montana pediatrics

On a mission to improve access to health care and health equity for all of Montana's children

Montana Pediatrics + Rocky Boy Health Center
MTP Providers Standard Operating Procedures

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01. Rocky Boy Health Center - The Basics

a. Where is Rocky Boy? They are located about 30 minutes south of Havre, Montana.

b. What services are available?

Rocky Boy Health Center has a CLIA certified Laboratory, physical therapy, behavioral health, and pharmacy onsite. You will be providing care inside their clinic at the health center. The contact information is located below and also updated regularly on the telemedicine access site www.rockyboykids.org

Rocky Boy Clinic Contacts			
Area	**Name**	**Email**	**Phone**
Medical Director - Rocky Boy	Elizabeth TopSky, MD	etopsky@rbclinic.org	406-395-1717
Pharmacy Main Line 406-395-8144			
Pharmacy Clinical Questions	Kayla Otto	kotto@rbclinic.org	406-390-1638
	Gary Palladino	gpalladino@rbclinic.org	406-390-1639
Admin/IT/Formulary Questions	Kayla Otto	kotto@rbclinic.org	406-390-1638
	Shaun Christian	schristian@rbclinic.org	406-395-8144
Laboratory Main Line 406-395-1644			
Contact	Amber Ophus	aophus@rbclinic.org	406-395-1644

Physical Therapy Main Line 406-395-1665			
Contact	Aaron Sparks	asparks@rbclinic.org	406-395-1665
Behavioral Health 406-395-1668			
Scheduling Contact	Persja Huntley	phuntley@rbclinic.org	406-395-1668
EMR Technology Staff			
Computer Install Concerns	Dallas Sun Child	dsunchild@rbclinic.org	406-390-1739
RPMS EMR	Shayna Jordan	sjordan@rbclinic.org	406-390-1614

c. Documentation

Providers will document in RPMS. All providers providing care should have access to a VPN and training for this EMR.

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02. Telemedicine Visit

Montana Pediatrics providers will use RCC for the video component of the visit and document in Rocky Boy's EMR - RPMS.

a. Logging in:

a. Go to www.rockyboykids.org
b. Use your username and password for RCC to log into your account.
c. Utilize your VPN connection to log into RPMS using the username and password you received from Rocky Boy

What you will see:
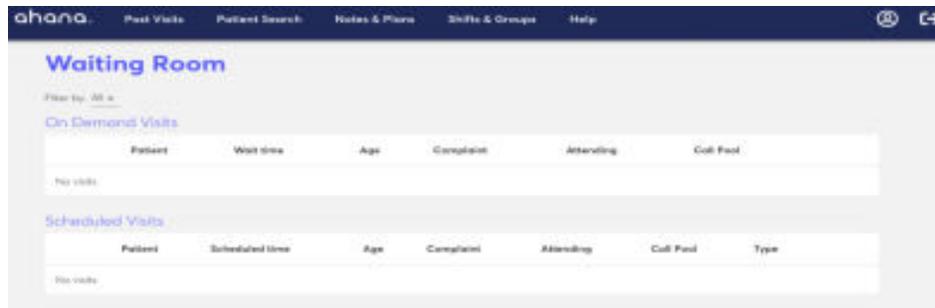
In the "On Demand" section, you can view patients who are waiting for a visit at Rocky Boy. In the "Scheduled Visits" section you will see any upcoming scheduled visits.

b. Notification & Attending a Visit

1. When a patient arrives for a "telemedicine visit" at Rocky Boy, the staff will perform a check-in process which includes sending an alert to your mobile phone.

   a. We ask that if you cannot log into the visit within 20 minutes of an alert, you please let the staff at Rocky Boy know as soon as possible by calling the clinic (information located at the top of this document).

2. Login to RCC

   a. You will be taken to the waiting room in which you will see the requesting patient's name, length (in minutes) of time waiting, age, complaint, attending provider, and call pool.
3. Click on "join visit" next to the patient's name
   a. You will be taken to the patient information card
4. Click on the "Join Visit" button to the left of the patient's name
   a. You will be taken to a testing screen where you will be asked to:
      i. Make sure you can see yourself
         1. Click "yes"
      ii. Make sure the computer can hear you
         1. Click "yes"
      iii. Make sure you can hear the computer
         1. Click "yes"
      iv. You will be taken to the "Exam Room" page

What you will see if the patient hasn't arrived yet:
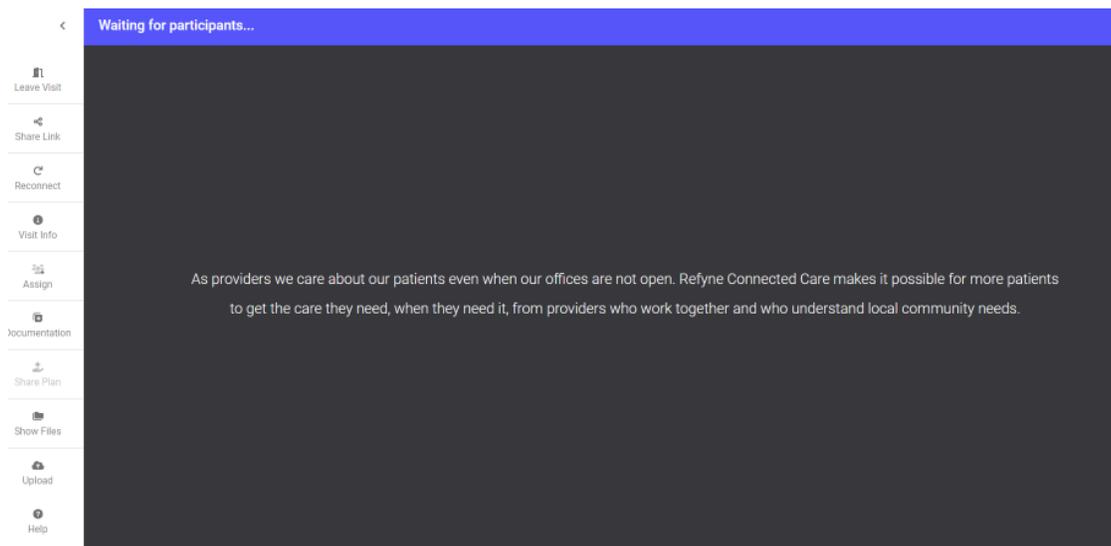
When the patient arrives, a bell will sound and the patient's image will show in the gray area.

For the purposes of providing care at Rocky Boy, you will not need to document in RCC, so the buttons on the left hand side will not pertain to you with the exception of the top button, in which case you will exit out of when the visit has been completed.
_____

c. How to attend a "scheduled visit"

1. Login to RCC

    a. You will be taken to the waiting room and under scheduled visits, you will see the patient's name, length (in minutes) of time waiting, age, complaint, attending provider, and call pool.

    b. If the patient is scheduled to see you, please click on the "join visit" button to the left of the patient's name. You will be taken through the same steps as an on-demand visit.

What you will see
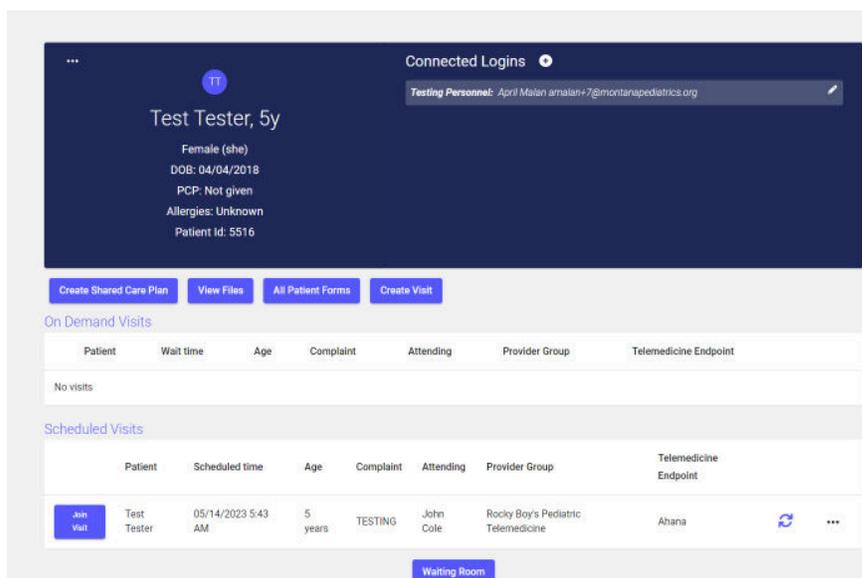
d. What is telepresenting?

Telepresenting is much like checking in patients for an in-person visit. Your nurse or medical assistant will partner with patients and their families while they are seeking care via telemedicine, and they will also help you with tasks related to patient care. Rocky Boy will utilize their own clinic's processes to schedule, check-in, and obtain baseline vitals. They will then hand off the patient to you once they join the visit. The telepresenter is a vital piece to telemedicine - the link between the patient and the provider and without whom the visit would not take place.

e. What does Rocky Boy have access to?

1. Telemedicine cart with otoscope and stethoscope
    a. They are still learning how to utilize these tools and Montana Pediatrics is providing them with training and resources to help increase comfort level with these peripherals
    b. Guidance for both the stethoscope and otoscope will be needed from time to time in order to visualize and hear each other. The current protocol is a temporary work around until our technology is upgraded.
2. Registered Nurses and Medical Assistants
    a. Rocky Boy's access point for telemedicine is housed in their health center. Other providers, nurses, and medical assistants are available for additional support, should you need assistance with a patient
3. Laboratory Services
    a. Onsite and orderable, once you have access to their EMR, you will be able to order testing on patients as needed. Please ask for assistance from your telepresenter if needed
4. Physical Therapy Services
    a. On site and orderable, please ask for assistance from your telepresenter
5. Behavioral Health Intervention Team
    a. On site intervention team, please ask for assistance from your telepresenter

f. What we ask of Rocky Boy's Staff

1. Aiding the provider in a visit
    a. Vitals - Blood pressure, pulse oximeter, heart rate, respirations, and temperature are necessary baseline vitals to capture for the telemedicine visit. Develop a system that works for you so you are able to remember the numbers once the provider joins the visit.

      b. Additional Testing - some providers may order additional testing. The tests will be very similar to the type of tests an in-person provider might order. Your clinic will utilize your internal process for verbal orders to accomplish this task from the providers.

      c. Additional vitals - the provider may ask you to look up the weight or weigh the patient while you are in the room with them. If your clinic does not yet have a telemedicine stethoscope, the provider may ask for a RN to join the visit so they can utilize your clinic's tools to aid in their assessment.

      d. Expanding an assessment - In some cases, patients will require more "hands on" interaction to adequately treat the patient. Sometimes, the provider may ask a MA or RN to join the visit to aid in the physical examination of the patient.

2. Honoring the patient's medical home

      a. We're not a PCP - Montana Pediatrics providers are not primary care providers. They aid your clinic in expanding your community's access to high-quality pediatric-specific telemedicine.

      b. Follow-up care and test result routing - When we see a patient in your clinic, all the notes and follow up recommendations are automatically forwarded to your providers and clinic administration. We prefer that any testing associated with a Montana Pediatrics visit is routed to the patient's primary care provider for review and any follow-up that may be needed.

e. Referring to a Specialist Outside MTP

When needing to refer to a specialist, please follow the training instructions from your onboarding with Rocky Boy's EMR. If you need guidance, please ask for your telepresenter for assistance.

03. Using the telemedicine tools

Peripherals are stethoscopes, otoscopes, and other telemedicine enabled tools which can be connected to the computer to give you a more comprehensive assessment of the patient. Rocky Boy staff has been provided with an otoscope and a stethoscope and is just learning how to utilize these tools while starting services with Montana Pediatrics.

a. The JedMed Horus-Scope

The JedMed Horus-Scope information sheet is located in the back of this SOP. Please refer to that document to familiarize yourself with the scope.

1. If you request utilization of the JedMed Horus-Scope, the staff will perform the following steps to assist you. ***It is recommended that you ask for peripheral utilization at the end of the visit so you do not have to switch cameras multiple times. Please refer to this section to follow the process and help guide the telepresenter should they have trouble with the workflow. They have access to the same information on their SOP.***

   Rocky Boy staff will:
   a. On the left hand side of the exam room screen they will click on the "Share Link" button and perform a "secure swap"
      1. They will be guided to the exam preparation room again.
         a. At this point, you may be asked to re-log into the visit. This is a normal part of the process to enable the peripheral to access
      2. If the JedMed Scope isn't plugged in already or not powered on, they will need to do so now.
         a. Wait for the computer to recognize the scope
      3. They will need to click on the drop down under the video screen and choose "UVC Camera"
         a. The screen will now show the scope's view
         b. They will ensure the video you see on the screen is being fed from the JedMed camera.
         c. They will click "Yes" if you confirm this
      4. For all other inputs, it stays the same as a regular visit.
         a. Click "Yes" on the rest of the inputs
   b. Enter the exam room
      i. They follow the directions from you and refer to the Jed Med Information page on how to utilize the device for a telemedicine visit.
      ii. You can speak to the patient when you are aiding with the exam. Even after the assessment has been completed, you may continue to speak with you on any next steps.
         1. Do not exit the exam room to switch the camera back to the general camera on the laptop.
2. If completed, end the visit

The Think One Digital Stethoscope

The Think One Digital Stethoscope information sheet is located in the back of this SOP. Please refer to that document to familiarize yourself with the scope.

1. If you request utilization of the Think One Digital Stethoscope, the staff will perform the following steps to assist you. ***It is recommended that you ask for***

peripheral utilization at the end of the visit so you do not have to switch cameras multiple times. Please refer to this section to follow the process and help guide the telepresenter should they have trouble with the workflow. They have access to the same information on their SOP.

Rocky Boy staff will:

    a. On the left hand side of the exam room screen they will click on the "Share Link" button.

        i. A popup window will appear with two options at the bottom, They will click on "Secure Swap"

            1. They will be guided to the exam preparation room again.

            2. If the stethoscope isn't plugged in already or not powered on, they should do so now.

                a. They will wait for the computer to recognize the scope

            3. Click on the drop down under the microphone input and choose "think one" or the new microphone input.

                a. The microphone will switch to the stethoscope

                b. They will ensure the bars on the screen are moving from the stethoscope by lightly tapping on the drum of the scope and watch for the bars to move.

                c. They will click "Yes" if you confirm this

            4. For all other inputs, it stays the same as a regular visit.

                a. They will click "Yes" on the rest of the inputs

    b. Enter the exam room

        i. Follow the directions of the provider and refer to the Think One Stethoscope Information page on how to utilize the device for a telemedicine visit.

        ii. The provider will speak to you and the patient when you are aiding with the exam. Even after the assessment has been completed, they may continue to speak with you on any next steps.

        iii. ***Due to the audio input being the stethoscope, you will not be able to speak to the provider through the platform. If needed, call the provider on the phone to speak to him or her (phone numbers located on the resource list on www.rockyboykids.org)***

            1. ***Do not exit the exam room to switch the audio back to the general microphone on the laptop.***

  3. The provider will end this visit for you

04. RCC Additional Features

a. Share Link

A Shared link can be utilized to securely and privately share the visit with another family member or clinician. This can be offered to the family as an option for the other parent to join from a remote location, or if another provider should want to join the visit as well.

1. When in the exam room, look for the share link symbol on the left hand side of the screen.
   a. Click on the "Share Link" button

   ⤙ Share Link

   b. A pop-up window will appear that contains a secure link to share with anyone who needs access. You can copy and paste it into an email to share.
   c. The individual who has this link will be able to securely join the visit from any device from anywhere!

b. Secure Swap

Secure swap is utilized only when the provider requests it. It is utilized to lock down the telemedicine platform for when a child is in a visit without a guardian OR a telepresenter present. This is normally utilized for sensitive visits, such as mental health concerns, etc.

1. When the provider requests a secure swap, look for the share link symbol on the left hand side of the screen.
   a. Click on the "Share Link" button
   b. A pop-up window will appear that contains two options. Choose "Secure Swap"
   c. This will guide you back to the exam preparation room. Please perform those checks again and click on the "Enter Exam Room" again
   d. You will be automatically redirected to the exam room. You will notice a reduced amount of buttons on the left hand side of the screen for the child's protection.
      i. please guide the guardian to the waiting room or nearby sitting area to wait to return to the exam room.
      ii. Await the end of the exam by staying near the clinic room and check in on the patient periodically until they have completed the visit.

<ol type="i" start="3">
Follow any additional requests from the provider should they require it.

<ol type="a" start="5">
The provider will end the visit for you.

c. Uploading files

RCC allows for file types to be uploaded so the provider can visualize them. These can be videos, documents, or pictures. You can upload files in 2 different ways.

1. Uploading during a visit
   a. While in an exam room, you can upload files. On the left hand side of the screen look for the "upload" button

   ⬆️ Upload

   b. A pop up will appear, click on "choose file"
   c. Choose the file you wish to upload
      i. You can only upload files which have already been saved to the laptop
   d. To see the files you have uploaded, click on the "Documentation" button on the left hand side of the screen

   📄 Documentation

2. Uploading to a visit while not in the exam room
   a. When on the patient's information card, you can upload files. Search and select your patient first.
      i. You will be guided to the patient information page
   b. Click on "View Files" underneath the dark blue card
   c. For general file uploads (those which are not visit specific) make sure you click on the "general" tab
      i. These files will not be visible in the visit exam room and are meant for general information purposes.
   d. Click on the "addition" button to upload a file
   e. For visit-specific uploads, navigate to the "Visits" tab.
      i. You will see a list of visits associated with this patient
         1. Opening the file folder will reveal any previous documents you uploaded
         2. To upload to a specific visit, click on the "addition" button
         3. Choose the visit you want to upload the file to

4. Follow the prompts to upload your file
5. These files will be available for the provider to view when inside the visit you uploaded them to

05. The Rocky Boy landing page

Navigating the Home Page
1. www.rockyboykids.org is your official landing page where you will find all the information, including this guide, regarding Montana Pediatrics partnership with Rocky Boy Health Center.
2. Resources
   a. Provider Schedule - Montana Pediatrics is responsible for scheduling providers for shifts. You will have access to visualize the scheduled provider. This is in order to:
      i. Know who to contact with any questions during the day
      ii. Communicate with patients on who they will be seeing that day
   b. Staff Contacts
      i. We will have all our relevant contact numbers updated here with definitions of who to call for different scenarios
   c. How-To Videos
      i. In addition to this manual, you will also have access to "how-to" videos on several different subjects.
   d. Peripheral Guides
      i. The information sheets on your peripherals will be located here as well. You can refer to them for troubleshooting and training on the devices.
   e. Specialist Referral Form
      i. In order to refer a patient to a specialist, you will utilize this link. Once you submit the form, an alert email will be sent to our offices to help you arrange for a scheduled visit.

06. How to: The Jed Med Exam Camera

Jed Med Exam Camera

Basics

- **Uses:** Viewing ears, nose, throat, general skin exam, wounds, and surgical sites.
- **Power On/Off:** Power button is on the top left of screen. *Hold down* to turn ON and OFF.
- **Standby Mode:** The system automatically enters standby mode after 2 minutes. Press "OK" to wake up the device. The device will turn off after 30 minutes in standby mode.
- **Charging:** Use the Exam Camera USB cable to charge the internal battery. Camera can be left plugged in during use.
  - **Note:** The internal battery will last 3 hours with continuous use. A full charge will take 5 hours.
  - **Note:** Rechargeable battery should be removed if the device is stored without use for longer than two weeks.
- **Cleaning:** To clean the otoscope, first turn the device off. Disinfect with CaviWipes and allow the camera to try completely before turning back on. Clean the specula before each use.
- **Image Capture:** To take a picture press the "OK" button on the front of the camera. To exit the picture press "OK". For assistance with transferring pictures, please contact the Virtual Health Team.

Power button
Specula interface
Tongue depressor interface
Focus wheel
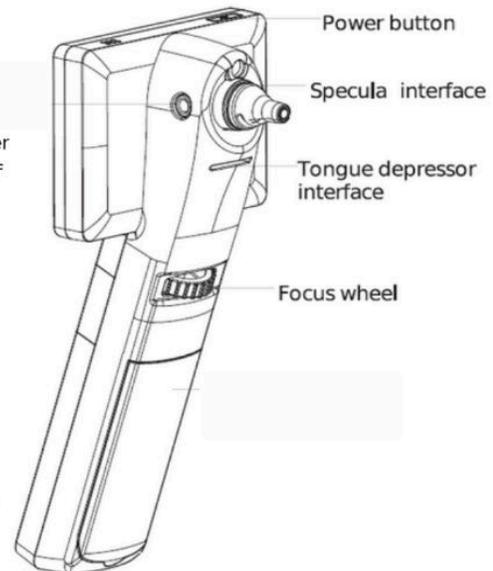
Preparing for a Telepresenter-Assisted Assessment

- No pairing necessary - ensure the Exam Camera is plugged into the computer via the USB cord
- On the left side of the Logan Virtual Care screen, click on the settings gear wheel ⚙
- In Advanced Settings, change the camera input to "UVC Camera"
- Turn on the Exam Camera by holding down the ON button on the upper left top of the screen
- Press the "Light" button under the left of the exam screen. Pressing it again will change the light back and forth from ear and oral exam (picture in upper right of the screen will indicate)
- Follow provider instructions to complete exam *refer to next page for how to assist with specific assessments*
- Once exam is complete, change cameral input back so provider can finish the video visit with the patient

| Advanced Settings | Power-on button | Press to turn light ON and change light settings for ear and oral exam | Look for picture of mouth for oral exam light and picture of ear for ear exam light. |

Camera Input

HP HD Camera (0408:5348)
HD Pro Webcam C920 (046d:08e5)
HP HD Camera (0408:5348)
UVC Camera (1d6b:0102)
Default - Microphone (HD Pro Webc

Change video settings for Exam Camera

Jed Med Exam Camera

Throat Assessment

Tongue depressor interface

- Turn on the Exam Camera by pressing the on button on the upper left top of the screen
- Press "light" button (will see mouth indicator on upper left corner of screen)
- Insert a tongue depressor into the interface
- Instruct the patient to open mouth wide
- Insert the tongue depressor and gently press down patients tongue
- Follow provider instruction
- When exam is complete, dispose of the tongue depressor
- Follow cleaning instructions for the Exam Camera.

Ear Assessment

specula insert	• Turn ON the Exam Camera by pressing the button on the upper left top of the screen • Press "light" button (will see ear indicator on upper left corner of screen) • Attach a plastic ear specula to the Exam Cameras specula interface
https://www.healthline.com/health/retracted-eardrum	• **Adult:** Using your left hand gently but firmly pull the pinna (outer ear) *up and back* to open up the tympanic membrane
https://www.independentnurse.co.uk/clinical-article/acute-otitis-media-in-infants-and-children-diagnosis-and-treatment/170297/	• **Child:** Using your left hand gently but firmly pull the pinna (outer ear) *down and back* to open up the tympanic membrane
https://www.medicalexpo.com/prod/avizia/product-104186-673906.html	• Follow provider instructions for the exam • When the ear exam is complete, throw the plastic specula away • Follow cleaning instructions for the Exam Camera.

07. How to: The Think One Stethoscope

The ThinkOne Stethoscope how-to information is located on their website and features numerous videos for training and utilization. Please refer to this link to get started.

https://www.thinklabs.com/using-the-one