

RFP 5-2021 – Telehealth Q&A

If any vendor has already submitted a Response to the NHCC RFP, it will be considered. Vendors may also resubmit an amended response with no penalty.

1. Telehealth and NHCC Services Questions:

- a. Providers – NHCC physicians will be the primary providers of telehealth with assistance from other staff members including nursing staff, registration, case managers, social workers, etc., who will also require access to telehealth.

NHCC has 142 full-time physicians, 86 part-time physicians and 334 residents utilizing telehealth with varying degrees of frequency. All should have the ability to access telehealth. NHCC expects all providers to have access to telehealth of even though utilization will vary significantly.

- b. Discipline/Specialty – NHCC intends to have all physicians at NUMC have the ability to utilize telehealth for consultations. It is anticipated that usage will be mainly Psychiatry, Child Psychiatry, Primary Care and Specialty consultations (Cardiology, Gastroenterology, Rheumatology, Pediatrics, Infectious Disease, Neurology, etc.).
- c. Consult Type – Both on demand and scheduled telehealth consults are necessary. On Demand is most important.

NHCC will be utilizing Telehealth in a variety of ways – on demand Psychiatry, Emergency Department, and Specialty consultations, as well as scheduled consults during primary care clinic hours, etc. Interdisciplinary specialty consultations are a goal.

Use Case – As discussed in other answers, the primary utilization will be connecting providers to patients for virtual consultations; however, all other use cases are welcome including remote patient monitoring, clinical documentation, secure messaging, care team collaboration, etc. Please see various other possible use cases discussed in other answers.

- d. Technology – NHCC is not specifically looking for a hardware component for this RFP, however, any hardware or technological capability would be a bonus – for example, a system that is compatible with remote patient monitoring such as blood pressure. NHCC is open to using all technology. The ability to transmit images securely is required, as is the ability to contact and include 3rd parties (including but not limited to Language Services and additional providers)
- e. Location – the “distant site”/location will be primarily conducted from NHCC.
- f. Volume –telehealth at NHCC is primarily utilized by Behavioral Health and its various clinics including Direct to Consumer. NHCC aims to expand its telehealth services with Primary Care and Specialty Services. NHCC has conducted

approximately 2000 telehealth visits on various platforms and through various means including simply through the phone with a vast majority being Psychiatry.

- g. Patients – NHCC is a public benefit corporation that serves the underserved and uninsured/underinsured that have relatively low access to technology. The population primarily speaks Spanish, however, a variety of other languages are utilized including Haitian Creole, Hindi, Mandarin, etc. NHCC
- h. Hours – Must be available 24 hours a day, 7 days a week.

For reference, clinics are operational from 7:30AM – 4:30PM (Eastern Time). Psychiatry often has a calls up until 6/7 PM; when access to the facility was limited the utilization of telehealth for inpatient psychiatry was 24/7.

2. Logistics:

- a. Telehealth Platform – NHCC is not looking to build a new platform, but is instead seeking a platform/partner with a pre-developed template which they customize and make changes to fit NHCC’s need.
- b. EMR –NHCC uses Sunrise EMR. The scheduling system used is NewEagle.
- c. Patient Portal – NHCC’s patient portal is FollowMyHealth by AllScripts – the ability to request a telehealth consult through the patient portal directly from the doctor would be beneficial, but not necessary.
- d. Patient Billing – All payments will be through an individual charge code. HRSA is utilized for those that are uninsured. Billing will be handled separately by NHCC and will not be a “fee-for-service” model.
- e. Language/Interpreter Services –NHCC’s patient population is diverse and requires interpreter services. The successful proposal must have the ability to contact a language services provider through whichever means the telehealth platform has available. NHCC contracts with a language services provider and can use built-in functionality to contact them. Nevertheless, the website and app multi-lingual language requirements are separate from interpreter services and are required.
- f. Advertisement – NHCC does not require separate branding for its other subsidiaries/affiliates, however, it should have NHCC branding throughout the telehealth platform
- g. Support – NHCC does not require **on-site** support. 24/7, but access will be required.
- h. Implementation – Implementation is expected to take up to three months, although specific aspects of the project may take more or less time.