

The Practice of Telehealth

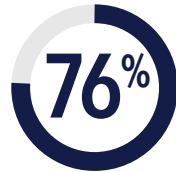
Telehealth, also referred to as telemedicine, is the delivery of health care using a variety of remote telecommunications methods.

Current Landscape

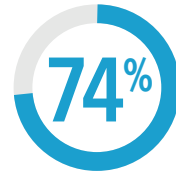
The use of telehealth to provide clinical health care has changed significantly since the beginning of the COVID-19 pandemic. According to McKinsey & Company surveys on telehealth¹:

50-175x

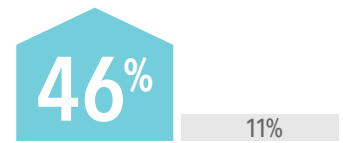
increase in telehealth visits



of patients highly or moderately likely to use telehealth going forward



of patients highly satisfied with telehealth



of all patient visits in 2020 up from just 11% in 2019

Important Facts About Mental Health in the United States

1 in 5 adults

have some form of mental illness as of 2019²



of adults with mental illness did not receive mental health care in 2019²



of children and adolescents with mental illness did not receive mental health care in 2019²

up to 93 days

The approximate wait time for a new psychiatry appointment in 4 major US cities^{3,4}

Key Observations from Clinicians

The standard of care is never diminished, whether it is with telehealth or in-person. Being able to connect is what matters⁵

The outcomes are the same for both telehealth and on-site visits⁵

Patient **no-show rates** significantly improved from 45% to 15%⁶

Additional Resources

American Telemedicine Association
CDC Telehealth Information

American Psychiatric Association
Telepsychiatry Information Portal for Physicians

APA-ATA Best Practices for Telemental Health
ATA Practice Guidelines Portal



Brought to you by Tris Pharma Medical Affairs



Advantages for Patients⁷

Comfort Patients may feel more engaged in home environment
Increased access to care

Convenience No travel, parking, or transportation time
Better availability of appointments

Control Patients may have increased sense of confidentiality and less fear about contracting COVID-19 and other infectious diseases



Opportunities for Clinicians⁷

Reduce potential exposure to COVID-19 and other infectious diseases

Insight into patient's environment, allowing for better-tailored treatment plans

Lower patient **no-show rates**
Outreach to patients in rural areas



Challenges

Restrictions on telehealth were lifted or modified during the pandemic, and many organizations are working to ensure ease of access post-pandemic.

Insurance coverage for telehealth has improved, but some inconsistencies in policies remain⁸
Technology support **requires a dependable, secure platform**⁸

Situations in which **in-person visits are more appropriate** due to urgency, underlying health conditions, or inability to perform an adequate physical exam⁹

Users with limited digital skills, device issues, or poor Internet access may require additional **expert technical support**⁹

For a list of FAQs on Telemedicine from the American Medical Association visit www.ama-assn.org/system/files/2020-05/telemedicine-during-phe-faqs.pdf.



CMS Changes

A number of temporary changes were adopted by the Centers for Medicare & Medicaid Services (CMS) to deliver telehealth services during and post-pandemic.¹⁰

Reimbursement CMS introduced policies for billing both new and existing patients in multiple formats (video or audio-only) as if the care was provided in person

Licensing CMS temporarily waived geographic requirements to allow practitioners to provide telehealth in a state they are not licensed in

Controlled substances Temporary "emergency" waiver of Ryan Haight Act to allow prescribing of Schedule II medication via telehealth

For up-to-date information and guidance, check your state-based regulations.



HCP Considerations and Tips

Consider forming **informal partnerships** with primary care physicians^{11,12}

Continuously measure patient satisfaction and make corrections when and where identified¹³

Provide a **digital waiting room** where patients can wait for their appointment to start¹⁶

Be cognizant of **practice capacity limitations**¹³

Invest in **secure communications platforms**¹⁴

Practice using technology and have a backup plan in case of system failure¹³

Be aware of **local and state licensing requirements**¹⁴

Develop **protocols for handling medical and psychiatric crises**¹⁵

Take the time to **discuss expectations** for telehealth with patients¹⁷

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