Please remember to mute your speakers.

VA Mobile Discussion Series

For audio, please dial in using VANTS:

1-800-767-1750  pc: 43950#

Thank you for joining. We will begin shortly.
Mobile apps for teledermatology: Improving Veterans’ access to skin care

Dennis H. Oh, MD, PhD
Telehealth/Connected Care
Office of Health Informatics
Department of Veterans Affairs
Overview of Presentation

• Teledermatology in VHA
• What is VA TeleDerm?
• Technical walkthrough
• Questions

Science and Invention, February 1925
Access to dermatologists is limited
Why a national teledermatology program?

• Ensure quality of care
• Create interoperability
  – Personnel
  – Software
  – Equipment
• Integrate with other VHA priorities/functions
  – Telehealth
  – Specialty Care
  – Access: Rural Health
• Facilitate learning about ourselves
  – Quality improvement
  – Research
  – Planning and resource allocation
• Allow individual programs to adopt models that work best for them
• Provide a common set of rules and tools
  – Operations Manual
  – Quality Management
  – Training
  – Templates
  – Mobile apps
• Fund the effort
  – Primary care – ORH EWI
  – Imagers
  – Teledermatology Readers – ORH EWI
  – Other support staff: VISN coordinators, facility coordinators
Teledermatology in VHA

- Types (Hub-Spoke Models)
  - Store-and-Forward (SFT)
  - Clinical Video (CVT)

- Activity in FY17
  - >107,000 encounters
  - >100,000 uniques
  - Increased about 6% over FY16

- Distribution
  - All VISNs
  - Half of all facilities

- Process
  - Primary care providers
  - Imagers
  - Dermatology Readers
Limitations to teledermatology growth and performance

- User adoption
  - Primary care providers (PCPs) – providing additional history
  - Imagers
  - Dermatologists

- Technical limitations with CPRS
  - Transfer history from imaging consult to the imager note
  - Transfer images from camera to VistA Imaging
  - Delete images from camera

- Can mobile devices help with these problems?
Overview of Presentation

• Teledermatology in VHA
• **What is VA TeleDerm?**
• Technical walkthrough
• Questions
History of VA Teledermatology Apps

- 2012: Discuss idea with Connected Health
- 2013: BRD/RTM developed with HP
- 2014: Development begins with Longview
- 2015: Development completes with Longview
- 2017: VA TeleDerm/My TeleDerm development continues with Accenture
- 2018: Field testing of VA TeleDerm app
What are the teledermatology apps?

- Two Store-and-Forward apps
  - *VA TeleDerm* – recapitulates and streamlines VA’s current consultative teledermatology process
  - *My TeleDerm* – allows dermatologists to follow up with established dermatology patients by teledermatology, reducing clinic congestion and patient travel. To be used in conjunction with Patient Viewer.

- Goal: Enhance Veterans’ access to skin care
  - Make teledermatology easier for referring clinics
  - Expedite skin care & reduce travel for Veterans
  - Reduce new and established in-person visits
• A web-based app – works best if users have access to VA wi-fi (mobile1sd network), but remote access is possible

• Can be used on Apple or Android devices (iPad works best)

• National rollout is occurring in stages over a 2 year period in association with HSR&D-funded research

• VA TeleDerm is for sites that currently do some but not a lot of teledermatology
Sites for initial rollout

- My TeleDerm
- VA TeleDerm
Intended rollout schedule
Pre-requisites for \textit{VATelederm}:

- Facility/Region IT provides IP address and port
- Facility CAC or other MAG SYSTEM key holder configures app
- Users must obtain:
  - iPad or other GFE
  - VistA credentials
    - \textsc{Secondary Menu Options}: DVBA CAPRI GUI
    - \textsc{Secondary Menu Options}: OR CPRS BUI CHART
  - VPN access (RESCUE, GFE MOBILE, CAG) if no VA wi-fi
Questions?
Overview of Presentation

• Teledermatology in VHA
• What is VA TeleDerm?

• Technical walkthrough
• Questions
• Users must enter their VistA Username/password and choose their VA Hospital Location to log in
Login screen
Access the app’s main features from the Home screen:
• Menu: consults, notifications, tour the app, about and logout
• Search for or Select a Patient: quickly find patients to see their consults and dermatology information
PCP: Ordering an Imaging Consult

![VA TeleDerm Screenshot]

- **List:** Dermatology Consults
- **Date:** 4/6/18
- **Description:** TELEDERMATOLOGY CLEARLAKE IMAGING CONSULT Cons
- **Status:** Active
- **IEN:** 2586887
PCP: Selecting a clinic location
PCP: Selecting proper imaging consult

Create New Consult

Consult to Service/Specialty
TELEDERMATOLOGY EUREKA IMAGING CONS

Patient Will Be Seen
Outpatient

Clinically Indicated Date
2018-04-18

Place of Consultation
CONSULTANT'S CHOICE

Urgency
ROUTINE

Provisional Diagnosis
Rash and other Nonspecific Skin Erupt
Lexicon

General History
Problem A
Add Problem
PCP: Entering general medical history 1
PCP: Entering general medical history 2
PCP: Entering specific skin problem 1

![Image of VA TeleDerm consult creation interface]

**Consult to Service/Specialty**: TeleDermatology Eureka Imaging Cone

**Clinically Indicated Date**: 2018-04-18

**Place of Consultation**: Consultant’s Choice

**Problem A**

**Locations**:
- Trunk

**How Long Ago Did This Problem Begin?**
- Months
PCP: Entering specific skin problem 2
PCP: Signing the imaging order
PCP: Confirm imaging order is pending
Pending imaging consult request in CPRS
Imager: Using Notifications to identify patients with pending consults
NOTIFICATIONS

- Tap **Notifications** from the menu
- View notifications related to your patients’ consults (Patient Name, Location, Urgency, Alert Date/Time, Message, Forwarded By/When)
- Tap **Refresh** to view the most current notifications
- To follow-up on any notification you must search for and select a patient in the patient search function

### User Notifications

<table>
<thead>
<tr>
<th>Patient Name</th>
<th>Location</th>
<th>Urgency</th>
<th>Alert Date/Time</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>PATIENT,O (P1158)</td>
<td></td>
<td>Moderate</td>
<td>12/15/17</td>
<td>Completed Consult TELEDERMATOLOGY</td>
</tr>
<tr>
<td>PATIENT,O (P1158)</td>
<td></td>
<td>Moderate</td>
<td>12/13/17</td>
<td>UNSIGNED TELEDERMATOLOGY IMAGING REQUEST WF available for SIG</td>
</tr>
<tr>
<td>PATIENT,O (P1158)</td>
<td></td>
<td>Moderate</td>
<td>12/12/17</td>
<td>New consult TELEDERMATOLOGY READ (Routine)</td>
</tr>
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</tr>
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Imager: Choosing a patient

<table>
<thead>
<tr>
<th>MobileAppVeteran, One</th>
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<tbody>
<tr>
<td>MobileAppVeteran, Two</td>
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<td>MobileAppVeteran, Three</td>
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<td>MobileAppVeteran, Four</td>
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<td>MobileAppVeteran, Five</td>
</tr>
<tr>
<td>MobileAppVeteran, Six</td>
</tr>
<tr>
<td>MobileAppVeteran, Seven</td>
</tr>
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</table>
Imager: Identifying the pending consult
Imager: Getting details on imaging consult
Imager: Selecting proper clinic location
Imager: Selecting proper progress note title
Imager: Completing programmatic questions
Imager: Identifying gaps in history
Imager: Signing the imaging progress note
Imager: Confirming the imaging consult is completed

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Status</th>
<th>IDN</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/18/18</td>
<td>TELEDERMATOLOGY EUREKA IMAGING CONSULT REQUEST</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>CONSULT REQUEST G/O</td>
<td>Complete</td>
<td>2555311</td>
</tr>
<tr>
<td>4/19/18</td>
<td>TELEDERMATOLOGY CLEARLAKE IMAGING CONSULT G/O</td>
<td>Active</td>
<td>2566997</td>
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</table>
Imaging consult request is complete in CPRS.
Imager note appears in CPRS
Imager: Preparing to order a Reader consult
Imager: Ordering the Reader consult request
Imager: Signing the Reader consult order
Confirming the Reader consult is pending

<table>
<thead>
<tr>
<th>Date</th>
<th>Service</th>
<th>Status</th>
<th>IEN</th>
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</thead>
<tbody>
<tr>
<td>4/16/18 12:00 PM</td>
<td>TELEDERMATOLOGY KUREIKA READER CONSULT OUTPT</td>
<td>PENDING</td>
<td>2095271</td>
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<tr>
<td>4/16/18 12:35 PM</td>
<td>TELEDERMATOLOGY CLEAR/PAK IMAGING CONSULT</td>
<td>ACTIVE</td>
<td>2589807</td>
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</table>
Reader consult request is pending in CPRS
Imager: Preparing to capture images

<table>
<thead>
<tr>
<th>Date</th>
<th>Service</th>
<th>Status</th>
<th>IEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/18/19 12:06 PM</td>
<td>TEDERMATOLOGY EUREKA READER CONSULT OUTPT</td>
<td>PENDING</td>
<td>2593271</td>
</tr>
<tr>
<td>4/18/18 12:06 PM</td>
<td>TEDERMATOLOGY EUREKA READER CONSULT OUTPT</td>
<td>Consult#: 2593271</td>
<td></td>
</tr>
</tbody>
</table>
Imager: Preparing to capture images

- Tap **Reader Consults** from the List heading
- Tap on a consult from the results list, and tap **Select**
- You will go to a Capture Images screen and view details about the image
- Tap **Take Picture** to preview the selected image or upload a saved image file
- Tap **Capture Image** to verify the images you want stored to VistA
Imager: Review images before upload
Imager: Confirming upload occurred
Imager: Confirming study is pending
Imager: Confirming images uploaded
VA Telederm configuration
Access the app’s training materials and give feedback about the app on the VA Beta App Store:

mobile.va.gov/app/beta/va-telederm
What future topics would you like to discuss?

Let us know by providing feedback at this link:

https://www.surveymonkey.com/r/62VWS36