

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
 - Answer any questions the client may have
- Appropriate documentation of the VET encounter is required

Who Qualifies? - Active Disease

Clients considered for VET if all 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 must have own internet access and computer, smart phone, or tablet available

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 must 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

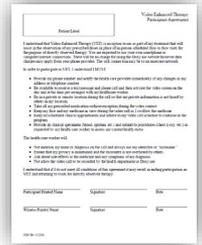


VET Protocol

- 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



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



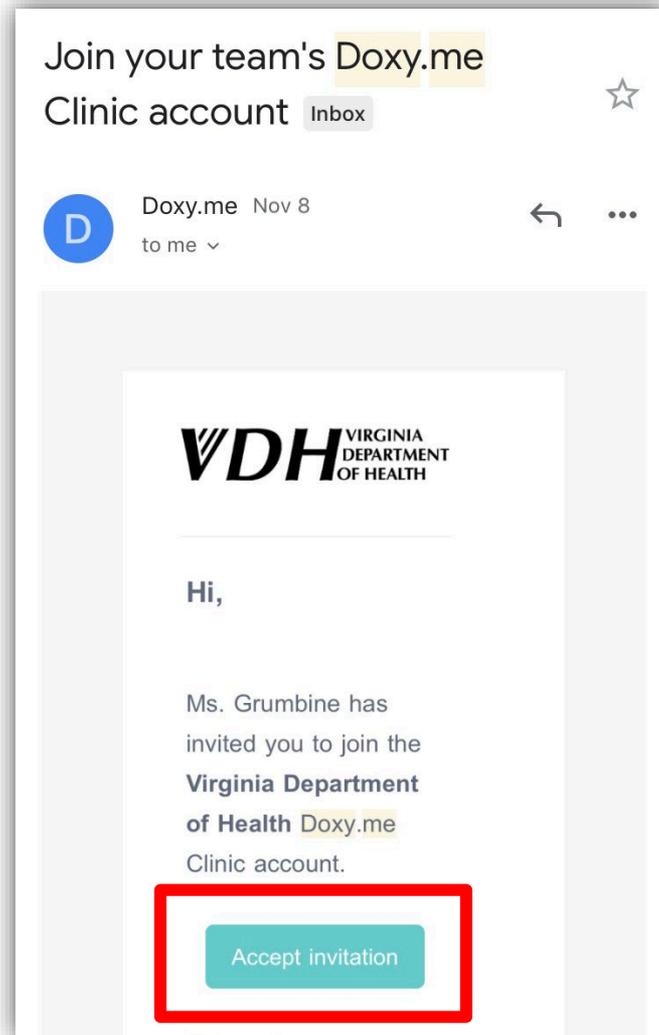
VET Failure

- 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

- The room name you select will be your identifying alias
 - In the picture, “TBEpi” is the room name

VDH VIRGINIA DEPARTMENT OF HEALTH

Sign Up

Dr: [dropdown]

Laura

Young

TBEpi

https://Virginia.doxy.me/TBEpi

Laura.r.young@vdh.Virginia.gov

I am using Doxy.me as a healthcare provider, not a patient.

I agree to the [Terms and Conditions](#).

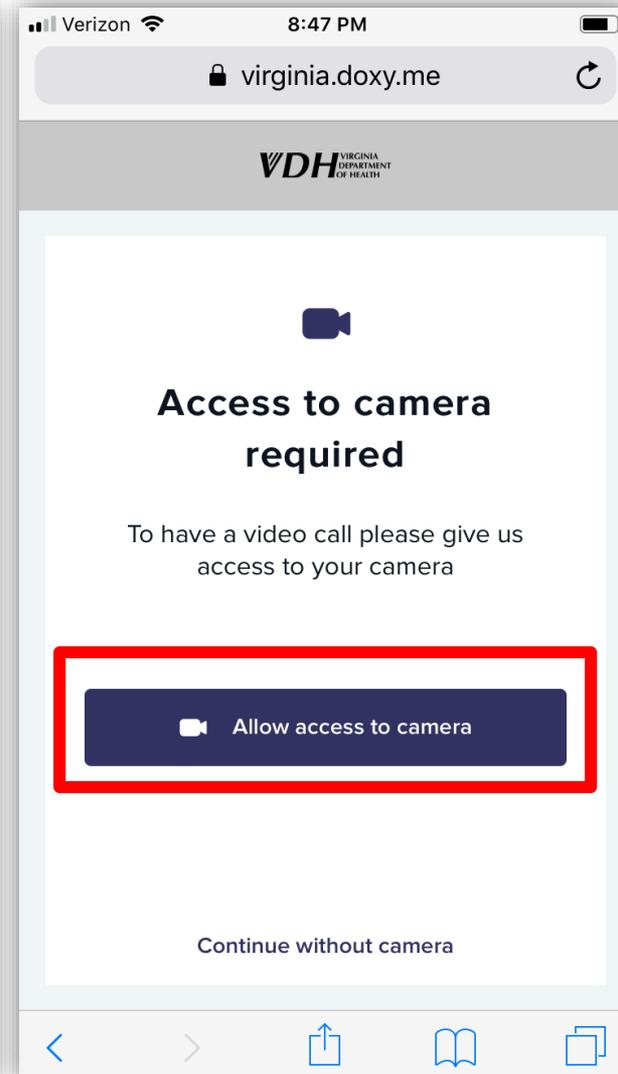
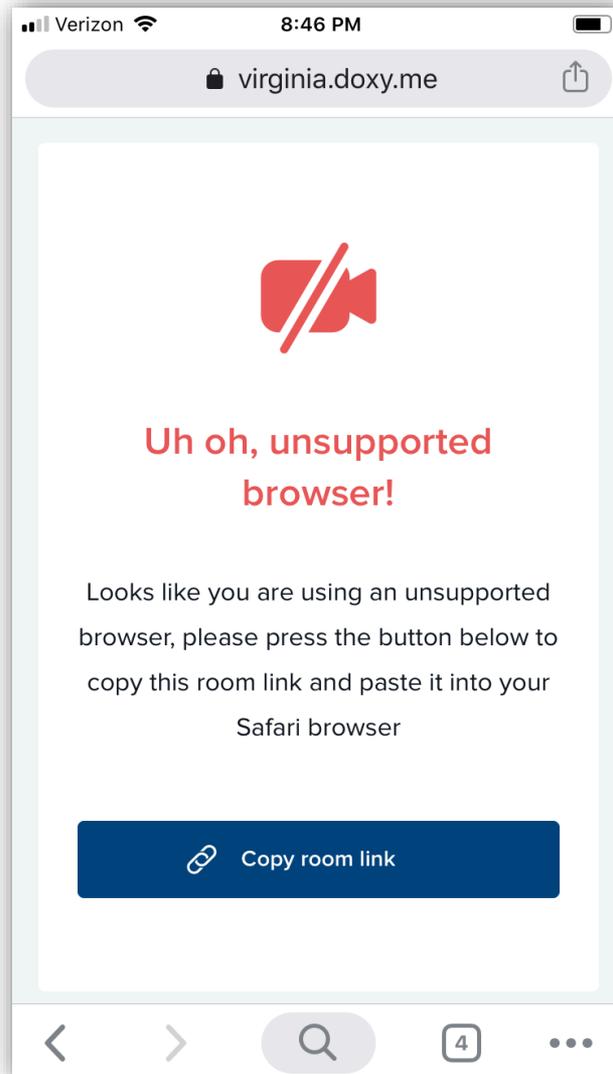
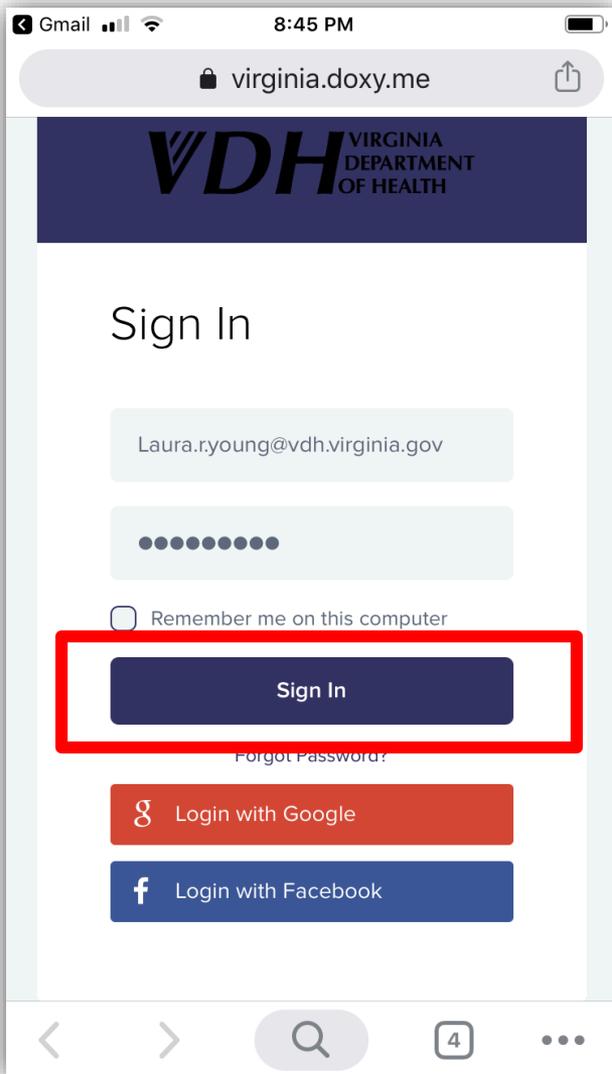
Sign Up

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

Provider Login Continued





VDH VIRGINIA DEPARTMENT OF HEALTH

PATIENT QUEUE

tb /tbepi 2m

ACCOUNT

- Your Dashboard
- Edit Waiting Room
- Account Settings
- Meeting History
- Help Center
- Logout

Welcome, Ms. Young!

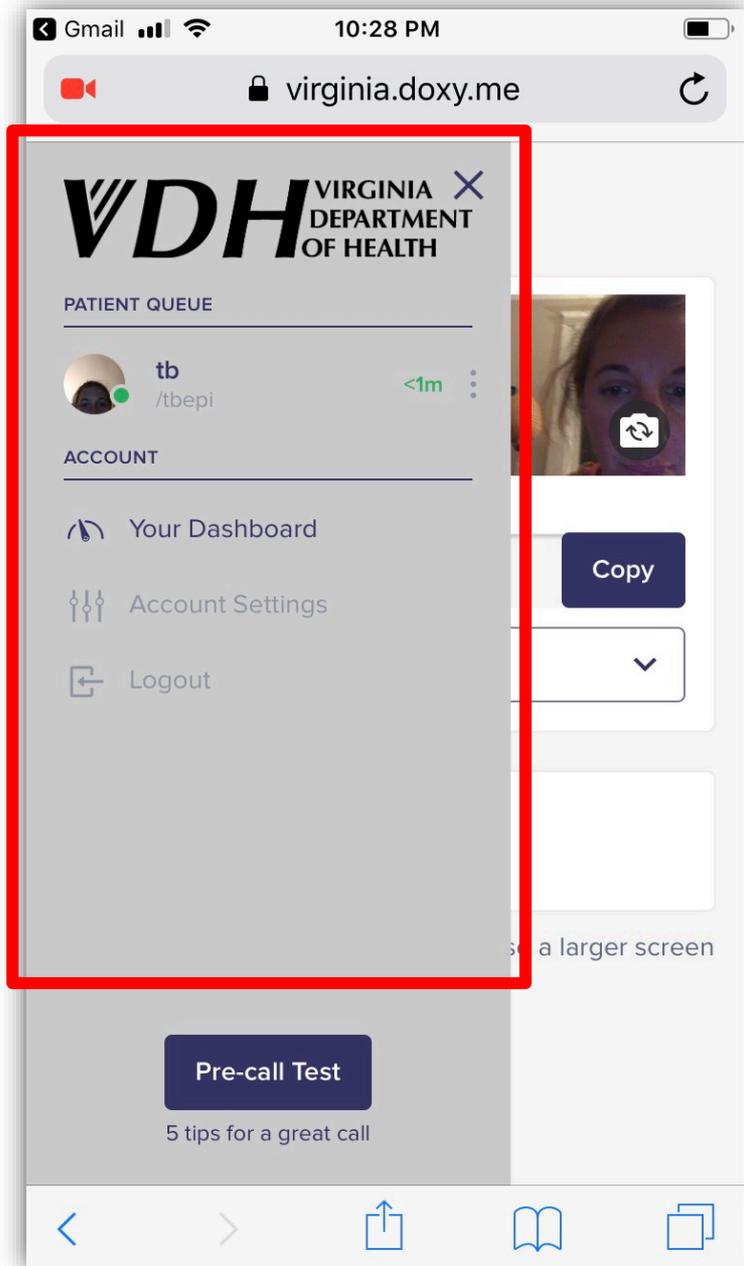
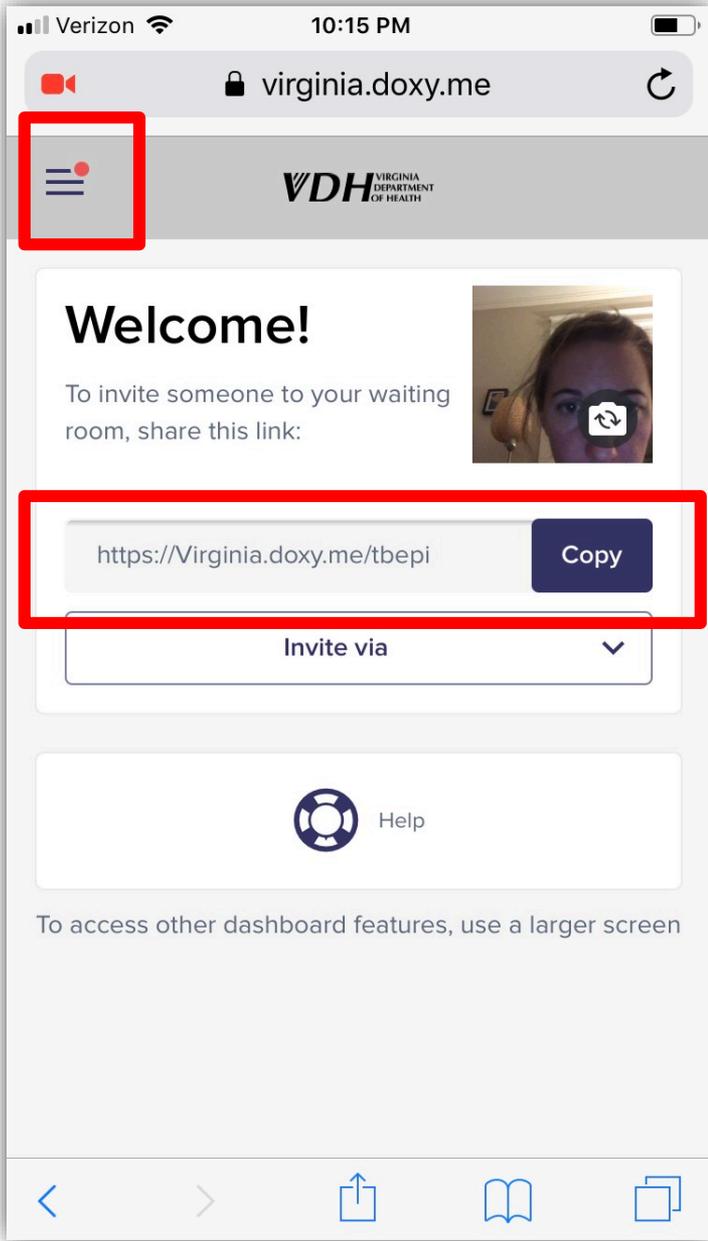
To invite someone to your waiting room, share this link:

<https://Virginia.doxy.me/tbepi> Copy Invite via ^

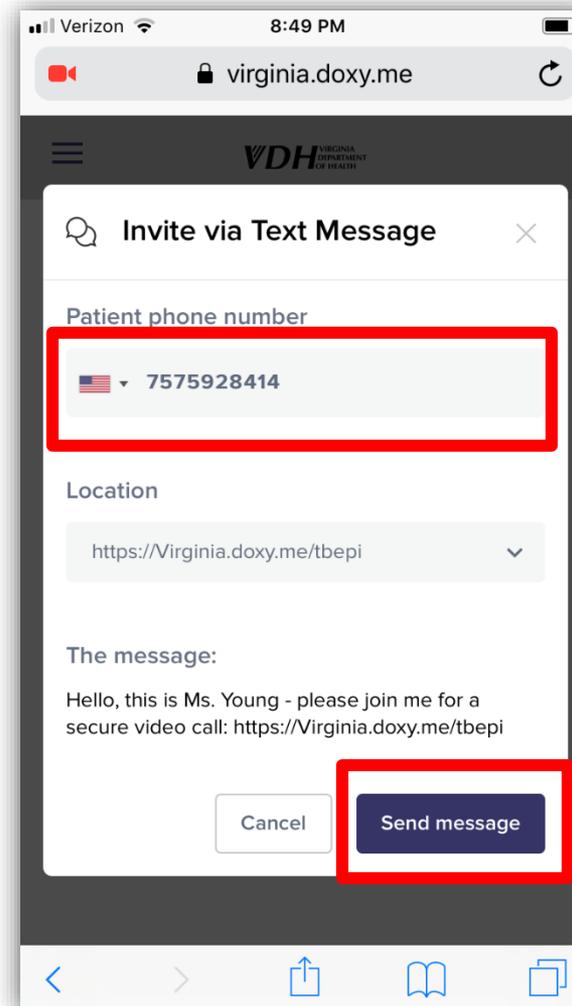
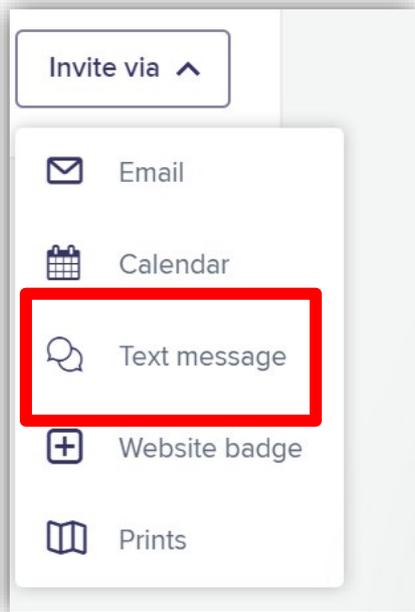
- Edit Waiting Room
- Account Settings
- User Community

- Email
- Calendar
- Text message
- Website badge
- Prints

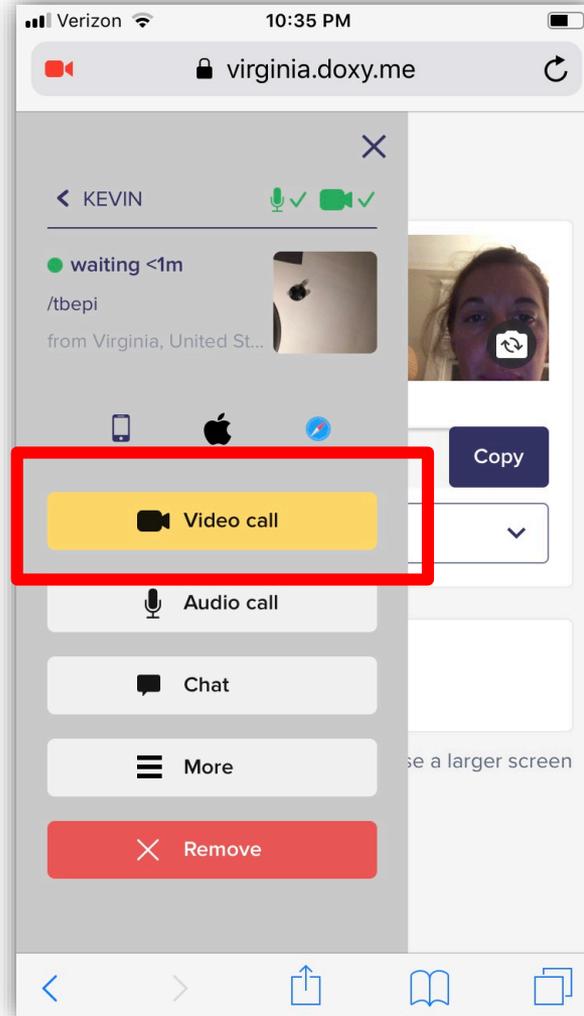
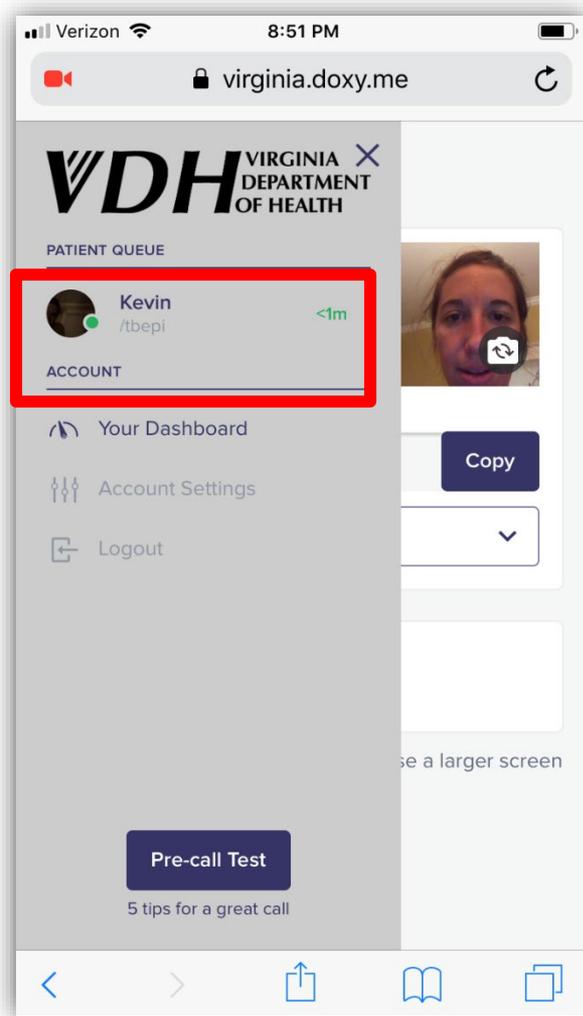
- This is the view you would see on a computer or larger phone or tablet screen. On the left hand side you see your “Patient Queue”
- The web address displayed is specific to your “room”



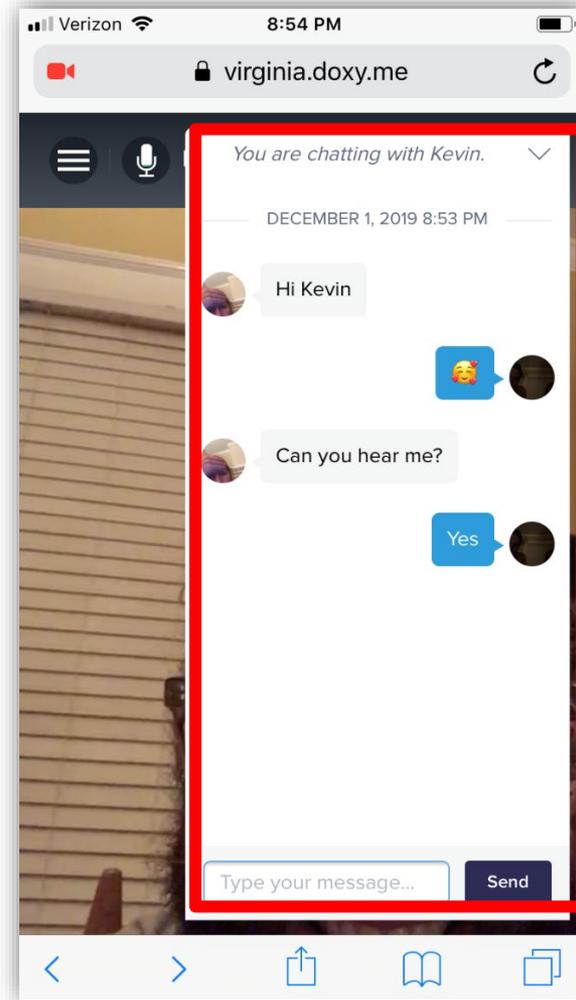
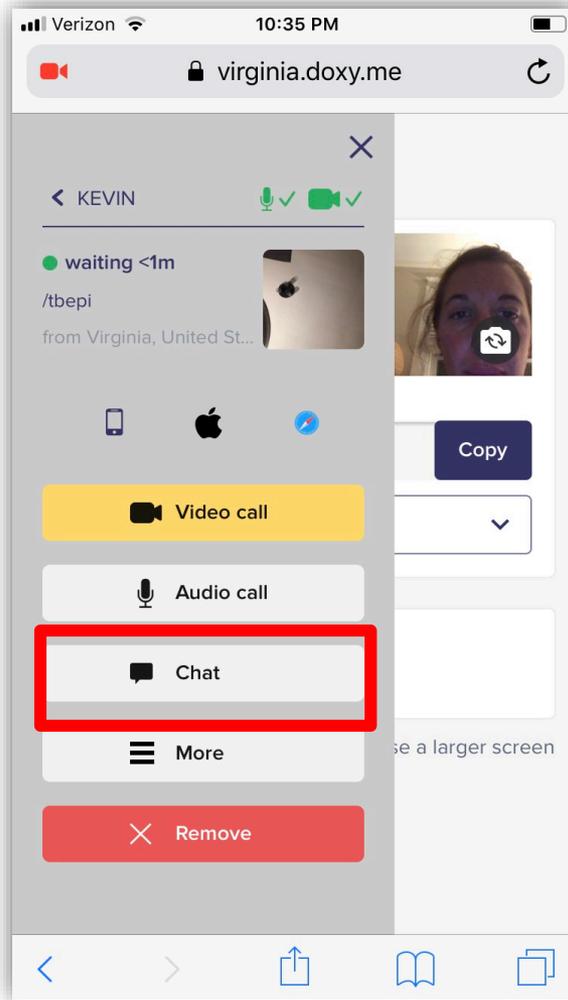
Inviting the Client to the Call



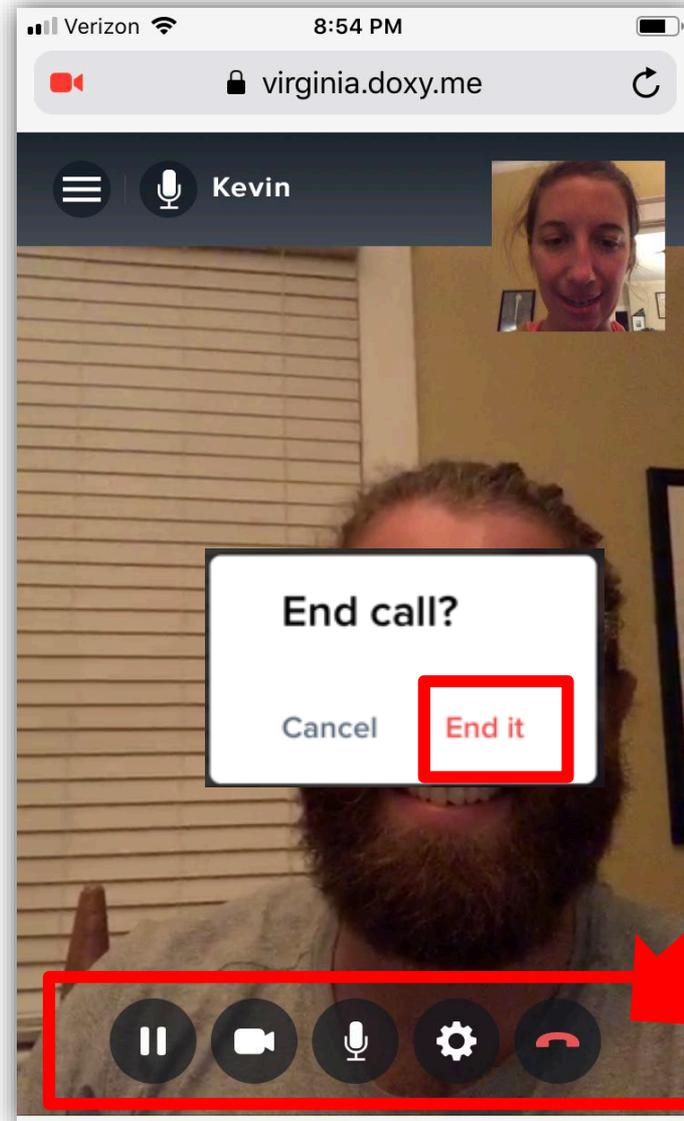
Starting the Visit



During the Visit



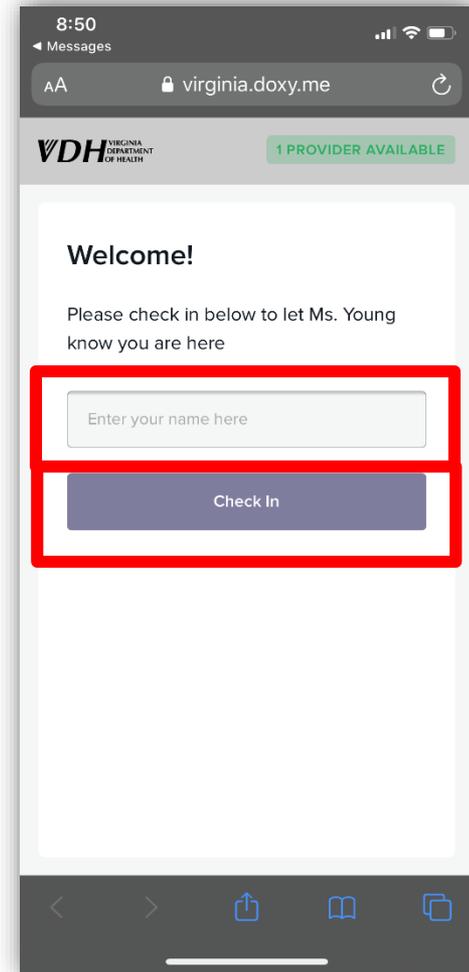
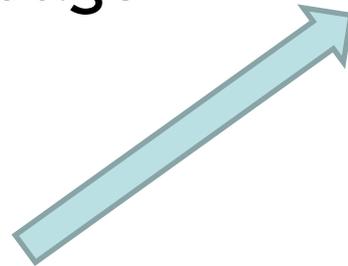
Ending the Visit



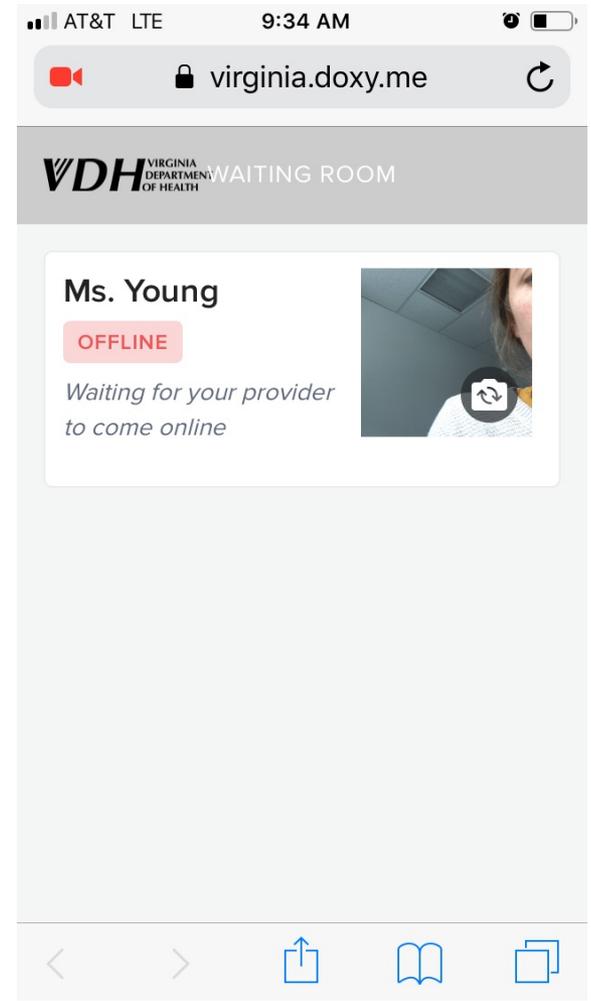
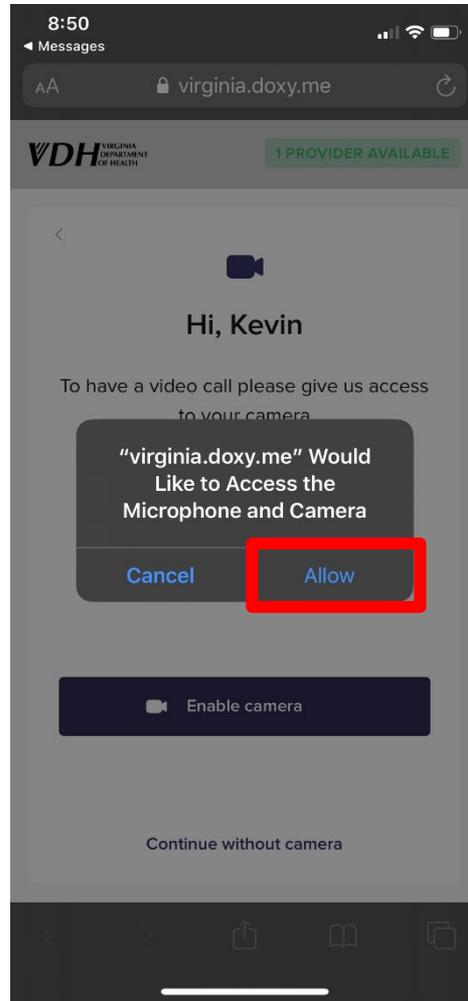
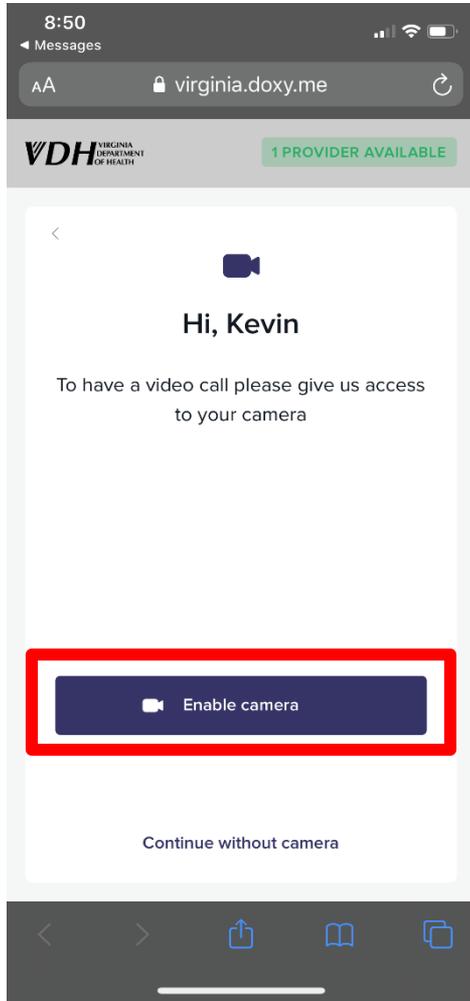


Patient Login

- 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: laura.r.young@vdh.virginia.gov

or call the VDH TB Program at 804-864-7906

