

In response to Bill S. 244 (Sections 1-3)
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Audio Only Use within The University of Vermont Health Network

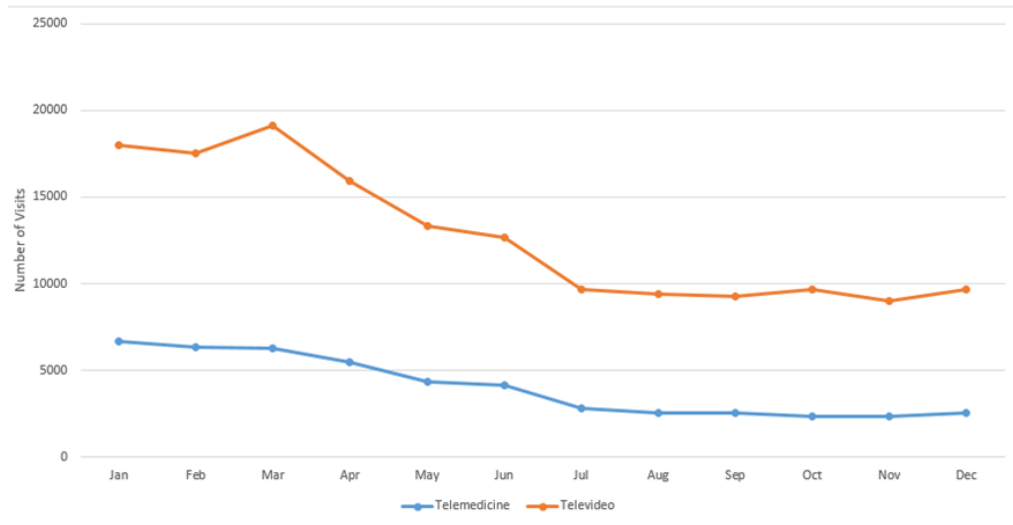
Based on clinical scheduling protocols, the majority of audio-only visits are with regards to: Allergies, medication management, MAT follow up (every other), Anxiety/Mood Disorder/Depression, Psych follow up, Diabetes check in, Cholesterol/lipids follow up, new parenting questions, Social Worker/Dietician/RN Care Manager check in

The clinical process for these visits is:

Appointment is scheduled → Provider calls patient at that time → Provider obtains consent and has visit with patient → Provider documents note and bills within Epic → Patient can see note in MyChart

This provides patients with consistent care with providers they know and trust, at a scheduled time

Data and Statistics 2021



- January, 2022: 2,819 audio only and 12,247 audio/video
- Steady trend during the second half of 2021 (2,500 per month) as compared to average of 5,000 per month during the first half
- Highest utilizers are Family Medicine/Internal Medicine, Psychiatry and Cardiology

Provider Experience

Opportunity to:

- Maximize health maintenance
- Have an option when connectivity is a barrier
- Allow care teams to continue to provide care in a way which patients are already comfortable
- Allow care teams to focus on providing care and not acting as technical support [when connectivity is a barrier]

Codes:

99441	99442	99443
5-10 minutes	11-20 minutes	21-30 minutes

Patient Experience

- Scheduled visit
- Consent given
- Access to note in MyChart

- Easier to fit into patients' workdays, reduces the burden of finding childcare and saves time/costs with regards to travelling to appointments

"Excellent experience. I am disabled and not able to do Zoom meetings. I was afraid they wouldn't allow it and I would be without healthcare." (Patient quote, 2021)

"When only going over for lab results, the phone/video visits are great. We live over an hour from UVM— especially in the winter, these telemedicine visits are wonderful." (Patient quote, 2021)

"Our internet is not good enough to do video chats or cell phone calls. We have to use tried and true 'land line'." (Patient quote, 2021)