

Your logo here

GALE-Athena Telehealth Workflow



Labs | Solving Rural
Healthcare

** Please download a copy to edit for your own deployment **

Workflow Overview

1. Complete Patient consent
2. Ensure the operator and patient are both registered in Athena
3. Provide privacy for the patient
4. Begin an encounter on GALE
 - a. Close the Athena popup to begin a guest session (*patient details will not upload to Athena, but everything else can be applied*)
 - b. If continuing with Athena:
 - i. Log in
 - ii. Search for patient
 - iii. Select visit reason
5. Take vital measurements
6. Select Clinic/Practice
7. Complete the intake form
8. Begin a call
 - a. *Note: If your clinician requests prior notice to calls taking place, add this into your workflow where appropriate*
 - b. *PSRs and Providers can configure notifications for incoming calls*
9. Invite parent/guardian/specialist/translator etc. if required through Zoom on GALE (operator) or through the GALE desktop app (Clinician)
10. Visit with the Remote Clinician
 - a. Take additional measurements
 - b. Clinician adds notes to the visit summary
 - i. Save Patient Profile (if patient is loaded)
 1. *This is the only way to send Clinical notes to Athena*
 2. *This will trigger a save and upload*
 - c. Clinician exports the summary where appropriate
 - i. Shared with GALE to be printed for the patient record
 - ii. Downloaded to their own computer for their records
11. End the Call
 - a. *If the provider has added and saved a clinical note, the patient's profile will upload to Athena at this time.*
12. Print the patient summary if required
13. End the encounter/session to clear all patient data
 - a. *If there are any unsaved changes, the patient's profile will upload to Athena.*

Telehealth Detailed Workflow

Before beginning a Telehealth Visit

1. Ensure Consent has been given by the parent/guardian following Health Center and/or School guidelines.
2. Ensure the GALE operator has an Athena account
3. Ensure the Patient is created in Athena prior to the telehealth visit
4. Review if the health condition qualifies for a telehealth visit. For example:
 - a. Allergic Rhinitis
 - b. Asthma
 - c. Cold Sore
 - d. Cough/cold
 - e. Dental Pain
 - f. Earache, Otitis Media
 - g. Fever
 - h. Flu, Covid 19
 - i. Lice
 - j. Nausea/Vomiting/Diarrhea
 - k. Pink eye, blepharitis
 - l. Skin conditions (rash, impetigo, minor allergic reactions)
 - m. Strep A
 - n. Upper respiratory infection
 - o. UTI (female only age 12 & older), vaginal yeast infections

Start a Telehealth Visit

1. Provide privacy for the patient/student/employee
2. Gather applicable health information
3. Optional: contact your clinician or telehealth coordinator, indicating you have a patient and would like to make a call.
 - a. Please contact: *Contact name and details*
4. Begin encounter
 - a. Close the Athena popup to begin a guest session (*patient details will not upload to Athena, but everything else can be applied*)
 - b. If continuing with Athena:
 - i. Log in
 - ii. Search for patient
 - iii. Select visit reason
5. Take vital signs



- a. *Doing this before the video consult can create a more seamless experience for the patient and clinician*
- b. *The clinician may request additional vital signs during the call or want a live demonstration of the otoscope, exam camera, or stethoscope*

Place a call to a Remote Clinician

6. Select “Medical” or a specialist Clinic to begin a telehealth visit
7. Fill out any required Intake. Tap **Next** to advance to the next section.
8. Select one of the following options:
 - a. **Finish & Save** if you need to gather more health information from the patient or make contact with a remote clinician
 - b. **Start Visit** to begin the telehealth visit
9. Optional: Share the Zoom link with the parent/guardian
 - a. Tap “Invite” at the top of the screen
 - b. Choose a method to invite the parent (email, SMS)
 - c. Enter the requested information
 - d. Tap “Send Invite”
 - e. Note: this step can also be completed after the Clinician joins the call. This will save wait time for the parents.
10. While waiting for a clinician:
 - a. If the progress bar on the left side does not indicate “Waiting for Provider”, the call **has not initialized**. End the call and try again, or visit support.19labs.com/troubleshooting-gale for basic troubleshooting
 - b. If waiting **more than 10 minutes** without a response to the call, please contact a telehealth administrator, PSR, assistant, or the clinician
11. The Health Provider will join the Zoom call and begin the visit.
 - a. The Health Provider should verify the patient's information. Additional information might be needed depending on the reason for visit
 - b. If additional measurements are needed during the visit:
 - i. Tap “menu” at the top left corner of the tablet
 - ii. Select the measurement you would like to access
 - iii. Follow the on-screen prompts

Complete the Telehealth Visit

1. If required, request a Visit Summary from the Remote Health Provider. They will enter their notes and send the summary to GALE
 - a. Note: Do not end the call until the Visit Summary has been sent to GALE tablet and it has been printed or sent to the desired location.
 - i. Note: email/sms by nature is not secure or HIPAA compliant
 - b. If desired, turn off the camera and mute while waiting. The remote Provider may do the same

- c. Request the clinician complete a clinical note for the patient, and press "save" from Insights. This will prompt an upload to Athena and appear in Athena under Review of Systems.
2. Print the summary
 - i. **Print while still on the call**
 1. Open the hamburger menu
 2. Tap "Measurement History" at the bottom of the menu, past the measurements
 3. Press "Start" when you're asked to screen share
 - ii. **Print after the call**
 1. Tap Measurements
 2. **Health History**
 3. From the "Patient Profile" page, you have 2 options to print
- b. Tap **Share** and then "Print" on either:
 - i. Measurement History
 1. This sends only the measurements taken
 - ii. Visit Summary
 1. This sends the summary that was sent by the Provider
- c. If the call ended before the summary/clinical note was sent:
 - i. Start a new call while remaining in the current encounter
 - ii. Indicate to a PSR, admin, or clinician that you need the clinician to send the patient summary
- d. **Note:** While available, sending the summary by text or email is not HIPAA compliant by nature as patient details are included as an attachment and not a secure link. Sending a summary from Insights to GALE is secure, as GALE is creating the summary. Downloading a summary is the responsibility of the Insights user, as the PDF is saved to their desktop computer.
3. End the call
 - a. *If the provider has added and saved a clinical note, the patient's profile will upload to Athena at this time.*
4. At the end of each visit, tap **End Encounter**.
 - a. *If there are any unsaved changes, the patient's profile will upload to Athena.*
 - b. This will delete all information that was entered for the visit. This step is **very** important to maintain HIPAA compliance and ensure PHI is protected between each visit. Most tablets have a 5-minute inactivity timer, and all data will be removed after 5 minutes. A warning will be displayed for 30 seconds to continue the encounter.

Troubleshooting

Troubleshooting Equipment

Problems with equipment, please follow the steps below in order.

1. If related to Measurements: Go to “Measurements” and tap on the device.
There are a few options to review
 - a. Review “how to use”
 - b. In the side bar of “how to use” tap on the “more” button then find the Tips for Accuracy, Troubleshooting and/or maintenance sections.
 - i. *Note: each piece of equipment has different options in the “more” section, but all should include a troubleshooting section.*
2. Go to support.19labs.com/troubleshooting-gale and search for the issue
3. If you cannot resolve the issue on your own, Please do **all of** the following:
 - a. Submit a request for service support.19labs.com/support-ticket
 - b. Email alisha@19labs.com, and messias@19labs.com
 - i. Subject: “Support request Issue with GALE [*specify issue*]”
 - ii. In body: Identify the following:
 - Health Center name
 - Location name (school, center etc.)
 - Device ID if possible (Menu > Dashboard > Device Id)
 - Issue with as much detail as possible
4. If the issue hasn’t been responded to within 24 hours, please call
 - a. Alisha Wright (250) 893 1488

Troubleshooting a Telehealth Call

5. Problems during a telehealth call
 - a. Health Center Support
 - i. *Contact name and details*
 - b. 19Labs Support:
 - i. Alisha Wright (250) 893 1488
6. Problem with wait time:
 - a. If waiting **more than 10 minutes** without an answer,
 - i. Health Center Support
 - *Contact name and details*

Supplies

- Otoscope Covers
 - <https://scopearound.com/collections/otoscope-cameras/products/ear-specula-r-eplacements>
- Dental Camera Covers
 - <https://www.prodentshop.com/products/prodent-intraoral-camera-sheaths>

Athena-integrated tips

- **Before visiting with patients:**
 - Ensure the GALE operator has an Athena account and is authorized to view/manage/search for patients
 - Ensure the patient has an Athena profile
- **Searching for patients:**
 - Log in to GALE with your Athena credentials
 - Search for the Patient using all the required fields
 - If the search returns results
 - Tap the patient name
 - Select visit reason
 - Wait for the profile to load - this begins the encounter
 - If the search returns no results
 - Try a different spelling
 - Check DOB
 - Ensure they have a Profile on the Athena EHR
- **Patient Profile**
 - Patient Profiles are *view-only* on GALE
 - Update Patient details on the Athena EHR Portal
 - If you make updates to a Patient Profile on Athena and would like to see those changes immediately reflected on GALE
 - Log out
 - Open Settings
 - Tap “Synchronize”
 - Log back in
 - Search for the Patient’s profile