The Role of Registration in Telehealth Services: It All Begins with Registration

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“One of the most critical members of the healthcare team is the Registrar. Treatment cannot begin until the patient is registered.”

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Overview

- Describe the processes and challenges in developing a Telehealth Program in an urban Medical Center and ultimately where our success was seen.
Goals

1. Describe the Telehealth Programs at New York Presbyterian Hospital.

2. Describe the challenges the team needed to overcome to make this a successful program, including improved communication with physicians.

3. Describe how this new program impacted the patient experience for not only our Urgent Care patients but the entire Emergency Department.
New York Presbyterian - Who We Are

- One of the nations largest not for profit hospital
- Comprised of 6 hospitals = 2600 beds
- 6,000 affiliated physicians and 20,000 employees
- Receives over 2 million visits a year
Weill Cornell Medical Center Emergency Department

- Treats over 90,000 patients per year
- Certified:
  - Level 1 Trauma Center
  - Emergency Psychiatric Receiving Hospital
  - Comprehensive Chest Pain and Stroke Centers
- The ED staff consist of:
  - 60 Physicians
  - 48 Medical Residents
  - 30 Physician Assistants
  - 150 Nurses
  - 25 Registrars
Telehealth Programs at NYP

- **Emergency Department Express Care Services (ECS)**
  - First of its kind in an academic urban medical center
  - Treats patients who are physically in the Emergency Department
  - Physicians are connected to patients via video monitor

- **NYP On Demand Urgent Care**
  - Virtual Urgent Care Service
  - Patients videoconference a physician from the comfort of their home or office.
Emergency Department Express Care Services (ECS)

- First of its kind in an academic urban medical center
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**Two Goals:**

- Improve the efficiency of the Emergency Department for low acuity patients
- Improve the comfort level of both the physician and patient being treated
NYP OnDemand Virtual Urgent Care Service

- Virtual Urgent Care Service
- Patients videoconference a physician from the comfort of their home or office
- Accessed through an app

Goals for the Program:

- Expand the availability of our emergency medicine services
- Make it convenient for our patients
  - May be seen from the comfort of their home or office
  - Frees them from traveling to the ED
Challenges

- Technology
- Education
- Process
- Communication/Teamwork
Technology

- **Physician Room**
  - Area where it is quiet
  - Video equipment
  - Computer to access clinical systems
  - Cell phone

- **Registration Desk**
  - Computer
  - Access to App
  - Cell phone

- **Patient Room Set Up**
  - Video monitor
  - Computer
  - Instructions
  - Comfort of Room
Education

- Equipment
- New technology
- Patient Management – Registration/Physicians
Process Changes

- **Express Care Services**
  - After triage, full registration completed
    - Emphasis on telephone number, email, and pharmacy

- **NYP Virtual OnDemand Services**
  - Patients call in via smartphone app or their computer
  - Registrar continuously monitors software platform for notifications
  - Registrar initiates the registration process in the hospital registration system
  - Communicates with the patient via the app, texting, or telephone call
  - Alerts the physician patient is waiting, places the patient in the “virtual waiting room”
Communication/Teamwork

- COMMUNICATE, COMMUNICATE, COMMUNICATE
  - TEAMWORK, TEAMWORK, TEAMWORK
Challenges

- New technology and technical programs to complete their tasks
  - Registration staff needed to learn how to manage patients from different mediums
    - Virtual Patients
    - Actual Patients
  - Teaching patient how to use equipment
  - Practicing medicine via a camera
  - Communication
    - Registrars and physicians collaborating
      - Inaccuracies in registration
      - Patients waiting/notification system
Impact on Patient Care
Press Ganey Scores

Registrar Mean Patient Satisfaction

- First Quarter
- Second Quarter
- Third Quarter
- Fourth Quarter

Main ED vs Area D
Other Uses/Future Uses

- Psychiatric/Medical Consults for network hospitals
- Clinic Office Visits
- Pre Surgical Procedure assessments
- Mobile Stroke Unit
- Developing programs in Nursing Homes
Thank You
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