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

The Benefits of Telehealth

A safe and effective way to access healthcare during the coronavirus pandemic.

What is telehealth?
Telehealth, telemedicine, or other related terms refer to healthcare providers and clinicians who 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.

Why is it important to consider telehealth as a way to help stop the spread of COVID-19?
The rapid spread of coronavirus disease (COVID-19) has created an urgent need to expand the use of technology to help people who have chronic illness and need routine care get access to their healthcare providers. Telehealth can help keep you connected to your ESRD care team and other important healthcare providers, while limiting your physical exposure to other patients and clinical staff. It is also an opportunity to provide care from the safety and comfort of your home, reduce transportation challenges, and lower your risk of exposure to COVID-19.

Who can provide you with healthcare services through telemedicine?
A range of providers that includes doctors, nurse practitioners, registered nurses, licensed clinical social workers and mental health providers are able to offer telehealth visits 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 limited number of approved services via telehealth through new CMS waivers in place for the duration of the COVID-19 pandemic. Many other Medicare insurance programs also have telehealth approved services. To verify if your health insurance covers specific telehealth services, call the number on the back of your insurance card or check with your healthcare team.

How do I receive care through telemedicine?
If you are enrolled in a Medicare Advantage plan, please ask your Medicare Advantage plan for more information about how to set up a telehealth visit.

Remote dialysis visits may be continued through virtual visits with your dialysis technician.

ESRD Network Program – Patient Telehealth Visit Checklist

Welcome to the Patient Telehealth Visit Checklist!

The checklist is organized by topic to help you prepare for your upcoming telehealth visits.

To file a grievance, please contact:
IPRO End-Stage Renal Disease Network of the Ohio River Valley
2211 Enterprise Parkway, Suite 210, New Albany, IN 47112

Patient reference guide

End-Stage Renal Disease Network Program

Stay Healthy, Stay Home
Telehealth Toolkit
Patient Reference Guide

V.1. 9/30/2020 Stay Healthy, Stay Home Telehealth Toolkit Patient Reference Guide

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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

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 the Ohio River Valley**

3201 Enterprise Parkway, Suite 210, Beachwood, OH 44122
Patient Toll-Free: 844-819-3010
Main: 216-593-0001
Fax: 216-593-0101
Email: esrdnetwork9@ipro.us
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