

WHED Telemedicine Program Q&A Session

Duc Nguyen, MD
5/28/2026



Agenda

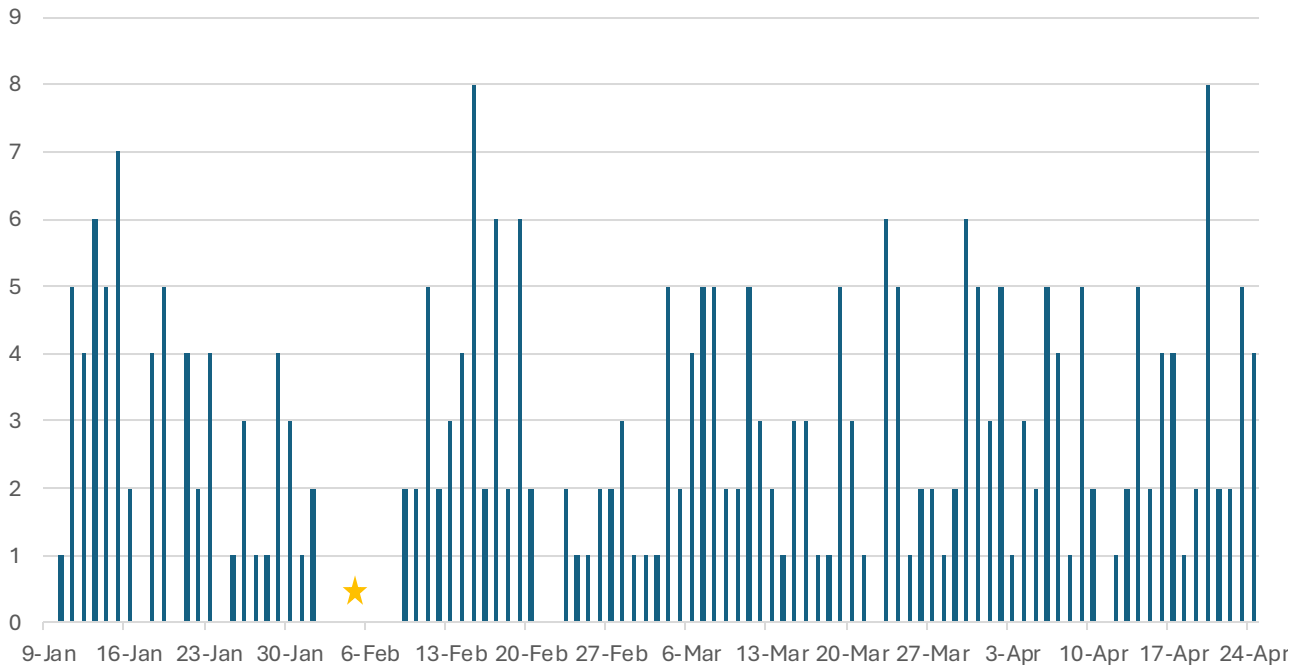
- State of the Program
- Workflow Review
 - Software/hardware interface
 - Provider/RN/Patient interactions
 - Orders
 - Smartphrases & Billing
- Q & A
- Future State (*time permitting*)

WHED Telemedicine Program ("Daytime")

- 27 providers fully trained; 4 providers to be scheduled
- General framework:
 - Hours: 8am – 4pm (secure chat until 5pm)
 - Capacity: 2 providers for this "MDR"; 2 admission cap per person
 - Ability to admit more if desired
 - Verbal sign-out if case not conducive to telemedicine visit or reached capacity
 - RVU: unchanged, just need "telemedicine" modifier
 - Telemedicine orientation of software, equipment, workflow (~15 mins)
 - Optional "+2" during your first "orientation" week
 - Any clinical deterioration while in the WHED, ED provider is responsible to escalate to next level of care (ED-to-ED transfer, ICU transfer, etc.)
 - Scheduler: Michelle

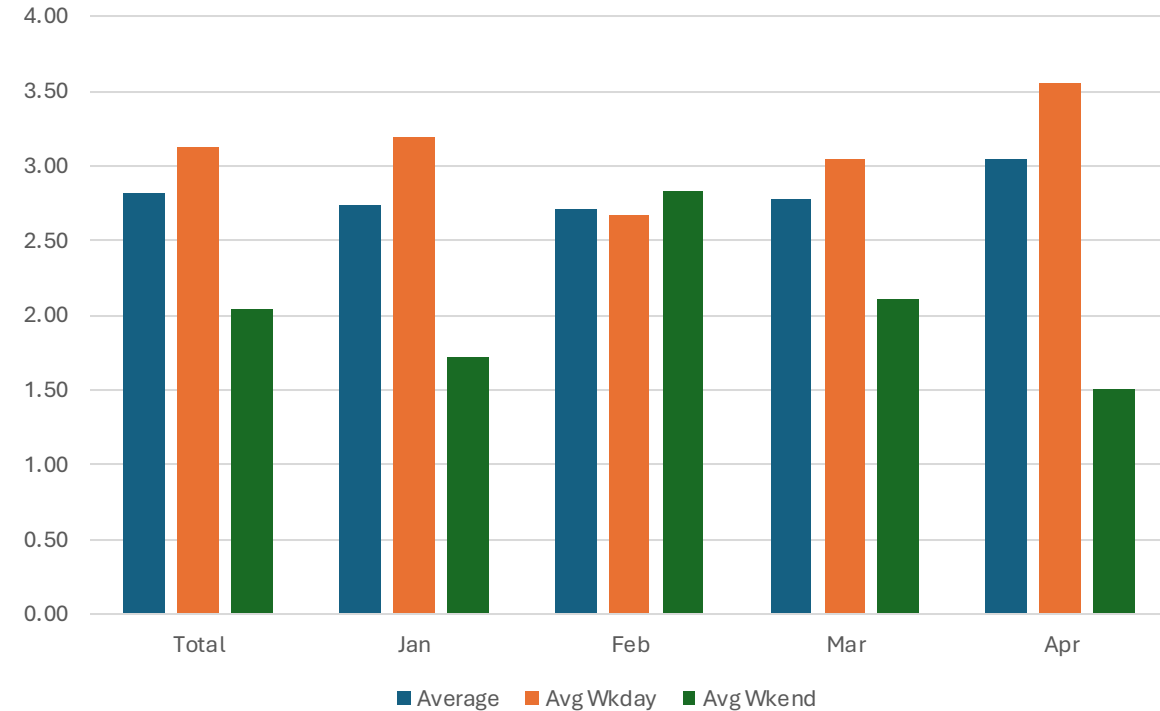
WHED Telemedicine Program ("Daytime")

Total WHED Patients (1/9 - 4/24)



★ = government shutdown affecting CMS reimbursement

Daytime Averages

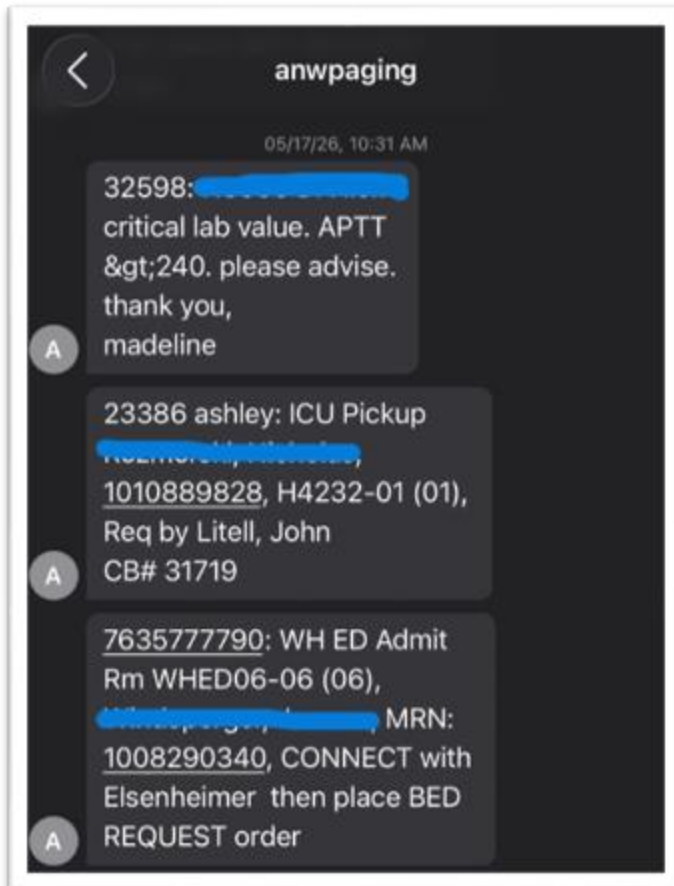


Min	Mode	Max	% days above cap
0	2	8	24%

Nights Expansion - Phase 1 & 2

- Phase 1
 - All 9 nocturnists trained and see patient since 2/23/2026
- Phase 2
 - Go-Live June 1st, 2026
 - Hours: 4 PM – 7 AM
 - Access Center divvy WHED patients based on "telemed-ready" status Excel sheet and load level (no cap)
 - Sunset "Telemed PM 1 & 2" and background divvy between N1 & N3
 - Hybrids and Eveningists (2026/2027) = 8 trained
 - All "daytime" Telemed ready providers

Workflow – Let us run through it together!



BED REQUEST Accept Cancel

Diagnosis [REDACTED]

Bed Type [REDACTED] OBS unit Medical Cardiac Ortho Neuro Spine IMC/PCU ICU Home Hosp Neuro IMC Oncology

Enhanced Respiratory Support? HFNC CPAP/BIPAP Freq Nebs Trach Heated High-Flow Ventilator Home Vent

IV Drips? Insulin Nitro Diltiazem Vasopressors Nicardipine Sedatives Ativan tPA/TNK Other (Enter Comment)

Specialty Treatments Needed? Chemo Cont Bladder Irrigate EEG EndoTool - Std Mode EndoTool - DKA Mode ERCP Hemodialysis Hoyer lift (para/quad) LVAD/VAD MINDS (MRC/UNY) Peritoneal Dialysis Other (Enter Comment)

Behavioral Concerns? Restraints Suicidal Jail Sitter 72 Hour Hold Other (Enter Comment)

Enhanced ISO Precautions Airborne Covid Positive Covid PUI Other (Enter Comment)

Hospitalist Acknowledged: Assign Upon Arrival Acknowledged Assign Upon Arrival Defer to Next Shift N/A

Placement Review: Needs Review Needs Review

Status: CONFIRMED ADMIT

"Acknowledged" if you tele-admit "Assign upon arrival" if verbal sign-out

Workflow – Treatment Team & SmartPhrase

Female, 48 y.o., 6/16/1977
MRN: 1012453077
Needs Interpreter: French (Spoken), French (Written)
Code: Not on file (no ACP docs)

Infection: None

 **Katzung, Katherine Graham, MD**
Attending

Allergies: No Known Allergies

ED ROOMED: TODAY
Patient Class: Urgent Care
No active principal problem

BP: **195/96 !**
Pulse: **107 !**
Temp: 97.7 °F (36.5 °C)

DC Planning:

CrCl: None



Current Encounter Team

Add Admitting:







Add Attending:

Add Referring:

Add Team Member

Team Member	Shift
Attending	
 Amc, Anw Hospitalists Of 612-863-7560	Attending 05/25/2026 03:25 PM
 Nguyen, Duc Minh, MD 612-863-5567 612-863-3809	Attending 05/25/2026 03:26 PM

Summary Notes Chart Review Problem List **R Round/Trans** Manage Orders Results Review

Notes      

All Notes Prog Notes Consult Summary ED Notes Initial Assess An

Number of notes shown: 1 out of 1

Sort: **Date** Note Type Service



ANWteleAdmit
SmartPhrase: ANWTELEADMIT
Note type: H&P
(Use Alt+2 to Launch)

Today

Copy Cosign Sign Delete


Workflow – Secure Chat the Bedside RN

Infection: None



 **Collogan, Ann, RN**
Registered Nurse 

Allergies: Nsaids (Non-steroidal Anti-inflammatory Drug)



ED ROOMED: TODAY
Patient Class: Inpatient
Renal stone

To:  Ann Collogan, RN 

Treatment Team


 **Ram Guruprasad, PCT** 
ED Tech/EDMT/PCA; Abbott Northwestern Hospital
Available Until 11:00 PM - Signed In

Office Visit Ah Pc - Allina Health Eagan Clinic

 **Laura Elizabeth Ford-Nathan, MD** 
PCP; General; Allina Health Eagan Clinic
Available



Planning to teleadmit. Can you help me in 15-30 mins? Please indicate which telecart you will use. Thanks!

 Send

Workflow – Vidyo Connect via AKN

The image displays a workflow for logging into VidyoConnect via AKN. It is split into two parts: a failed login attempt on the left and a successful login confirmation on the right.

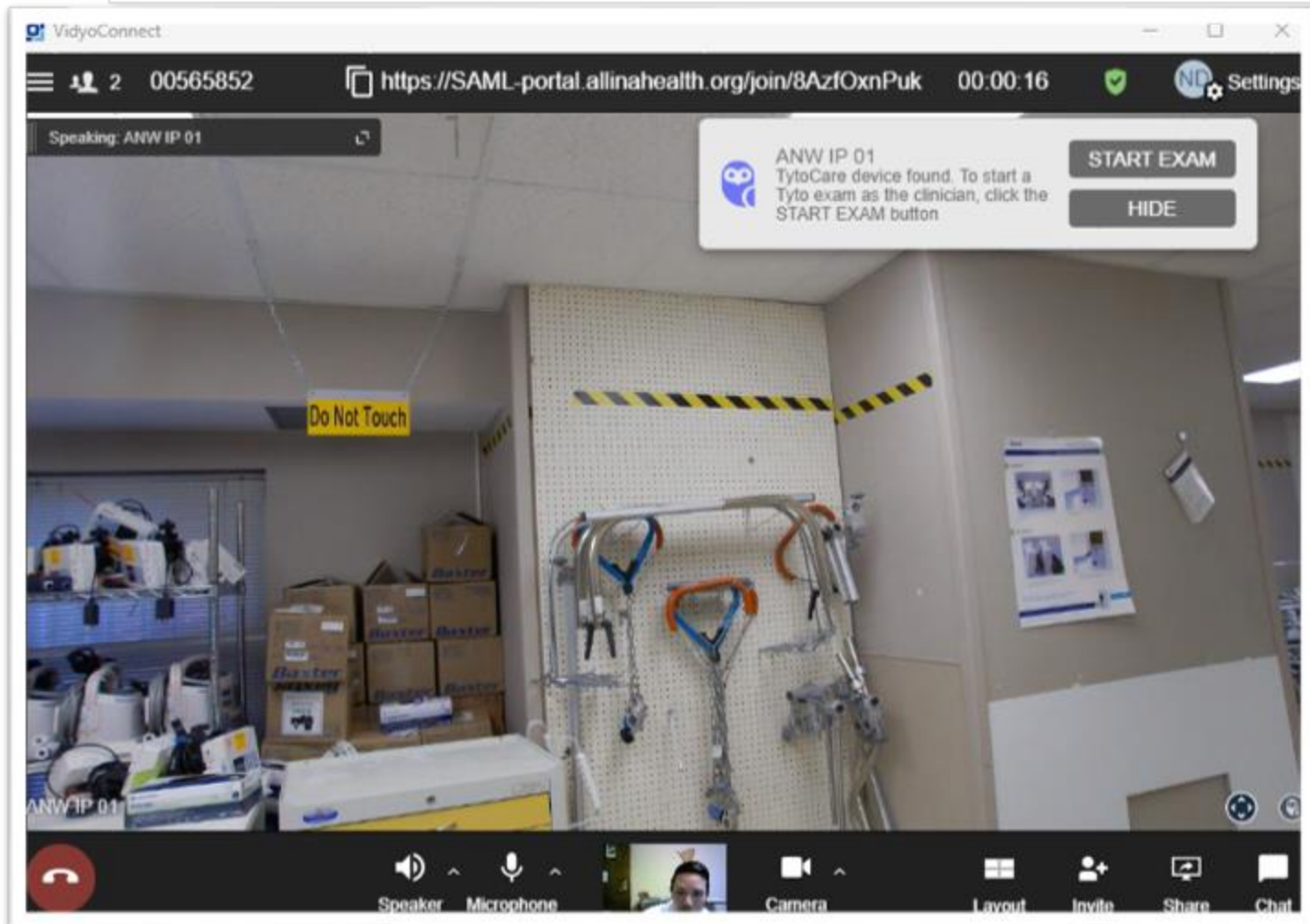
Left Panel (Failed Login): Shows the VidyoConnect logo at the top. Below it is a blue banner with a warning icon and the text "Oops!". Underneath, the text "Unable to log in" is visible. A green button labeled "Try again" is highlighted with a red rectangular box.

Right Panel (Successful Login): Shows a browser window with the URL "sami-portal.allinahealth.org/samlindex.html". A dialog box titled "Open VidyoConnect?" is overlaid on the page, asking "https://sami-portal.allinahealth.org wants to open this application." and providing an option to "Always allow sami-portal.allinahealth.org to open links of this type in the associated app". The dialog has "Open VidyoConnect" and "Cancel" buttons. Below the dialog, a green checkmark icon is shown above the text "Login successful", which is also highlighted with a red rectangular box. Below this, it says "Please open the app to continue." To the right, there is a download icon and the text "After downloading the installer, open it to install the app." with a green "Download" button.

Workflow – WH ED Telecarts

The screenshot displays the VidyoConnect application interface. On the left is a dark blue sidebar with navigation icons for Meetings, Contacts, Rooms, and Dial out. The main area is divided into two sections. The top section, titled 'Contacts', shows '2 People' and lists two contacts: 'WH ED MHCC' and 'WH ED Stroke'. The 'WH ED MHCC' contact is highlighted with a red rectangular box. The bottom section shows a large green 'CALL' button. Below the button, there are three checkboxes under the heading 'For this call only:': 'Mute my speaker', 'Mute my microphone', and 'Turn off my camera'. At the bottom of the interface, there is an email icon and the address 'WestHealthED@allina.com'. The window title bar at the top reads 'VidyoConnect' and includes standard minimize, maximize, and close buttons.

Workflow – Introductions



"Hello Mr. Smith, I'm Dr. Nguyen from Internal Medicine at Abbott Northwestern Hospital.

We have a program between Abbott and West Health where we can progress your cares while you wait for a bed at Abbott via a telemedicine visit.

Will you be okay with that?"

Workflow – Telehealth Attestation

Expected Medical Readiness Date: 5/26/2026

Expected Discharge Date: -

{**Vanishing Tip** || Remember to refresh note after selecting the expected date. :999}

Duc Minh Nguyen, MD

Allina Health Internal Medicine Hospitalist

Contact me via AMION or SecureChat

Telehealth Attestation

As the provider for this telehealth service, I attest that I introduced myself to the patient, provided my credentials, disclosed my location, and determined that, based on a review of the patients chart and/or a discussion with members of the patient's treatment team, telemedicine via a real-time, two-way, interactive audio and video platform is an appropriate and effective means of providing this service. The patient and I mutually agree that this visit is appropriate for telemedicine as well.

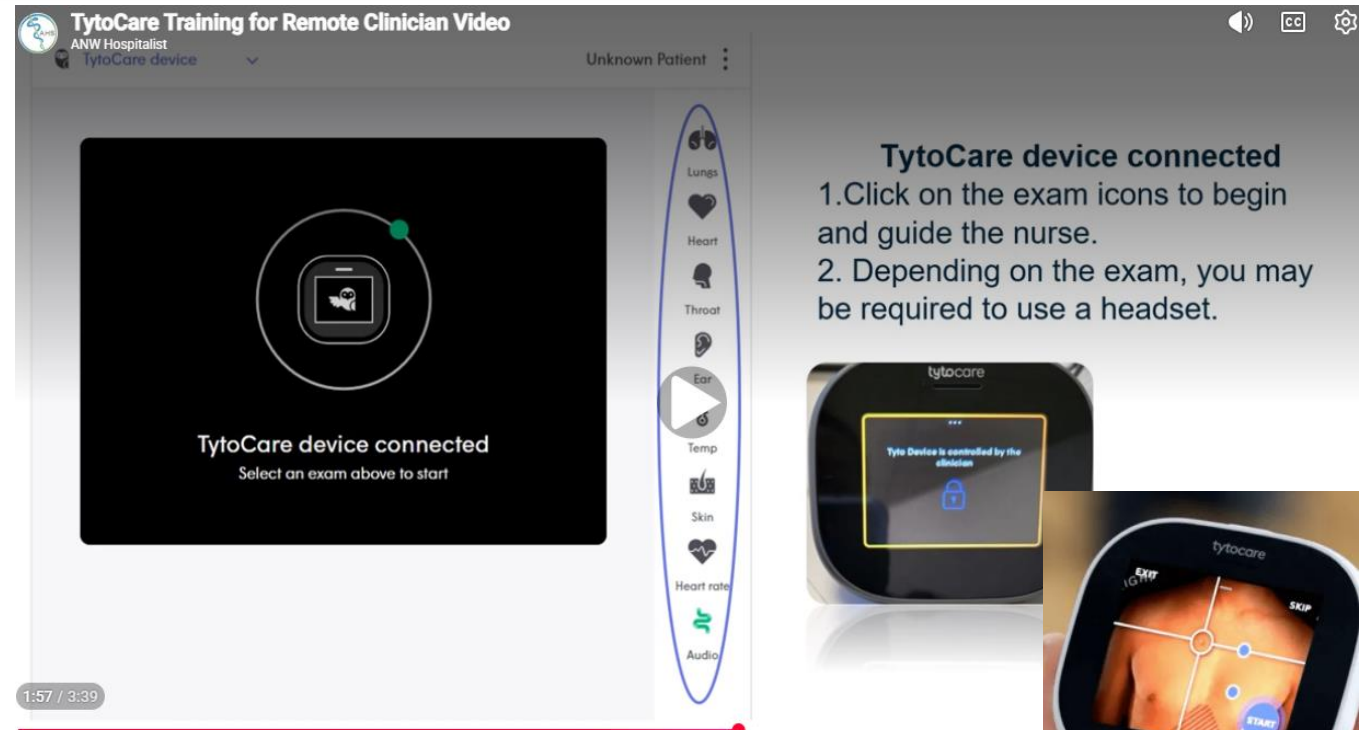
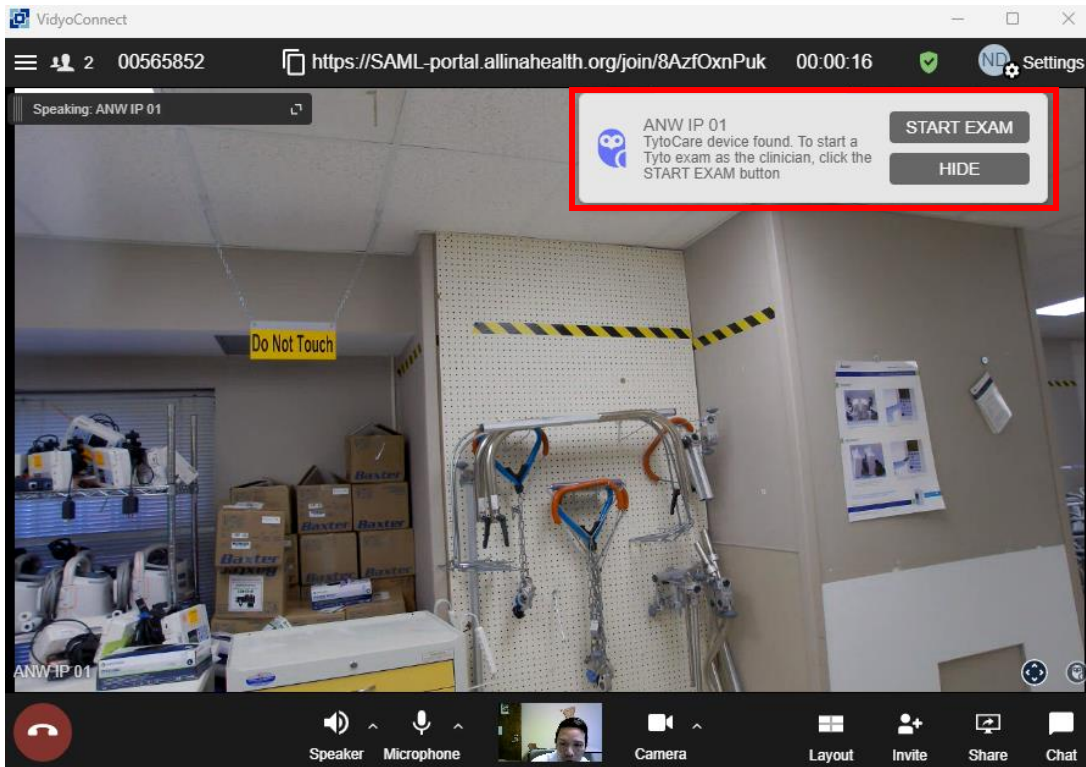
Patient Location (originating site city/state): West Health Emergency Department (Plymouth, MN)

Provider Location (distant site city/state): Abbott Northwestern Hospital (Minneapolis, MN)

Video start time (include am/pm designation): ***

Video end time (include am/pm designation): ***

Workflow – TytoCare eStethoscope



TytoCare device connected
1. Click on the exam icons to begin and guide the nurse.
2. Depending on the exam, you may be required to use a headset.



Workflow – Tips

- RN-assisted exam first, then complete history
 - *"To assist in the workflow of my nurse, we will conduct your exam first..."*
- Concluding the encounter
 - Home meds, labs, STAT imaging (XR, CT, US, MRI) can be done at WHED
 - Consultants, therapists, formal diet orders, and certain imaging will be done at ANW (**sign & hold**)
 - In-person expectations
 - *"I will plan on seeing you in-person tomorrow..."*
 - *"If you require additional, in-person evaluation, the ED provider will be available..."*
 - *"If you arrive before the end of my shift and need to see me, I will be available..."*

Workflow – ADM orderset & Phase of Care

The screenshot displays a software interface for managing admission orders. On the left, a sidebar contains 'Admission Order Rec' and 'Order Sets' tabs. The 'Order Sets' tab is active, showing 'ADM General' and '31900 ADM General Order Set'. A red box highlights the 'Phase of Care' button. The main window shows a 'Review Phase of Care' dialog with a table of orders and their phases of care.

Phase of Care	Pre-op	PACU	PACU and Phase II	Phase II	PACU to Floor	Post-op Floor	Post Discharge	OB Antepartum/Triage	OB Intrapartum	OB Postpartum	Hospital in Home	Sign	Sign & Hold
31900 ADM General Order Set	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Vital Signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Up Per Nursing Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Insert and Maintain Peripheral IV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
sodium chloride 0.9 % syringe 5 mL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
sodium chloride 0.9 % syringe 5 mL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
sodium chloride 0.9 % syringe 10 mL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Ice Pack	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Aqua K heating pad PRN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
naloxone (NARCAN) 0.4 mg/mL injection vial 0...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
acetaminophen tablet 650 mg	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
ondansetron 4 mg orally disintegrating tablet ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
ondansetron 4 mg injection (ZOFRAN)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Workflow – "ANWTELEADMIT" smartphrase

- Enter the "start" and "end" time of video encounter for note

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Workflow – Billing


- Billing based on TOTAL time spent or bill on complexity

Telehealth

- Acute Telestroke
- Telehospitalist
- Tele-intensivist
- Tele-Intensivist - CUY ONLY
- Telerheumatology
- Telepulmonology
- Tele-endocrinology


TeleHospitalists - production

- PR 1ST HOSPITAL IP/OBS CARE HIGH MDM 75 MINUTES
- PR 1ST HOSPITAL IP/OBS CARE MODERATE MDM 55 MINUTES
- PR 1ST HOSPITAL IP/OBS CARE SF/LOW MDM 40 MINUTES

Code	Dx	Service Date	Service Provider	Modifiers	Quantity	Status
99223		5/27/2026	Nguyen, Duc Minh, MD	GT	1	New

Workflow – Staff Alert

- "TELESTAFFALERT"

 **Staff Alerts** (Please annotate all entries with .SIGN) [Comment](#)

+++This patient has been admitted under the WHED/ANW telemedicine program +++

To WHED RN - clinically significant issues that cannot be addressed by ED provider, follow the steps below:

- *8am - 4pm
---Page attending provider. If no response, page Doc of the Day (amion)
- *4pm - 7am
---Page attending provider. If no response, page N3 (amion) who starts at 8pm
- *7am - 8am
---Page Doc of the Day (amion)

To ANW RN:

- *Once patient arrives at ANW, bedside RN to release the rest of "signed and held" orders.
- *Verify that an "Attending" provider is assigned to patient's treatment team. If not, call Access Center
- *Any issues, please utilize normal cross-cover / rapid response protocols.

Website Resources

Home Our Team ▾ Phonebook Resources ▾ 🔍

DOWNTIME resources

Epic resources

MDRs Info / Unit Med Advisors

WHED Telemed Resources

ANW

West Health ED Telemedicine



- [Feedback Tracker – Night Expansion](#)
- [Tip-sheet & FAQs](#)
 - [Nocturnists](#)
- [Roles & Responsibilities](#)
- [List of Stock Meds at WHED](#) (website password)
- [Daytime Workflow](#)
- [Vidyo & TytoCare references](#)
- [List of Telemed Ready Computers + Locations](#)

Q & A Session

Q1. What if Tytocare is not “paired” to the tele-cart, I do not see the “owl” icon, and no Tytocare exam option pops-up?

- This usually means the Tytocare device at WHED has become “unpaired.” Ask the bedside RN to “re-pair” the device.
- There is a troubleshooting guide on the Telecart that helps walk through the process
- Ask the Charge RN to assist if bedside RN unable to troubleshoot

Q2. Which **consultant** groups are available at WHED?

- There are no consultants who see patients in person at west heath. If urgent consultation is needed they are transferred to ANW ED for in person specialist eval. Our call list for phone consultation is the same as ANW.

Q3. Which **imaging** modalities are available at WHED?

- We have XR and CT 24/7 and US and MRI available in house during daytime/evening hours and on call overnight.
- MRCP can be done at WestHealth - need to be NPO for 6 hours
- WHED MRI number - x7-7021
- Second CT is now up and running - CT Coronary Arteries and CT double/triple rule out can be done, days/times cases can be added-on to be determined.

Q4. Can Type & Screen be done at WHED?

- Samples can be drawn but then are couriered to ANW

Q5. What is the blood supply situation at WHED?

- There is no blood available other than uncross matched blood for emergent transfusion (4 units). The patients who require transfusion and are stable to wait are not transfused until admission.

Q6. What if a patient needs a certain medication not stocked at WHED?

- Courier service is available 24/7

Q7. What if I need to obtain consent from the patient (eg. blood transfusions)?

- WHED provider will obtain blood transfusion consent ONLY on emergent basis
- Stable patients who need blood transfusions should be done at ANW

Q8. What charge code should I use for Telemedicine follow-up?

- Per coders, you can use any of the 6 possible codes. No difference in wRVUs. Refer to the tipsheet above for details of code numbers.

Q9. How do I discharge a patient from WHED?

- WHED providers will help with discharge orders such as meds and follow-up
- Telehospitalist will help with DC summary and other non-typical orders ED providers are not used to ordering (ie. home health care, etc.)



Future State & THANK YOU!

- Lauren: resource folders, telemedicine stations, and more
- Meghan/Becky: training our providers on Vidyo/Tyto
- Michelle: scheduling
- Access Center: daytime / nighttime divvy rules updates
- And to all of YOU!