# Using Doxy.me for Video Enhanced Therapy

December 6, 2019 Virginia Department of Health TB Program



# Defining Video Enhanced Therapy (VET)

- Alternative to Directly Observed Therapy (DOT)
- A healthcare worker (HCW) or an appropriately trained designee uses a live video camera to:
  - Observe the client ingest and swallow every dose of prescribed medication
  - Ask questions about any adverse reactions, signs or symptoms, and take appropriate action if necessary

well-being of all people in Virginia.

• Answer any questions the client may have

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Appropriate documentation of the VET encounter is required

#### Who Qualifies? - Active Disease

Clients considered for VET if <u>all</u> apply:

- 1. Pan-sensitive TB disease (exceptions can be made)
- 2. Completed initial phase of treatment with 90% adherence
- 3. Sputum smears have converted to negative during initial phase
- 4. Client has demonstrated clinical improvement
- 5. No severe adverse reactions during initial phase
- 6. A health care worker or interpreter is available who speaks the same language as the client
- 7. Clients <u>must</u> have own internet access and computer, smart phone, or tablet available

well-being of all people in Virginia.

#### Who Qualifies? - 3HP

- Trust and rapport established with client
- Client agrees to monthly in-person clinic visits
- No severe adverse reactions
- A health care worker or interpreter is available who speaks the same language as the client
- Clients <u>must</u> have own internet access and computer, smart phone, or tablet available



### Ineligibility

- Clients with resistance to first line drugs (exceptions can be made)
- Clients under 18 years old
- Clients with medical risk factors that place them at higher risk for adverse reactions (e.g. immune compromised, liver disease, etc.)
- Clients with evidence of alcohol or drug abuse
- Clients with evidence of mental illness (e.g., psychotic, sociopathic, or depression)



# Confidentiality

- Doxy.me is the HIPAA compliant application for VET interactions used by most health districts in Virginia
  - Applications such as Skype and FaceTime are not considered HIPAA compliant in Virginia and should not be used
- Private/remote locations should be used
  - Headphones/ear buds suggested



#### **VET Protocol**

- The treating clinician must approve VET when it is being considered for a client
- Assure the assigned HCW has access to a suitable electronic device with internet browser and camera
- Assure the assigned HCW understands how to use Doxy.me and is trained in the VET protocol
- Assure the assigned HCW is registered as a VET provider through the VDH TB Program
- Ensure the client understands VET protocol and how to use Doxy.me on their device



# VET Protocol (continued)

- Supply medication in individual, one-time daily use packets, if possible
- Client must sign VET agreement and remain 90% compliant during treatment
- Document ALL VET encounters with the client on the standard DOT log (or on the 3HP DOT log), with a column that indicates VET use
- Question clients regarding adverse reactions at every VET session



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# Preparing for the VET Encounter

- Review chart make note of any changes
- Ensure the call is conducted in a private location
- When the client answers, identify yourself and verify the client's identity using a predetermined number or nickname that is not based on the client's real name
- Confirm with the client that it is the appropriate day and time for medication administration



## During the VET Encounter

- The HCW must address concerns, signs, symptoms and questions from the client and maintain a pill count during the encounter
- The client must:
  - Keep their hands, face, and medications visible at all times during VET
  - Display all pills contained in daily admin packet
  - Display the juice or water being used
  - Verify the meds with visual and verbal counts
  - Open their mouth in close proximity to the camera for a visual inspection when all meds have been ingested



# Concluding the VET Encounter

- The client must verbalize they have taken all pills
- Continue chatting with the client for several minutes
- Confirm date and time of next visit
- Document the visit



### **VET Failure**

- If after opening and displaying the pills, the client moves out of visual range for any reason
- Any pills are dropped
- The client's equipment malfunctions
- The client coughs into a tissue or his/her hand
- The healthcare worker is suspicious that there was an issue with adherence during the encounter

### When to Discontinue VET

- When compliance falls below 90%
- Worsening of clinical status
- Severe adverse reaction (i.e. when MD visit required)
  - May resume if medication is determined not to be the cause
- Client's equipment malfunctions repeatedly



#### Setting Up Your Account





# Setting Up Your Account Continued

Join Clinic Account
To join the Virginia Department of Health - Dr Lisa McCoy Clinic account, you'll first create an account. Click below to sign up then you'll automatically be added to the Virginia Department of Health - Dr Lisa McCoy Clinic.
Create user account
<ul> <li>The room name you select will be your identifying alias</li> <li>In the picture, "TBEpi" is the room name</li> </ul>

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### Provider Login to Doxy.me



- Go to virginia.doxy.me in Safari on an i-Phone or in Chrome on an Android
- Click "Provider Login" and enter your login info
  - Note: the patient can also come to virginia.doxy.me and enter your room name





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• This is the view you would see on a computer or larger phone or tablet screen. On the left hand side you see your "Patient Queue"

To protect the health and promote the well-being of all people in Virginia.

• The web address displayed is specific to your "room"





### Inviting the Client to the Call





VIRGINIA

DEPARTMENT OF HEALTH



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# Starting the Visit







VIRGINIA DEPARTMENT To protect the health and promote the well-being of all people in Virginia.

### During the Visit









### Ending the Visit





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#### Patient Login

 If you have sent your patient an invitation via text, they will receive the following message with a link which will take them to the Doxy.me page







#### Patient Login Continued









#### **QUESTIONS?**

Contact: <u>laura.r.young@vdh.virginia.gov</u> or call the VDH TB Program at 804-864-7906

