patients and family members or spiritual advisors, thus reducing social isolation



Support Groups and Online Classes

- Approved Product: **WebEx, Microsoft Teams**
- Number of participants: Host + up to 1,000
- International? Yes
- Use Cases and additional information:
 - Allows for consumers to attend support groups for topics such as grief support, weight management, diabetes education, and pregnancy care online.
 - A “request an invitation” link can be posted on the website; the sponsor / host of the meeting will email the participant with the meeting information.
 - Personal Webex rooms should not be used; unique Webex meetings with passwords should be created for each meeting series.
 - The host states the below disclaimer at the beginning of each session:

IMPORTANT: By using the collaboration technology for participation in a group session you are sharing your sensitive personal health information (PHI) with participants and via cloud technology. Your PHI will be viewed via the internet and Trinity Health cannot assure that your PHI will not be accessed, viewed or obtained during a session or following a session. Please note: The collaboration technology provider and your health care provider use safeguards to protect PHI; however, unauthorized persons may find a way to join a session and any participant may withdraw PHI during the session. Further, when you access the session you may be connecting in a manner that would not prevent unauthorized persons from joining and viewing the session. Please use care in choosing to participate, accessing the session and sharing sensitive information because complete confidentiality cannot be assured.

Exceptions

There are unique instances of approved alternatives. This includes use of alternative products during the public health emergency as well as grandfathered and products approved for specific purposes, such as Doximity to mask a provider's personal phone number. Additional exceptions will be limited to those use cases that cannot be met by an approved product. To request vetting of alternate product or if you have questions regarding any approved product, contact your local Trinity Information Services leaders.