How Paediatricians Are Adopting TeleMedicine

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SYNOPSIS

- Representing Chapter Paediatric Academy Medicine
- Showcase how Pediatricians have been adopting telemedicine
- KKH / SGH / NUH / Private Paediatricians
- Our Experiences and Challenges
- The Future
Paediatric Dermatology
- Delivery of Medication / Self Collection
- Mobile Devices vs Computer

Child Developmental Unit
- PT, OT, ST & Psychological Services
- Older children / Parents interview
- Advantage of viewing child in home environment
- Challenge for task orientated assessment

Lactation Consultation / Neonatal Feeding Service

Counselling (Genetics / Diabetes)
- Communication of test results
- Minor medication adjustments
- Reinforcing Adherence
General Paediatric Consultations

- TeleConsult ≠ Clinic Visit
- Generally not first consultation
- Importance of clinical examination and developmental assessment
- Follow-up in between/after clinic consults
- Screening for regular patients – need to come to clinic?

Paediatric Allied Health

- Physiotherapy
- Occupational Therapy
- Dieticians
- Speech Therapist
- Psychological Services (eg Art Therapy, Play Therapy)
Security Issue
• IHIS Corporate Zoom Account
• Dedicated computers (Internet Enabled)

Payment facility
• HealthBuddy (SingHealth)
• Local Invoice and ePayment (AXS Machine, PayNow, QR Code, CreditCard)
• Requires a mindset change

Importance of Establishing Rules
• When a clinic consult is essential
• Duration of consult
TELE-COLLABORATION

• Within Hospital
  • A&E Dept (clean vs dirty room)
  • Multidisciplinary Rounds
  • Urgent OT surgical consultation

• Between Hospitals
  • KKH/NUH/Raffles Collaboration Pediatric Oncology

• International
  • Boston Children Hospital Consult
  • Payment Facility
  • Language Barrier – need for interpreter
Paediatric Home Care Support (St Andrew)

- HomeCare Team for Chronic Patients
TELE-MONITORING

• Diabetic Patients
  • NUH Intermittent blood glucose monitoring using Libre Device
  • NUH Continuous glucose monitoring for patients on insulin pump

• Obesity Clinic
• A&E Emergency Hotline Advice
• Beta Version
• Machine vs Nursing
• Screening Process
• AI Learning
Monthly Breakdown Of Usage Since Launch Of UPAL (17 June 2019 – 22 April 2020)

- Phase 1 – Nurse-led
- Phase 2 – Nurse-supported (< 6-7% of calls)

Current UPAL Load – 100/day (3000/month)

1. High and repeated usage validates messaging as a well accepted communications channel: Parents/patients comment that the chatbot and live chat are efficient in addressing their queries.

2. Great patient experience: Consistently high user experience rating and net promoter score.

3. Effective virtual patient communication: Potential reduced physical visits to KKH CE correlates to increased UPAL usage. Parents feedback that it reduces their need for a CE visit.
TELE-SUPPORT

• A&E Emergency Hotline Advice
  • Beta Version
  • Machine vs Nursing
  • Screening Process
  • AI Learning
  • Possible future link to TeleConsult
THE FUTURE
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• Hybrid Services
  • Teleconsult before coming to clinic
  • Reduces Dwelling Time
  • Eg KKH Paediatric Eye Clinic, Pre-Admission (Paediatric Anaesthetic)

• Greater TeleCollaboration between Restructured Hospitals, Private Paediatricians and GPs
  • Improve ChildHealth Services Coordination in Singapore
THE FUTURE

THE FUTURE

How Paediatricians are Adopting TeleMedicine

Adoption is currently in its Infancy phase but like all our patients, we see its Growth Potential.