

Guidance to Assess Direct to Patient (D2P) Telehealth Capability

- Due to the coronavirus pandemic, we are offering some services via telehealth to patients in their homes to reduce your exposure as well as our staff's exposure during this time. Telehealth is the use of electronic information and technology to support long-distance health care.
- We are calling you to see if you might be a good fit to see your provider via our TytoCare app. May we ask you a few questions?
- Do you have a smartphone or tablet you can use for a video call?
 - Do you have any headphones or earbuds that can connect to it? This may help you to hear your provider and your provider to hear you.
- Do you have access to the internet?
 - If no, are you willing to use your data plan?
- An email address is required to register on the TytoCare app. Do you have an email address? (Collect and enter into field in the Patient Registration Page)
- It is recommended that you have a safe, quiet place to visit with your provider. Do you have a place like this available to you?
- In case we have an issue connecting with you via TytoCare, what is a good phone number to reach you at?
- Thank you for sharing this information with us. We will let your clinical team know and they will be in touch about upcoming visits. If your visit can be done via telehealth, we will talk to you about registering for and using our TytoCare service.

Note for Staff:

1. When starting the assessment, check for a patient's email on file in the Quickview. If an email is present, copy and paste it into the patient case and verify during the call.
2. Please document the responses in a patient case with the subject line "Direct to Patient" so that we may generate reports on this information.
3. Use the Direct to Patient Macro in the case description field by typing a "." (period) in the description field and selecting the appropriate macro.
 - a. If the patient responds "yes" to the smartphone/tablet, internet, and email questions, please record "telehealth D2P capable" in the yellow Note for the patient to indicate this patient has the essential technology to receive direct to patient services.
 - b. If the patient responds "No" to any of the smartphone/tablet, internet and email questions, please record "telehealth D2P not capable" in the yellow Note.