Telemedicine in the Healthcare Delivery System

Length: 1.5 hours

Target Audience: CEOs, CIOs, CFOs, CMOs, CNOs and mid- to senior level healthcare executives

Description: Telemedicine has become increasingly popular throughout the years. Its innovative benefits are of vital interest amid the implementation of the Affordable Care Act. Telemedicine uses a variety of forms of electronic communication technology to provide a convenient method to deliver healthcare services and education. This program will explore the current and future role of telemedicine in the delivery of health care. The program surveying the various uses and settings of telemedicine will delve into how well this technology has been utilized and received by clinicians and patients. Technical, operational, regulatory and financial aspects of the development of telemedicine programs will be investigated. The expanding role that telemedicine holds in daily medicine and its direction into the future of the healthcare delivery system will be explored.

Faculty: Moderator and 2-3 Panelists
The moderator must have experience working with telemedicine services. The panelists should include: a clinician who has served patients using telemedicine technology; managers with operational experience implementing and managing telemedicine services in various health care settings (particularly physician office and home care); and managers with familiarity of regulatory and reimbursement issues.

Topics for Discussion:

- How telemedicine has been used to care for patients and in what settings.
- How effective telemedicine has been in the treatment of patients.
- The technical and operational issues that must be considered in the development of telemedicine services.
- Legal and regulatory implications of employing telemedicine in the care of patients.
- The financial and reimbursement implications of employing telemedicine in the care of patients.
- Future applications of telemedicine and how the potential shift in healthcare reimbursement toward assuming greater risk may impact health care providers’ use of telemedicine.
Questions for Discussion:
1. In what settings and for which types of patients have you used telemedicine services? How effective has telemedicine been in the treatment of these patients? How has it differed from treating patients face-to-face?
2. How has this technology assisted patients? What has been the patient satisfaction level with telemedicine services?
3. What are the technical requirements at both ends and the operational considerations for developing telemedicine services?
4. What are the financial circumstances surrounding telemedicine programs? How does (your State) telehealth reimbursement compare with other states? What is the current status of Commercial Insurance and Medical Assistance reimbursement for telehealth in (your State)?
5. What is the Medicare reimbursement for telehealth in rural and urban areas?
6. What do the credentialing and privileging guidelines/regulations under the CMS Conditions of Participation mean for telehealth within hospitals?
7. How do licensure laws impact the ability to provide telehealth services across state lines?
8. How might telemedicine services play a role in the provision of healthcare in the possible future scenario of providers assuming greater financial risk for patient care?

Materials for Distribution:


Additional Resources:

American Telemedicine Association at http://www.americantelemed.org
