



HMA



Webinar 3: Care Management Best Practices, Virtual Care for Diabetes and Hypertension

4.26.21 Chat Summary/Notes

How much of your care management has been conducted virtually over the last year?

- 25%. I haven't done telehealth visits with clients/parents, but almost all of the school meetings I attend are virtual.
- 75%
- <25%
- Providers vs care management team members.
- Most CCM has been conducted via telephone. With our DM patients we have a lot of CGM through Libre/Dexcom Websites.

What are some of your biggest telemedicine challenges?

- Not everyone has cell phone. Or internet.
- Patients don't have the technology (computers, smartphones)
- Pt. knowledge of using technology. Some patients are apprehensive and feel they are missing out on the in person.
- Technology on both clinic and patient access to it
- Not being able to connect and develop rapport
- Missing Vitals

Moving forward, what would be the next steps to engage in more virtual care for care management?

- We have recently started a lending library for our BP Cuffs and pulse oximeters. We have glucose monitors that are free, and strips are reasonably priced. We also use CGM reports as well as pt. logs with both BP and DM. This has been helpful to us.