



May 20: Telemonitoring and Technology

This weekly communication is intended to facilitate the sharing of important clinical information during our Reactivation phase of the COVID-19 healthcare crisis and to help respond to questions from physicians across Northwestern Medicine.

In this week's issue of *Reactivation Update*, we provide an update on the telemonitoring and technological enhancements being implemented at Northwestern Medicine to prepare our facilities for the safe return of patients.

TELEMONITORING AND TECHNOLOGY

To prepare our facilities for the return of patients, and to help ensure the safest possible experience for patients, physicians and staff, Northwestern Medicine has implemented a series of robust telehealth and telemonitoring practices, and streamlined hospital entry monitoring and on-site registration processes across the health system.

The support of these new processes and practices required the installation of extensive telehealth and telemonitoring technology. During the past two months alone, NM has expedited the following:

- Deployment of 650+ in-room telemonitoring cameras across NM, allowing inpatient room visibility from Nursing Stations
- Installation of thermal cameras at 30 hospital entrances for temperature screening, with expansion planned to an additional 50 entrances, including large Northwestern Medical Group and Regional Medical Group practices to support ongoing patient, visitor and employee screening efforts
- Implementation of NM MyChart eCheck-In, which allows patients to review and complete registration information (personal demographics, insurance, medications, allergies, required clinical questionnaires and co-payment) through NM MyChart prior to their appointments, including diagnostic imaging
- Installation of Epic Welcome Kiosks for use with e-Check-In, where patients scan a QR code provided through NM MyChart for arrival and check-in within the department
- Facilitation of expedited arrival at all front desks, which provides Registration staff with Epic notification of online patient check-in

We are currently evaluating the deployment of additional Welcome Kiosks, alongside Epic's Hello Patient functionality, which uses geofencing to confirm a patient's arrival on campus. More information about the roll-out of these functionalities will be shared later this month.

Next Steps

As we continue to build out our telehealth and telemonitoring capabilities to support long-term patient and employee safety, we are rolling out additional services and technology.

On May 31, NM will go live with patient text messaging directly through Epic to promote physical distancing and lower building occupancy. Patient text messaging can be used to:

- Alert patients when their provider is running late
- Allow patients to wait outside the building until they are notified that their provider is ready to see them
- Notify a patient's companion that the patient is ready for pick-up following a procedure

Additional projects currently in development include:

- An employee self-screening application for COVID-19 and contact-tracing capabilities via badge readers
- Enhanced inpatient telemonitoring to include a privacy feature for blacking out video feeds and incorporating two-way audio and video to facilitate virtual rounding for hospitalists, post-surgical follow-up providers and others
- Enhanced AI of thermal and inpatient cameras to detect patient falls, weapons and physical disturbances, and to evaluate other use cases for whiteboard technology beyond the current adoption
- Integration of NMNow into nm.org and the MyNM® app to allow for virtual arrival, e-Check-In and virtual waiting room for touchless registration in our Immediate Care Centers and emergency departments
- Upgrades to Amwell to ensure that the latest feature set is available to patients and providers

Future State

We continue to build out more integration within Epic for ease of use and robust reporting, and to evaluate remote monitoring use cases to further support both episodic appointments and continuous patient monitoring.

We also continue to work with Amwell on the development of a long-term telehealth solution. During Reactivation, we recommend using Doximity as the primary telehealth app for physicians. Some benefits of using Doximity:

- Doximity Dialer masks personal phone numbers for healthcare providers.
- Doximity video visits can be initiated by physicians through the app, while patients join via text link.
- Doximity can be accessed through Epic Haiku on your mobile device.

For more information about using Doximity, please view the [Telehealth Reactivation Playbook](#) or visit the [Doximity](#) website. For more information about NM's telehealth resources, visit the Telehealth Resources pages on [NM Interactive](#) and [Physician Forum](#).

As the environment changes, we will continue to communicate important updates here in *Reactivation Update*, as well as on the new Reactivation Resources pages on [NMI](#) and [Physician Forum](#). *Reactivation Update* will be distributed each Wednesday to all NM physicians.

Thank you for your continued partnership and leadership as we begin to reactivate our health system and welcome patients back into our facilities. If you have questions or would like to share the story of an NM hero, please email us at covid-19md@nm.org.

A handwritten signature in black ink, appearing to read "Howard B. Chrisman". The signature is fluid and cursive, with a large, stylized "H" and "C".

Howard B. Chrisman, MD
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