



## Telehealth & Telegenetics Resources

The National Genetics Education and Family Support Center (Family Center) has compiled a list of resources developed to provide more information about telegenetics and telehealth, including resources created in response to COVID-19. The resource titles and pictures below are [hyperlinked](#), clicking on either will take you directly to the webpage containing that resource.

For further information please contact the National Genetics Education and Family Support Center at [jlopez@geneticalliance.org](mailto:jlopez@geneticalliance.org) or visit our [website](#).

### Resources for Families

#### [National Genetics Education and Family Support Center: Telewhat?! Infographic](#)

**ExpectingHealth FAMILY VOICES**

### TELEWHAT?<sup>®</sup>

An Introduction to Telegenetics

**WHAT IS IT?**  
A Telegenetics visit is similar to an in-person genetics clinic visit. The genetics provider will ask you questions about medical history and family history. The specific things that happen during a Telegenetics visit depend on why you or your family member were referred for genetic services, and whether this is your first time seeing a genetics provider or a follow-up appointment. Sometimes a physical exam might be needed, in which case a local healthcare provider may help. Your genetics provider may also suggest some genetic testing.

**WHY IS IT IMPORTANT?**  
Telegenetics improves access to genetics services and helps reduce the effects of common barriers to care such as distance, time, childcare, mobility challenges, and transportation.

**Did you know?**  
In many parts of the United States, families have to drive over 50 miles to see a genetic specialist for their child.

**POTENTIAL BENEFITS**

- ↓ Less travel time
- ↓ Less cost
- ↓ Less wait time
- ↓ Less distance
- ↑ Increased # of Available Providers
- ↑ More Access to Early Detection
- ↑ Increased Patient Satisfaction

**HOW DOES IT WORK?**  
A Telegenetics visit is usually 30–60 minutes and involves using videoconferencing with a computer, phone, or tablet, either from a provider's office near you or your own home to connect with a genetics specialist located somewhere else for a clinic visit. The four main types of Telegenetics appointments are:

- VIDEO CONFERENCING**  
Live, two-way interaction between a person and a provider using an electronic platform similar to Skype or Facetime.
- STORE AND FORWARD**  
Receive an evaluation and treatment recommendations from a genetic specialist based on pre-recorded health history that you've prepared with your child's primary provider.
- REMOTE MONITORING**  
A local provider monitors your child's health status and behaviors and transfers information to a genetic specialist to assist in providing care to your child.
- MOBILE HEALTH**  
Exchange text messages or video conferencing with a genetic provider through a secure application on your mobile device.

For further information please contact the National Genetics Education and Family Support Center at [jlopez@geneticalliance.org](mailto:jlopez@geneticalliance.org) or [awm@familyvoices.org](mailto:awm@familyvoices.org).

This resource, developed by families/for families can help you learn what telegenetics is, why it is important, how it works, and what some of the potential benefits are.

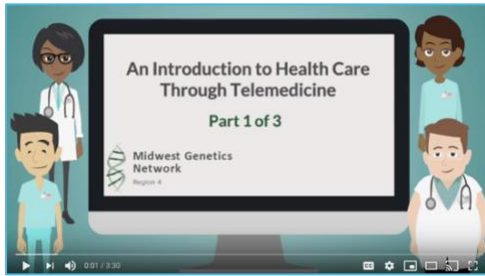
#### [Midwest Genetics Network: Family Videos](#)

**Midwest Genetics Network**  
Region 4

Created this video to support the work we are doing related to telegenetics

Narrator: The Midwest Genetics Network created this video

This video shares the experiences of four families that use telehealth to receive care for a child with special health care needs. The family members share doubts, fears, and triumphs related to their experience with telehealth.



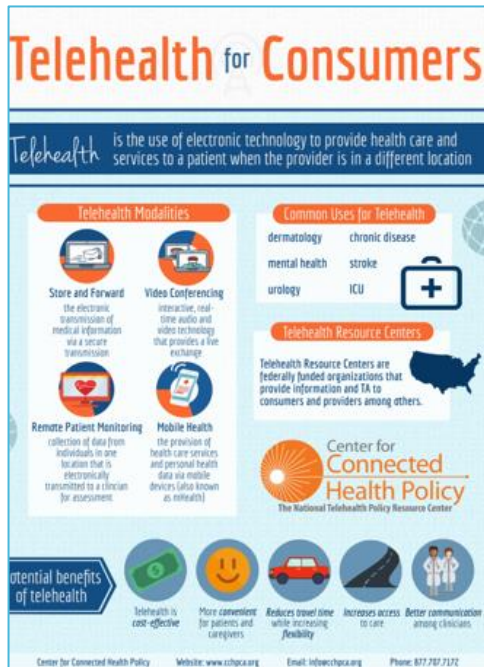
This 3-part series introduces you to telemedicine, describes what to expect, and helps you get the most out of your telegenetics appointment.

[Western States Regional Genetics Network: Family Video](#)



This animated video provides information on what to expect from a telegenetics visit from home.

[Center for Connected Health Policy: Telehealth for Consumers Infographic](#)



This infographic, developed by the Center for Connected Policy, explores telehealth and highlights the potential benefits for consumers.



## [National Consortium of Telehealth Resource Centers: How Patients Can Engage Telehealth](#)



**How Patients Can Engage Telehealth**

Telehealth is a way to receive healthcare services digitally. Telehealth lets you videoconference with doctors through computers, tablets, or smartphones and virtually connect to your local clinic or other health locations without leaving your home.

Ask yourself these questions before trying out telehealth:

**How Can I Start Receiving Telehealth Services?**

Many healthcare organizations are already set up to provide telehealth. Depending on your needs, telehealth can be used for many different health care services. For example, telehealth is widely used for behavioral health needs, such as therapy or medication management.

**What Equipment Do I Need?**

Stable internet and a computer, tablet, or smartphone are all that's needed to use telehealth. If you are going to a clinic, doctors office, hospital, or other health care location to receive telehealth services, you do not need to bring your own equipment.

**Is My Personal Health Information Safe?**

All health care organizations already ensure your health information is safe and protected. The same thing goes for telehealth – there is no exception. If you're worried about your protected health information, ask your doctor how they're keeping your information safe.

This new resource from the National Consortium of Telehealth Resource Centers provides some answers to patient questions such as:

- “How can I start receiving telehealth services?”
- “What equipment do I need?”
- “Is my personal health information safe?”
- “Can I trust the telehealth doctor?”

## COVID-19 Resources

### [American Academy of Pediatrics: HealthyChildren.org \(Spanish Website\)](#)



Created by the American Academy of Pediatrics, HealthyChildren.org offers trustworthy, up-to-the-minute health advice and guidance for parents and caregivers, along with interactive tools and personalized content. This webpage is currently being updated to provide information on COVID-19. Additionally, this website is [available in Spanish](#).



## National Coordinating Center: Emergency Preparedness Resources for Genetic Providers and Patients

**EMERGENCY PREPAREDNESS RESOURCES FOR GENETIC PROVIDERS AND PATIENTS**

Click below for resources developed by the RGG, NCC, TRC, CDC, and Family Voices.

- NYMAC EMERGENCY PREPAREDNESS CARDS**  
Condition-specific printable cards to be carried in case of emergency.
- SERN EMERGENCY PREPAREDNESS TOOLKIT**  
Condition-specific list of supplies needed in case of emergency, as well as a general list of basic emergency preparedness supplies.
- NCC "FIND A GENETICS CLINIC" DIRECTORY**  
Find a genetics clinic throughout the United States by visiting [clinics.acmg.net](http://clinics.acmg.net).
- CDC COMMUNITY ACTIVITY CALL COVID-19**  
On March 12, CDC held a call for clinicians about how to care for children and pregnant women.
- NCTRC TELEHEALTH AND COVID-19**  
The National Consortium of Telehealth Resource Centers (NCTRC) will be holding a webinar on March 19th about telehealth and COVID-19.
- CDC COVID-19 FACT SHEETS**  
Printable materials about COVID-19 can be found from the CDC.
- CDC COVID-19 PREGNANCY FACT SHEET**  
Information about COVID-19 for pregnant women.
- FAMILY VOICES COVID-19**  
Family Voices has a webpage dedicated to resources for families.

As resources are developed that are relevant to the genetics community, NCC will add them to this, available at [nccrg.org/resources](http://nccrg.org/resources).

The National Coordinating Center for the Regional Genetics Networks, housed within the American College of Medical Genetics and Genomics has put together some COVID-19 resources from the regional genetics networks and other project partners, such as Family Voices who have COVID-19 response information on their website.

## National Consortium of Telehealth Resource Centers: COVID-19 Telehealth Toolkit

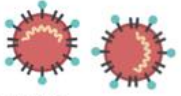
**TRC National Consortium of Telehealth Resource Centers**

### COVID-19 Telehealth Toolkit

March 18, 2020

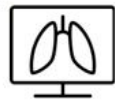
#### What is COVID-19?

Coronavirus disease 2019 (COVID-19) is a novel coronavirus that has not been previously identified. Symptoms include cough, difficulty breathing, fever, and mild to severe respiratory illness. According to the Centers for Disease Control and Prevention (CDC), the virus currently seems to be easily spreading throughout communities in the United States (*community spread*), meaning "some people have been infected and it is not known how or where they became exposed".



#### What is Telehealth?

The Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services defines telehealth as the use of electronic information and telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, public health and health administration.



Telehealth can address COVID-19 and other epidemic situations by limiting exposure to infection for vulnerable populations and health care workers. Telehealth can also expand the reach of resources to communities that have limited access to needed services. This allows patients to receive health services away from settings where potential for contracting COVID-19 are high, such as hospitals, health clinic waiting rooms, private practices, etc.

The National Consortium of Telehealth Resource Centers (NCTRC) is composed of 12 regional and 2 national federally-funded telehealth resource centers (TRCs) who offer assistance and resources for the planning and implementation of telehealth operations. [Reach out to your regional TRC](#) for more information on telehealth and COVID-19. For a comprehensive collection of resources related to telehealth and COVID-19 response refer to the [Southwest Telehealth Resource Center \(NCTRC\) COVID-19 Epidemic Telehealth Weblogography Toolkit](#).

© 2020 National Consortium of Telehealth Resource Centers Page 1

The National Consortium of Telehealth Resource Centers has put together this toolkit to share information on what telehealth is, how it can be used in response to COVID-19, how telehealth has helped in past pandemic incidences and shares other helpful resources.



## Western States Regional Genetics Network: Telehealth Resources

**WSRGN**  
Western States Regional Genetics Network

**TELEHEALTH RESOURCES**

This is a curated list of telehealth resources to get providers up and running with telehealth. Due to the COVID-19 crisis, we have included telehealth resources specifically for COVID-19, as well as, regular telehealth resources.

We will continue to update the page as we get new information.

- [General Telehealth Implementation Resources](#)
- [Best Practices for Telehealth Providers](#)
- [Telehealth Resources for Patients](#)
- [Telegenetics Implementation](#)

**Telehealth Resources for COVID-19**

Telehealth policies are rapidly changing to support activities in response to COVID-19. You may want to sign up to get notices from the HRSA funded [Center for Connected Health Policy](#).

In response to a shift towards more virtual visits, Western States Regional Genetics Network has curated a list of resources for providers, patients and families.

## Mountain States Regional Genetics Network: COVID-19 Resources

Mountain States Regional Genetics Network has created a new webpage as part of COVID-19 response efforts. Mountain States provides emergency preparedness and telehealth information and resources for providers and providers.



## Resources for Providers

### [National Consortium of Telehealth Resource Centers](#)



Telehealth Resource Centers have been established to provide assistance, education, and information to organizations and individuals who are actively providing or interested in providing health care at a distance. Visit the NCTR website for more information and to access additional resources.

### [National Consortium of Telehealth Resource Centers: Telehealth 101 Infographic](#)

**Telehealth 101**  
the basics

TELEHEALTH BRINGS THE RIGHT HEALTHCARE TO PATIENTS WHERE AND WHEN THEY NEED IT

**Today's Technology is Being Leveraged to:**

- Monitor patients' health status and behaviors remotely
- Meet face to face with patients using video conferencing to have discussions and provide treatment
- Obtain images for diagnostic purposes using specialized scopes and cameras
- Capture, store and then forward images to remote providers who can make a diagnosis and provide treatment recommendations
- Diagnose patterns and providers through zoom and video conferencing
- Monitor the impact of patients' daily activities on their health status
- Provide patients with tools to assist them in adopting behaviors to promote their health

**What are your telehealth goals?**

- Increase **Access** for Patients?
- Increase **Market** for Providers?
- **Reduce Costs**?
- Improve **Health Outcomes**?
- Improve **Patient Satisfaction**?
- Improve **Provider Satisfaction**?

**Factors to Consider Regarding Licensure**

Providers should refer to the guidelines of their licensure boards. However, these general rules apply:

- Providers must be licensed in the state where the patient is located.
- Telehealth can be a valuable tool that allows all types of healthcare providers to work to the top of their license but not beyond it.

Multi-state licensure compacts have been looked to as a solution for lowering barriers, though the methods vary. The Nurses Licensure Compact offers one license that is valid in multiple states. The Interstate Medical Licensure Compact for physicians offers an expedited process to obtain a license in a compact state.

**Factors to Consider Regarding Credentialing**

In July of 2010, the Centers for Medicare and Medicaid Services' final rule on credentialing and privileging established a process for originating site hospitals (location of the patient) to rely on the credentialing and privileging decisions of the distant site hospital (location of the specialist) for telehealth practitioners. Hospitals should also check their state Medicaid policies to ensure that they do not have additional requirements.

**Need help taking the next step? We can help!** [TelehealthResourceCenters.org](http://TelehealthResourceCenters.org)

Telehealth Resource Centers are federally funded to provide resources and technical assistance for telehealth program development.

Find your **Regional Resource Center** or one of two **National Centers** focusing on technology assessment and telehealth policy at [TelehealthResourceCenters.org](http://TelehealthResourceCenters.org).

This is a provider-focused infographic sharing information about the technology, licensing and reimbursement considerations for telehealth