What is Telehealth?
Telehealth, telemedicine, or other related terms refer to how healthcare providers and clinicians can provide care for patients remotely when the provider and patient are not able to meet with each other in person. Modern technology allows doctors to care for patients by using video-conferencing tools.

Who can provide healthcare services through telemedicine?
A range of providers that includes doctors, nurse practitioners, registered dietitians, licensed clinical social workers and mental health providers are able to offer telehealth as long as it’s appropriate for you!

Am I eligible to receive care through telemedicine?
Medicare and Medicaid beneficiaries are able to receive a number of approved services via telehealth through new CMS Waivers in place for the duration of the COVID-19 pandemic. Many other private insurance programs also have telehealth approved services.

What equipment will I need?
If you are receiving in-center hemodialysis, you may not require equipment of your own to connect virtually with your dialysis care providers; your facility may help you connect. However, if you dialyze at home or you are trying to schedule an appointment with other non-dialysis providers, you may require some of the items below to receive telehealth:
• Internet connection
• Computer, tablet, laptop, or phone with teleconference capabilities

What is the “Stay Healthy, Stay Home Telehealth Toolkit”?
A toolkit of educational videos and printable resources which are aimed at assisting in-center and home patients with the use of telemedicine by keeping you connected to your ESRD care team and other important healthcare providers, while limiting your physical exposure to others who may be sick.

What’s included in the “Stay Healthy, Stay Home Telehealth Toolkit”?
The following clickable, viewable and printable resources will assist ESRD patients with understanding the use and benefits of telemedicine and the importance of considering home therapy treatment options that can help you stay safe and healthy.
5 Things to Know About Telemedicine

A few Key Details:

- Telemedicine “visits” are typically conducted using special internet technology to transmit voice, images (including the patient and doctor), and sound.
- For patients with kidney disease, telemedicine has been used to monitor blood pressures measured at home and has been shown to improve control of BP.
- Telemedicine has also been used successfully to provide resources and information to patients.

Getting the Most out of your Telemedicine Visit

Telemedicine Visit at a Glance:

- This worksheet can help you prepare for a telemedicine visit, so you can get the most out of your appointment.
- You can also write down any recommendations from your doctor or other healthcare professional.
ESRD Network Program – The Benefits of Telehealth

ESRD Network Program – Patient Telehealth Visit Checklist

Home Dialysis Patient Telehealth Visit Checklist

<table>
<thead>
<tr>
<th>Important Topics to Cover During Your Monthly Clinic Visit Through Telehealth</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Preparedness</strong> Prior to the visit, collect this information to share with your dialysis team:</td>
</tr>
<tr>
<td>• List of medications you are taking (including food supplements, over-the-counter products, and other prescription drugs)</td>
</tr>
<tr>
<td>• List of medical problems you have or have had in the past (including injuries, allergies, current and past disabilities)</td>
</tr>
<tr>
<td>• List of your family medical history (including the names of family members and their ages)</td>
</tr>
<tr>
<td>• List of current and past medical problems, including allergies, current and past disabilities</td>
</tr>
<tr>
<td>• List of all medications you are currently taking (including prescription and over-the-counter drugs)</td>
</tr>
<tr>
<td>• List of medical problems you have or have had in the past (including injuries, allergies, current and past disabilities)</td>
</tr>
<tr>
<td>• List of your family medical history (including the names of family members and their ages)</td>
</tr>
<tr>
<td>• List of current and past medical problems, including allergies, current and past disabilities</td>
</tr>
<tr>
<td>• List of all medications you are currently taking (including prescription and over-the-counter drugs)</td>
</tr>
<tr>
<td>• List of medical problems you have or have had in the past (including injuries, allergies, current and past disabilities)</td>
</tr>
<tr>
<td>• List of your family medical history (including the names of family members and their ages)</td>
</tr>
<tr>
<td>• List of current and past medical problems, including allergies, current and past disabilities</td>
</tr>
<tr>
<td>• List of all medications you are currently taking (including prescription and over-the-counter drugs)</td>
</tr>
<tr>
<td>• List of medical problems you have or have had in the past (including injuries, allergies, current and past disabilities)</td>
</tr>
<tr>
<td>• List of your family medical history (including the names of family members and their ages)</td>
</tr>
<tr>
<td>• List of current and past medical problems, including allergies, current and past disabilities</td>
</tr>
<tr>
<td>• List of all medications you are currently taking (including prescription and over-the-counter drugs)</td>
</tr>
</tbody>
</table>

Basic tips to help you make the most of your Telehealth Visit

- **Tips for patients:** When interacting with your dialysis team through telehealth, be sure to have all necessary information available and organized. This can help you stay on track and make the most of your visit.
- **Tips for providers:** When conducting a telehealth visit, it is important to ensure that the patient has all the necessary information and that the visit is conducted in a safe and secure environment.
ESRD Network Program – Do you know your home treatment options?

Home Dialysis Treatment Options:

- This resource will assist patients with learning about home treatment options, the benefits of home dialysis, available support and why you should consider this treatment option for renal replacement therapy.
- With the ongoing health crisis, it’s important to know all of your treatment options as patients are safer receiving treatments at home away from other patients or staff who may be sick.

ESRD Network Program – Peritoneal Dialysis (PD): The Needle-Free Option Brochure

Home Dialysis Option: PD
In this educational brochure you will have a more in-depth overview of Peritoneal Dialysis, important things to consider and how to get the conversation started with your healthcare team.
ESRD Network Program – Home Hemodialysis (HHD) Brochure

ESRD NCC – Kidney Patient Care: Your Guide to Using Telemedicine

Home Dialysis Option: HHD
In this educational brochure you will have a more in-depth overview of the different types of Home Hemodialysis options, important things to consider and how to get the conversation started with your healthcare team.

ESRD NCC – Kidney Patient Care: Your Guide to Using Telemedicine

Telehealth at a Glance:
- Telemedicine allows you to talk to your healthcare team on your cellular phone, tablet or home computer with a camera.
- With telehealth, you can visit your healthcare team without leaving your home.
- Benefits: Simple to Use, No Travel
- Sample Questions You Can Ask Your Doctor During a Telemedicine Visit
ESRD NCC Patient Education Quickinar: Using Telehealth to Visit Your Doctor

**Presentation Objectives:**

Learn the benefits of in-center hemodialysis and home dialysis during the COVID-19 environment.

Learn methods for using telemedicine with home dialysis treatments.

ESRD NCC Patient Education Quickinar: Considering Home Dialysis During a COVID-19 Environment

**Presentation Objectives:**

Identify who could potentially benefit from telehealth technology.

Learn about ways that telehealth can limit patient exposure to COVID-19.
How Do I Use These Resources?

Review the Stay Healthy, Stay Home Telehealth resources in this toolkit and learn about the potential benefits of using telemedicine to schedule routine medical visits with your healthcare providers.

1. Educate yourself and share these resources with fellow peers at your facility about the benefits of telemedicine and home treatment options that will empower them to be involved in the decision-making process about their health.

2. Ask a member of the healthcare team to print the stay Healthy, Stay Home Telehealth Toolkit resources so they can be shared with patients and/or family member/caregivers at your facility.

3. Answer questions that you are able to, but do not give medical advice. Always refer your peers to a member of the healthcare team for questions and/or further evaluation for home dialysis or telemedicine utilization.

If I need assistance with the Stay Healthy, Stay Home Telehealth Toolkit, who do I contact?

Contact your ESRD Network for additional information and resources.

**IPRO End-Stage Renal Disease Network of New England**
1952 Whitney Avenue, 2nd Floor, Hamden, CT 06517
Patient Toll-Free: 866-286-3773
Main: 203-387-9332
Fax: 203-389-9902
Email: esrdnetwork1@ipro.us
Web: network1.esrd.ipro.org