

# Together2Goal<sup>®</sup>

AMGA Foundation  
National Diabetes Campaign

## March 2020 Webinar at Work

*"Putting T2G webinars into practice"*

**Webinar:** "Diabetes Care and Support: Telemedicine in a Rural State"

**Speakers:** Kristine Kilen, R.D., CDE of Billings Clinic

**Webinar Date:** March 19, 2020

**Summary:** Billings Clinic developed one of the first telemedicine networks in the nation to reach their rural patients throughout Montana. This webinar focuses on how Billings Clinic successfully transitioned DSMES and MNT programs to telemedicine programs for patients in rural communities. Critical to the organization's success was their ability to leverage:

- An existing technology infrastructure for telemedicine
- Established best practices for telehealth communications
- Motivated medical staff who were willing to serve as "champions"
- CDEs who ensured the delivery of patient education through technology platforms is held to the same standard as in-person visits
- Montana's Medicare coverage, which reimburses the same amount for DSMES and MNT visits, regardless of whether they are via telemedicine or in-person

Kristine Kilen encourages medical groups exploring a new telemedicine program for DSMES and/or MNT to consider the aforementioned factors and below implementation tips before undertaking a similar effort.

### Implementation Tips:

To set up a telemedicine program for DSMES and/or MNT:

- 1) Budget for supplies and resources
  - Evaluate the added cost of new technology subscriptions/purchases, additional mailing/shipping needs, etc. alongside pre-existing costs for standard staff supplies.

- 2) Create a scheduling structure for time management
  - Allot time in schedules for visit prep and follow-up tasks (e.g. faxing, documentation, mailing items, etc.).  
Consider scheduling longer time slots for new patients to support their transition to telemedicine visits.
- 3) Equip Patient Site Room
  - Provide the patient site room used for virtual visits with the same examples and tools used during a regular in-person visit.
  - Ensure the camera set-up provides adequate visuals for teaching demonstrations (e.g. SMBG, insulin injection).
  - Test lighting and speakers to minimize distractions to patients.
- 4) Establish HIPAA Compliance in New Technologies
  - Ensure new telemedicine communications are HIPAA compliant and use secure connections
- 5) Find Champions in Remote Communities
  - Foster relationships with remote clinics to promote telemedicine offerings.
- 6) Expect Process Improvement
  - Understand that telemedicine programs evolve and improve over time!

**Team Discussion:**

1. What are the benefits to our organization of creating or continuing a DSMES and/or MNT telemedicine program?

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2. What infrastructure do we have in place to support DSMES and/or MNT telemedicine programs (i.e. staff, resources, technology, bandwidth, etc.)?

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3. How do we identify patients that would benefit from DSMES and/or MNT telemedicine programs?

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4. What are our obstacles to providing DSMES and/or MNT via telemedicine? How can we overcome these challenges?

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5. What are patients' obstacles to participating in a DSMES and/or MNT telemedicine program? How can we provide support to help them overcome these challenges?

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**Additional Notes:**

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**Next Steps:**

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**Resources (below):**

- Billings Clinic Fax Referral Form for DSMES/MNT
- Billings Clinic Telemedicine Intake Form



**DIABETES EDUCATION AND  
MEDICAL NUTRITION THERAPY**  
**BILLINGS CLINIC MILES CITY**  
**KRIS KILEN, RD, CDE**

# Fax

**Referral Fax # Miles City 406 233 7070**

<b>To:</b>	<b>From:</b> Kris Kilen, RD, CDE
<b>Fax:</b>	<b>Pages:</b> (including cover sheet)
<b>Phone:</b>	<b>Date:</b>
<b>Patient:</b>	<b>DOB:</b>

Thank you for the referral to Billings Clinic Miles City Diabetes Education and Medical Nutrition Therapy for \_\_\_\_\_

- Patient has been scheduled on \_\_\_\_\_ at \_\_\_\_\_
- Patient was seen on \_\_\_\_\_. Please see note for details.
- Unable to reach patient and unable to schedule. Letter sent requesting patient contact our clinic to schedule.
- Patient declined to make an appointment.  
Details: \_\_\_\_\_
- Patient did not show for appointment
- The patient would benefit from alternative referral.  
Details: \_\_\_\_\_

Thank you for your referral.  
Billings Clinic Telemedicine Diabetes Education and Medical Nutrition Therapy



# Billings Clinic Telemedicine

## Nutrition Therapy and Diabetes Education

Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_

- Diabetes/Renal MNT, DSMES, IBT , RD, CDE FAX (406)
- Pregnancy/GDM DSMES and MNT , RD, CDE FAX (406)
- Nutrition Education MNT , RD FAX (406)

<b>Patient Contact Telephone</b>	(H/C) _____ (W) _____
<b>Date of Referral Fax</b>	
<b>Referral Order:</b> (check intervention for treatment if known)	<ul style="list-style-type: none"> <li>▪ Medical Nutrition Therapy</li> <li>▪ Diabetes Self-Management Education and Support</li> <li>▪ Intensive Behavioral Therapy for Obesity; BMI <math>\geq</math>30</li> </ul>
<b>Diagnosis or Reason for Referral</b>	
<b>Telemedicine Facilitator Name Contact Number</b>	Name: _____ Contact Phone Number: _____
<b>Referring Facility Name</b>	
<b>Provider Name and Signature</b>	Provider: _____ Signature: _____

<b>Documents required with fax</b>	<ul style="list-style-type: none"><li>▪ Insurance information/Face sheet</li><li>▪ Recent labs</li><li>▪ Recent provider notes</li><li>▪ Medication list</li></ul>
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