COVID-19

An End Stage Renal Disease (ESRD) National Coordinating Center (NCC) Patient Education Quickinar

September 22, 2020
Agenda

• What is this call about?
• Today’s speakers
  ▪ Jonathan Segal, MD
  ▪ Professor of Internal Medicine, Division of Nephrology
    − Michigan Medicine, University of Michigan
    − Midwest Kidney Network, Medical Review Committee Chair
  ▪ Tracy Robinson
    − Patient Advisory Committee Member
    − ESRD Network 3
• Topic: Tips for Effective Telemedicine Visits With Your Healthcare Team
• Questions and answers (Q&As) from chat and Q&A panels
What Is This Call About?

• Hear from experts who share tips for coping in a COVID-19 environment.
• Provide real-world experiences for others to put into use.
• Engage in bi-weekly calls on varying topics.
Online COVID-19 Patient Resources

• View up-to-date COVID-19 patient resources.

• Access handouts, webinars, videos, and links to trustworthy organizations.

  ▪ Click on “For Patients.”
Online Patient and Family Member Resources

- View resources providing information about:
  - What to expect as a newly diagnosed patient.
  - Understanding the grievance process.
  - Choosing transplantation.
  - Choosing home dialysis.
  - Infection prevention.
  - Emergency planning.
  - Caregiving.

- Get links to trustworthy organizations.
Jonathan Segal, MD
Professor of Internal Medicine, Division of Nephrology
Michigan Medicine, University of Michigan
Midwest Kidney Network, Medical Review Committee Chair
Telemedicine

• The practice of caring for patients remotely when the provider and patient are not physically present with each other.
  ▪ Synchronous communication with audio and visual information

• Effective January 1, 2019, Congress expanded telehealth coverage to patients on home dialysis by allowing the home to serve as an originating site.
  ▪ F2F visit needed in first 3 months of dialysis.
  ▪ F2F visit needed at least once every 3 months.

F2F = Face-to-face
Use of Telemedicine in ESKD

Real-time video
Two-way communication
Treatment parameters
Image capture
Biometric data

Interventions

Information

Real-time video
Two-way communication
Prescription change
Education

ESKD = End Stage Kidney Disease
Telemedicine

Advantages

• Decreased time spent at provider clinic visits
  ▪ Travel: urban and rural
• Flexibility in scheduling
  ▪ Work/school/family
  ▪ Inclement weather
• More comfortable environment

Disadvantages

• Limited physical exam
  ▪ Acute symptoms/problems
• Need for reliable Internet
  ▪ Highlights disparity
• Infrastructure demands
  ▪ Connectivity
  ▪ Encryption/privacy
• Preserving patient choice

Bieber et al. CJASN August 2018, 13 (8) 1288–1290
Options for Telemedicine Visit

Fully Remote
- Team interacts remotely
- Labs obtained locally
- Medications delivered

Hybrid
- Clinic visit: RN/SW/RD visit; labs; medications
- Provider visit occurs after

RN = registered nurse; SW = social worker; RD = registered dietitian
Before the Visit

• Write down questions/issues/concerns to be discussed.
• Provide information to be reviewed.
  ▪ Treatment data: fax/email to clinic vs. web-based treatment information
  ▪ Blood work
• Have medications on hand for review—refills needed?
During the Visit

• Choose a setting that has:
  ▪ Privacy/quiet
  ▪ Good lighting
  ▪ Comfortable

• Log-in early to allow time for connectivity issues.

• Consider having care partner present.

• Discussion items
  ▪ Review of past month: general well-being, specific problems, treatments
  ▪ Review of lab results, blood pressure, fluid balance, other medical issues
  ▪ Goal setting: short and long term
Physical Exam

- Overall appearance
- Quality of voice/speech pattern
- Eyes: movements/sclera
- Mouth: dentition
- Lungs: breathing effort
- Cardiovascular: presence of swelling
- Gastrointestinal: distention
- Dialysis access
- Skin: rashes/excoriations/wounds
Other Telemedicine Services

- Education
- Transplant Evaluation
- Unscheduled Interval Care
Summary

• Telemedicine compliments, but does not replace, in-person care.
• Can be used for CKD and dialysis care (in-center and home).
• Limited physical examination is the main drawback.
• It requires some advance planning: infrastructure, labs/data.
• Incorporating telemedicine into routine care is the patient’s choice.

CKD = chronic kidney disease
Tracy Robinson
In-Center Hemodialysis
Patient Advisory Committee Member
ESRD Network 3
Let Us Hear From You

• Q&As from chat and Q&A panels
Telemedicine Patient Toolkit

Kidney Patient Care: Your Guide to Using Telemedicine

• What is telemedicine?
• Telemedicine benefits
• How might a kidney patient, like me, use telemedicine?
• What are some other issues I can use telemedicine for?
• What kind of technology do I need? How do I use it?
• Preparing for your telemedicine visit

Source: HSAG
Telemedicine Handout

The Doctor Will See You Now: Telemedicine Makes It Easy

• Benefits of telemedicine
• 10 sample questions you can ask your doctor during a telemedicine visit

Source: HSAG
Be a Friend, Share www.TheKidneyHub.org

• TheKidneyHub.org is a safe, mobile-friendly web tool created by the ESRD NCC with help from kidney patients and family members.

• Links to important new resources, such as:
  ▪ Quick Start to Submitting an Emergency Grant Request
  ▪ Understanding High Kidney Donor Profile Index (KDPI) and Increased Risk Kidneys video.
  ▪ And more.

• Let us know what you think.
  ▪ Email us at NCCinfo@hsag.com.
Our Next COVID-19 Webinar Events

• Save the dates for our next events.
  ▪ Provider-focused event: September 30 at 3 p.m. ET
  ▪ Patient-focused event: October 6 at 4 p.m. ET

• Visit [www.kidneyCOVIDinfocenter.com](http://www.kidneyCOVIDinfocenter.com) for information and to register.
Thank You!

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844.472.4250
813.865.3545
www.esrdncc.org

Additional COVID-19 resources for patients and providers:

www.thekidneyhub.org/covid19/
www.kidneyCOVIDinfocenter.com

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