CMIO Update - COVID-19 Telemedicine Now Live

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Mon 3/16/2020 4:53 PM
To: IS&T Notifications <itservices@mfa.gwu.edu>

TO: All Physicians, Advanced Practitioners & Staff

FROM: Dr. Brian Choi, CMIO, Chief Medical Information Officer
Dr. Neal Sikka, MD, Chief Innovative & Telehealth Medicine

RE: CMIO Update - COVID-19 Telemedicine Now Live

Dear MFA Providers,

Today, the first group to offer new telemedicine services in response to the COVID-19 pandemic is now live. Through the next week, we anticipate that telemedicine services will be going live in Allergy/Immunology, Cardiology, Internal Medicine, Endocrinology, Gastroenterology, Hematology/Oncology, Nephrology, Neurology, Obstetrics & Gynecology, Otorhinolaryngology, Psychiatry, Rheumatology, Urgent Care (GW Immediate & Primary Care), and Urology. Thank you for the agile responsiveness across the entire enterprise to stand up this capability so rapidly.

*NOTE - If you would like your existing patients to have their return visits scheduled into a telemedicine visit for one of these specialties, please send a TouchWorks task to the CC Televisit Team.

Next week, we anticipate continuing to roll out telemedicine to more departments and for more providers. As usage expands, operational changes including greater centralization of processes may be necessary. Please keep in mind the following:

- Due to the rapidity of roll-out, we are utilizing a "train the trainer" approach. Specialties that are already live and wish to add additional providers, will be trained by their colleagues already onboard.
- New specialties will be added, with priority given to those with higher technological and operational readiness. If you have not yet done so, please *click here to complete the MFA Telemedicine Technology Readiness survey for assessment.

Our collective efforts from the beginning of this national emergency have shown that we can meet the ever changing demands needed for our patients and caregivers. Thank you for your broad engagement, patience and support as we adapt to the challenges brought to us by the COVID-19 pandemic.

Regards,

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