



National Heart
Centre Singapore
SingHealth

Tele-Consultation Pilot @ NHCS

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Singapore
General Hospital



Changi
General Hospital



Sengkang
General Hospital



KK Women's and
Children's Hospital



National Cancer
Centre Singapore



National Dental
Centre Singapore



National Heart
Centre Singapore



National
Neuroscience Institute



Singapore National
Eye Centre



SingHealth
Community Hospitals



Polyclinics
SingHealth



What is tele-consultation?

Our focus

Tele-treatment/consultation: HCW to patient

Tele-collaboration: HCW to HCW

Tele-support: Non clinical staff to patient



What is tele-consultation?

- Tele-consultation
 - Phone consults (PC)
 - Video consults (VC; via Zoom)
- Replaces face-to-face clinic consult
 - For follow up cases + low cardiac risk + no need for repeat physical examination



Why tele-consultation?

Patients

- Improved access to care
- Save travelling / waiting time and costs
- Reduce patient / caregiver absence from work
- In the event of a pandemic, reduce population exposure to communicable diseases

Healthcare Professionals

- Optimise clinic resources
- Enables continuation of care even during emergencies and pandemics (instead of deferring)



Patient Selection

Inclusion Criteria

1. Follow up/stable cardiac patients
2. Does not require physical examination
3. Sufficient medication supply for 1 at least week from date of tele-consultation
4. Comfortable with the use of technology
5. Monitoring of vital signs is not crucial for consult (or patient has own vital sign monitoring devices / records available)

Exclusion Criteria

1. New referrals
2. No face-to-face consult in the last one year
3. High cardiac risk patients
4. Communication issues



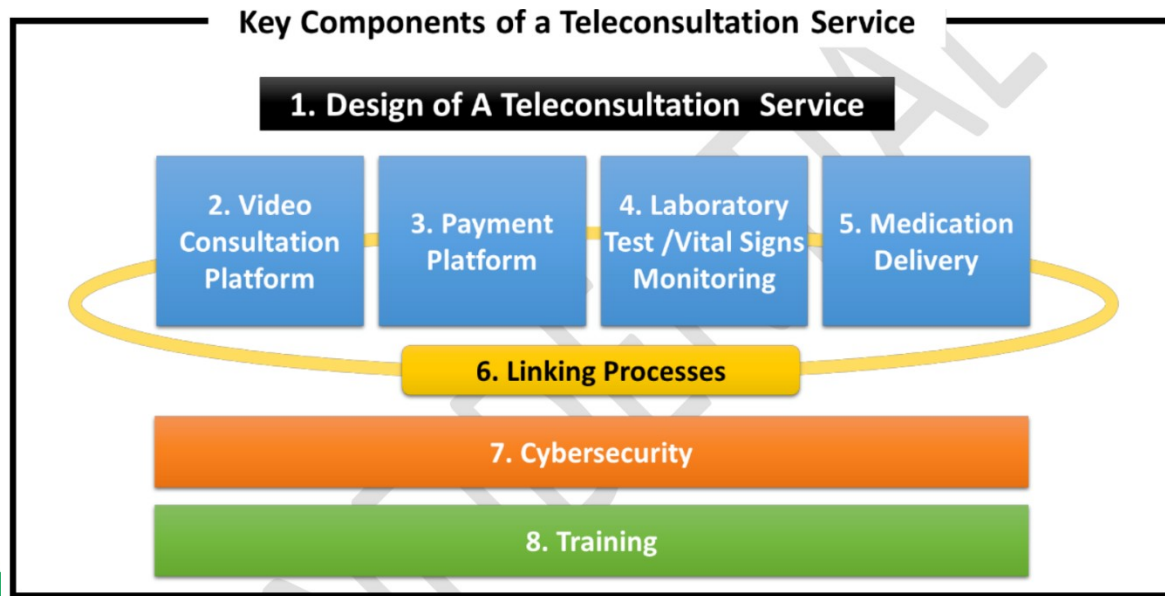
Examples of suitable cardiac patients

- Delivery of cardiac investigations results with anticipated normal result / results within acceptable range
- Post-PCI/CABG follow-up, stable
- Post-MI follow-up, stable
- CAD follow-up, stable
- Valvular disease, asymptomatic with echo at follow-up & no new changes
- Arrhythmias, asymptomatic / minimal symptoms with prior investigations ruling out high risk features



MOH Telemedicine E-course

- Register for MOH Telemedicine e-Learning Course (<https://go.gov.sg/shsform>)
- Doctors using tele-consults are required to complete the online course for Medisave claim eligibility





Workflow

Step 1:

Identify suitable* patients for Phone Consults

*Follow up cases +
low cardiac risk/stable +
no need for physical exam

Step 2:

All identified patients will
receive a formsg link (via SMS) to confirm their
interest to proceed with a Phone Consult

Step 3:

Phone Consult appointment
is scheduled via OAS

Step 4:

Conduct the Phone Consult
(same as a face-to-face consult but
without physical examination)



What You Need to Know About Telephone Consultation

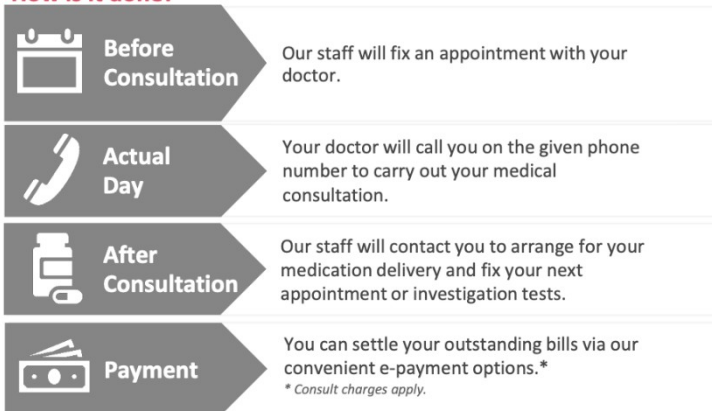


Caring For You Remotely Over A Phone Call

Telephone Consultation (TC)

- Allows your doctor/ nurse to continue to care for you without you making a visit.
- Saves you time and money from travelling and waiting.
- Gives you more time to rest at home and reduces your caregiver's absence from work.

How is it done?



This is an optional service available to you. If you do not wish to participate in tele-consultation, you may choose to continue with in-person consultation**. If you are acutely unwell, do not wait for a tele-consultation. Please proceed to your nearest polyclinic, GP clinic or Emergency Department.

** For Appointment matters, you may contact us @central.appt@nhcs.com.sg.



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PATIENTS. AT THE HEART OF ALL WE DO.

What You Need to Know About Video Consultation



Caring For You Remotely Via Video Call

Smart Health Video Consultation (VC)

- Allows your doctor/ nurse to continue to care for you without you making a visit.
- Gives you more time to rest at home and reduces your caregiver's absence from work.
- Saves you time and money from travelling and waiting.
- Connects you with your doctor via a high quality video conference which is safe and secured.

How is it done?



This is an optional service available to you. If you do not wish to participate in video consultation, you may choose to continue with in-person consultation**. If you are acutely unwell, do not wait for a video consultation. Please proceed to your nearest polyclinic, GP clinic or Emergency Department.

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PATIENTS. AT THE HEART OF ALL WE DO.

Our Medicine



How have we done?

- Period of recruitment: 8 weeks
- Number of doctors involved: 5
- Number of pts offered tele-consult: 716
 - Number of pts who opted for phone-consult: 266 (37%)
 - Number of pts who opted for video-consult: 13 (2%)



FAQ

- Finance
- Consent
- Operations



FAQ - Finance

	What patients can claim	What patients cannot claim	Comments
Approved by DMS for Video/Telephone consultation 7 chronic conditions: i. Diabetes (including pre-diabetes) ii. Hypertension iii. Lipid disorder iv. Schizophrenia v. Major Depression vi. Bipolar Disorder vii. Anxiety	Can be paid for using MediSave: <ul style="list-style-type: none">The Video Consult / Phone ConsultThe drugs/investigations/scans ordered during the consultation	<ul style="list-style-type: none">Delivery cost of drugs cannot be paid for using MediSave. <p>Currently, we provide free delivery of drugs, which will be reviewed after COVID-19.</p>	Submit VCQ / PCQ forms for FYI only.
For all approved use case outside the 7 CDMP chronic conditions (as shown above)	<ul style="list-style-type: none">The drugs/investigations/scans ordered during the Video / Phone consultation can be paid for using MediSave.There is time limited coverage for Medisave and MediShield Life use. Current limits prevails.	<ul style="list-style-type: none">The Video / Phone consultation cannot be paid for using MediSave.Delivery cost of drugs cannot be paid for using Medisave. <p>Currently, we provide free delivery of drugs, which will be reviewed after COVID-19.</p>	Can request for consideration for Medisave claimable for VC/PC consult charges
Not within the 7 approved CDMP conditions above <u>Not</u> approved by DMS for Video / Phone consultation		<ul style="list-style-type: none">The Video / Phone Consult and the drugs/investigations/scans ordered during the consultation and delivery cost of drugs cannot be paid for using MediSave.	



FAQ - Consent

MOH Regulation Group

Implied consent (e.g. patient clicking on a video consultation web link, or answering a call and staying on the line for a phone consultation) is acceptable.
(Source: Taken from the National Telemedicine Guidelines for Singapore. MOH Circular 06/2015)

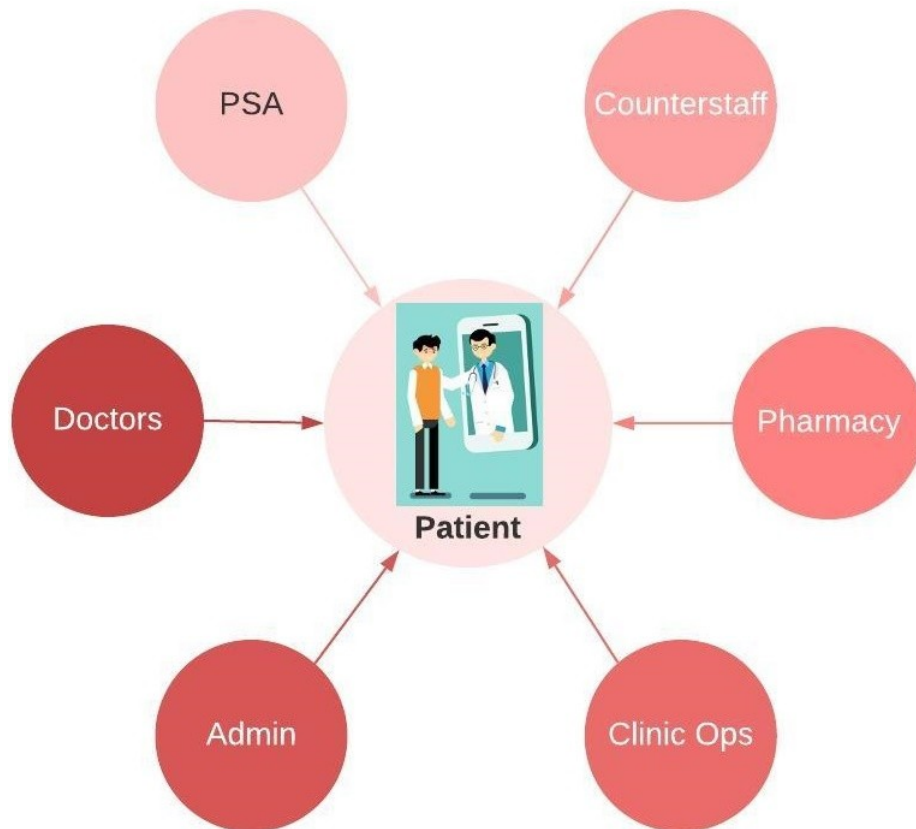
National Telehealth Implementation Workgroup

Consent obligations should not be more onerous than that for a face-to-face consultation.

NHCS adopts a more patient-centric approach on consent taking



FAQs - Operations





FAQ - Operations

Tele-consult Core Team

- Doctors, Clinic ops, Admin
- Conceptualise and oversee tele-consultation service

Patient Recruitment

- Doctors - primary consultant for continuity of care
- Clinic recruitment, pre-screening
- Corporate Comms team - Info-sheets, e-information links, FAQs

Appointment Scheduling

- PSA, counter staff
- Clinic operations / OAS team
- Call centre

Tele-consult Related Technical Issues

- IHIS
- Finance team

Medication Delivery Service

- Pharmacy team
- MOH subsidies

Tele-consult Charges / Medisave Eligibility

- Finance team
- MOH guidelines

Audit

- Tele-consult Core Team

Overview of Onboarding Process

Overview

Identify Use case

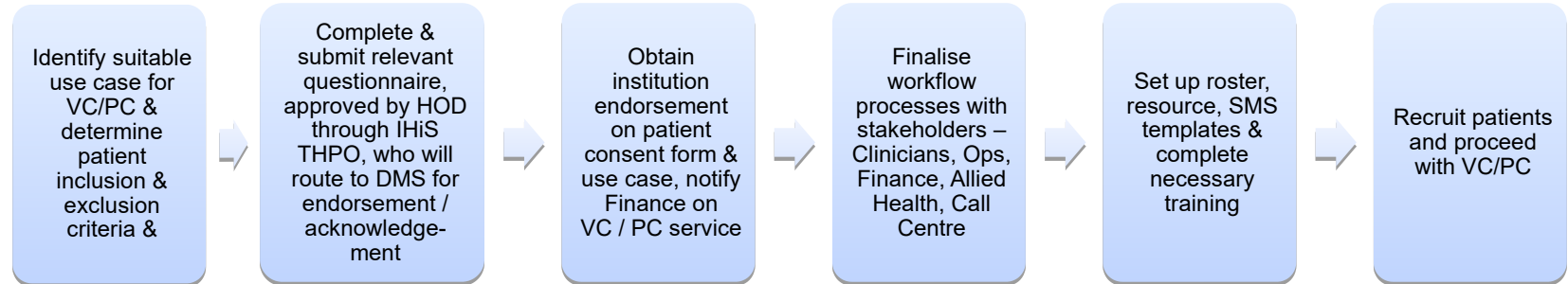
Determine Patient cohort

Questionnaire

Patient Consent Form

Establish workflow and prepare setup

Training Materials





Thank you!