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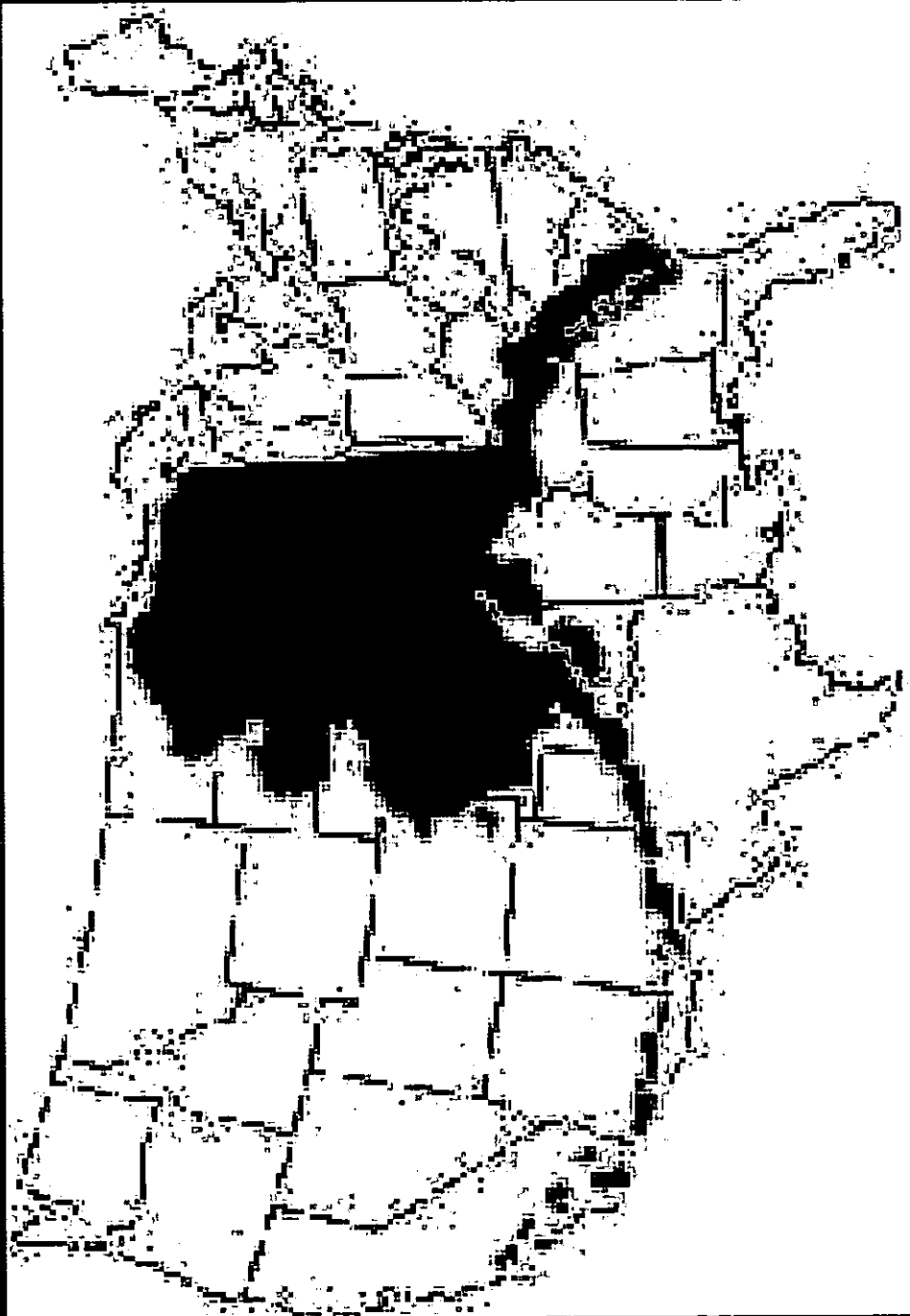
**TELE-  
MEDICINE**

# SEARHC

## Southeast Alaska Regional Health Consortium - TeleBehavioral Health Program

February 24, 2008

Coordinator:  
Rand West, Psy.D.



# What is TeleBehavioral Health?

TeleBehavioral Health provides Psychiatric, Mental Health, and Substance Abuse Treatment services to remote villages using telephones, televisions and computers to talk face to face with a health provider who is at a distance.

- It is not an internet connection.
- It is not a satellite or broadcast service.
- It is a video signal sent over a dedicated phone line.
- It is confidential and secure.

# Mission

Expand psychiatric and behavioral health services and related activities via live videoconferencing to remote villages to provide high-quality behavioral health care.

## Vision

A virtual community mental health collaborative that is decentralized and distributed.

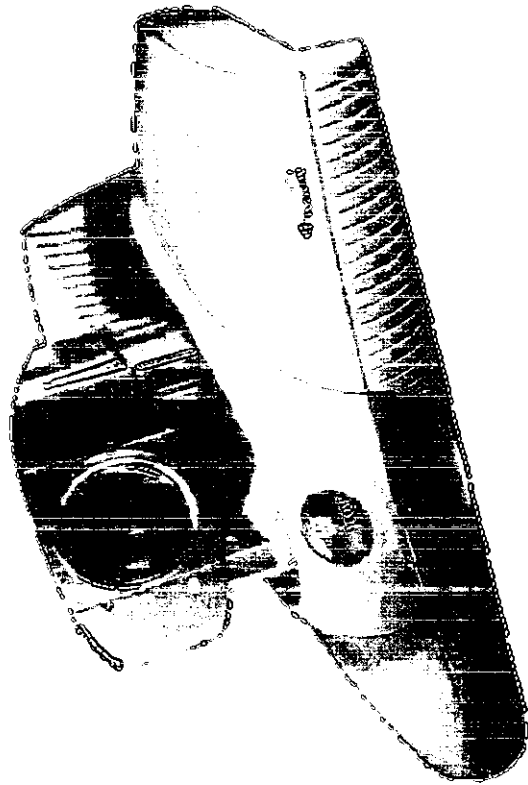
Each site has equal opportunity to contribute to other sites needs, working together as a team to meet behavioral health needs.

# Videconferencing Components

- ◆ Cameras
- ◆ Video displays
- ◆ Microphones
- ◆ Speakers

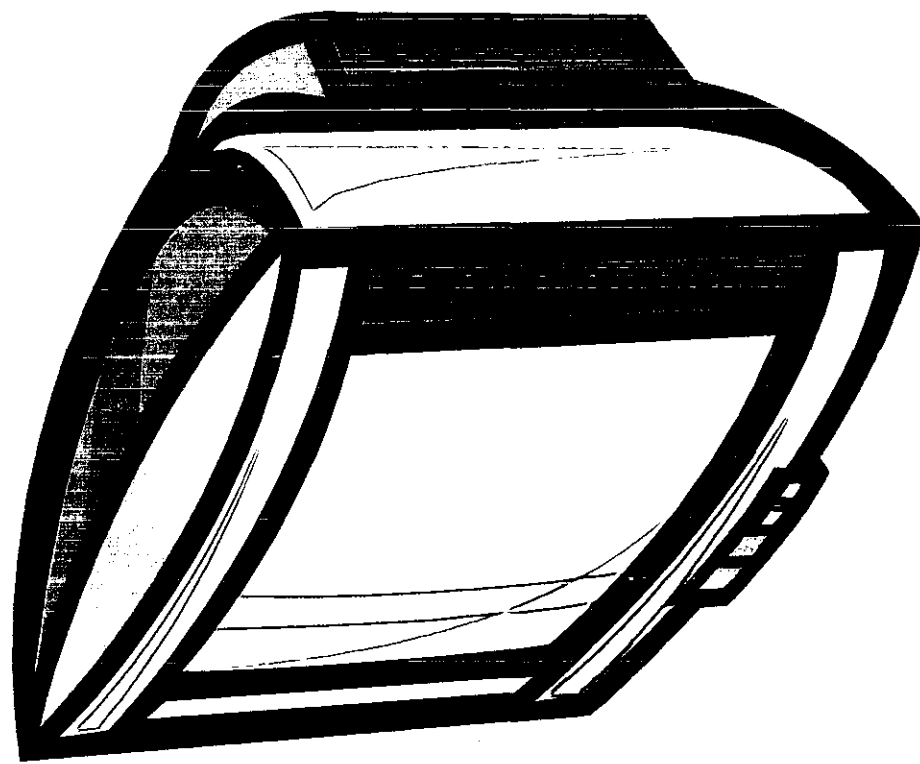
# 1. Main camera

- ◆ This captures the live movement at one end so it may be sent to the other end points
- ◆ Many sizes, shapes and brands of cameras - use ones certified on ND State Network



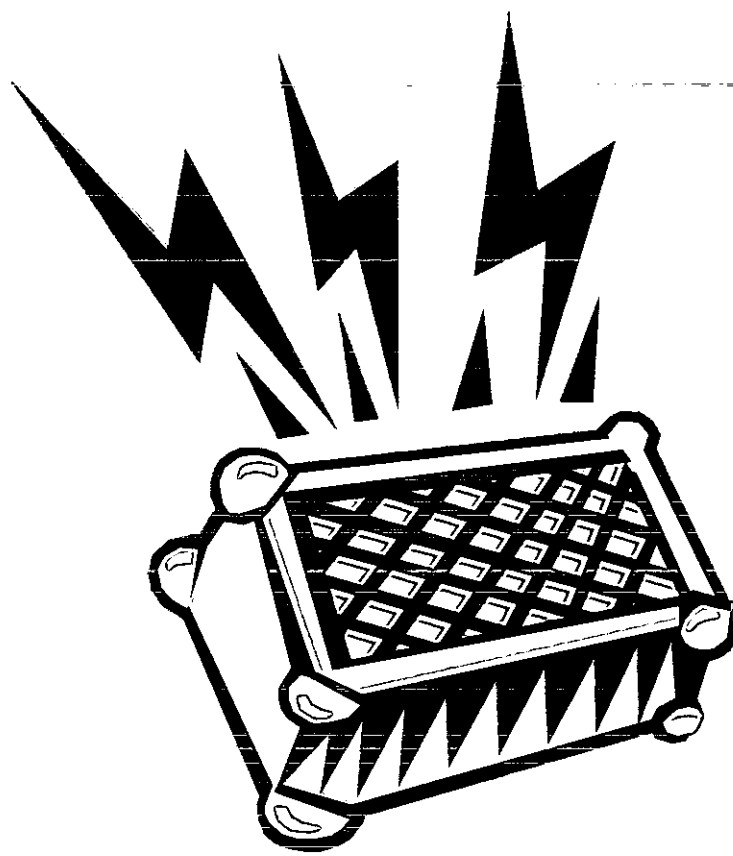
## 2. The Video display

Television and computer monitors are most often used to display the video.



### 3. Audio Components

Audio components include microphones and speakers.



## 4. Add-on components

- ◆ Document camera
- ◆ VCR
- ◆ Specialty cameras
- ◆ DVD players
- ◆ Electronic whiteboards

## *Why TeleBehavioral Health ?*

- ◆ Remote / Rural Areas - Year Round Access Prohibitive.
- ◆ Limited access to Psychiatry
- ◆ Under-served and undiagnosed populations in rural / remote areas.
- ◆ Itinerant Professional Services - Cost vs. Benefit.
- ◆ Rural mental health center staffing issues - Under-staffing, recruitment & retention.

# TeleBehavioral Health Services

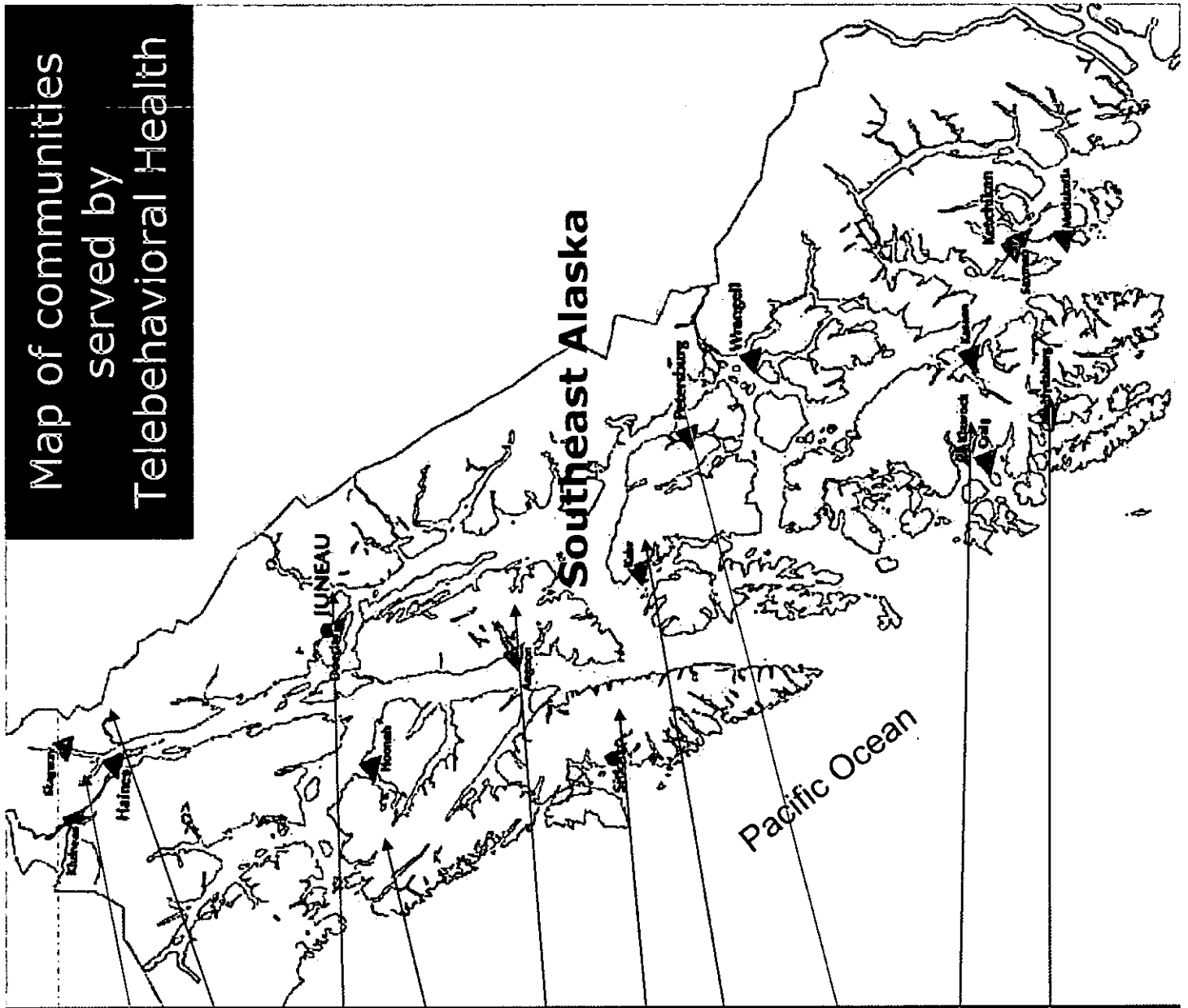
- ✓ Psychiatric Services
- ✓ Psychotropic medication refills
- ✓ Psychiatric consultation with licensed local clinicians
- ✓ Mental Health Assessment/Evaluation and Triage
- ✓ Mental Health and Substance abuse consultation

# TeleBehavioral Health Services

Cont.

- ✓ Psychotherapy and Counseling
- ✓ Prevention services
- ✓ Treatment team review/treatment planning
- ✓ Clinical Supervision and Consultation
- ✓ Behavioral Health Education and Training via distance learning
- ✓ Behavioral Health Administration

Map of communities served by Telebehavioral Health



SKAGWAY\*

KLUKWAN

HAINES

JUNEAU

PELICAN

ANGOON

SITKA

KAKE

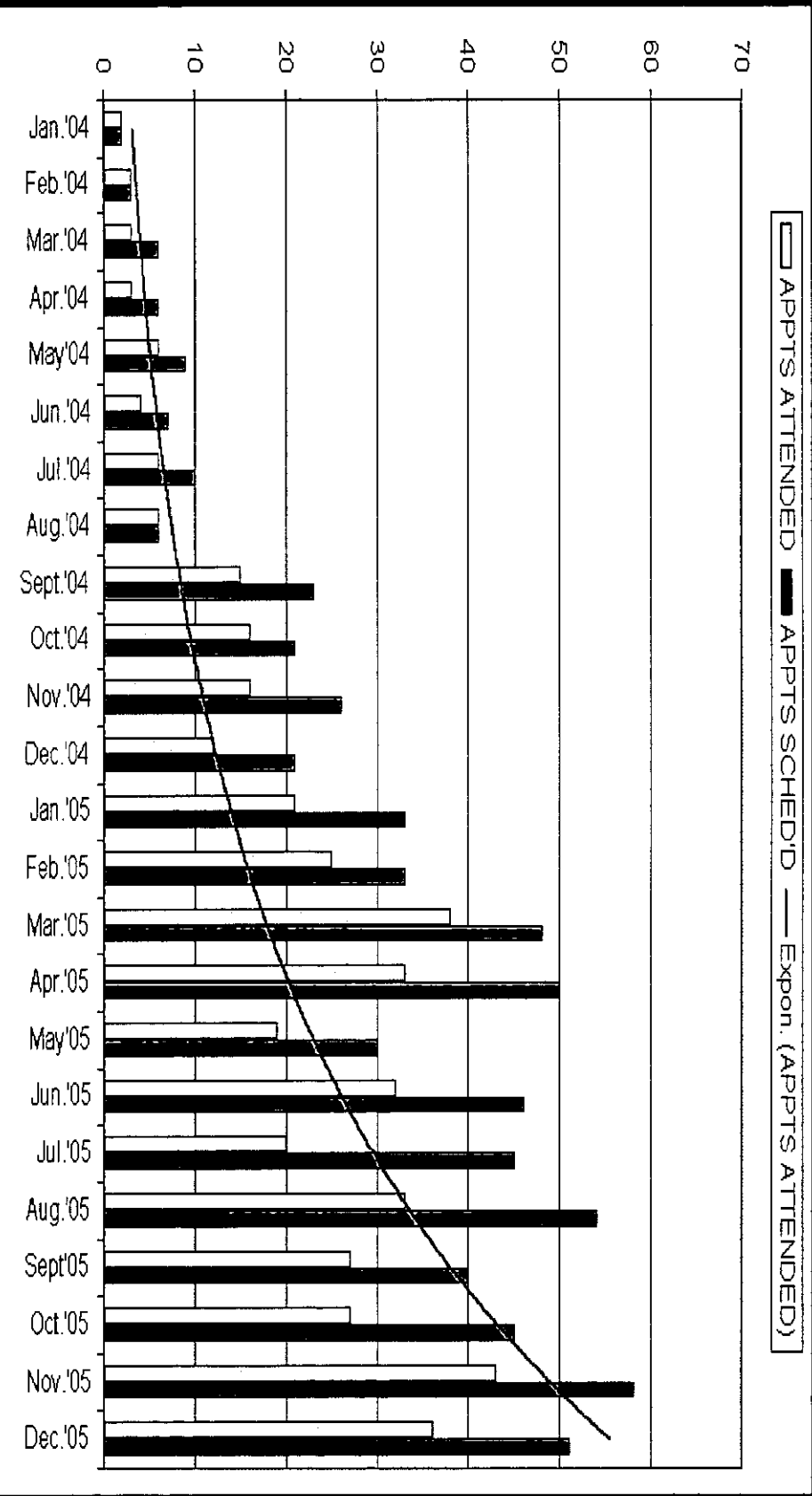
PETERSBURG

KLAWOCK

HYDABURG

1 inch = 60 miles

# Jan'04 to Dec'05 TeleBehavioral Health Encounters



- # of Scheduled Appointments = 813
- # of Appointments Patients Kept = 538
- # of person/hours of training = 1530

# Telebehavioral Health Program

- ◆ Designed to Empower the remote community:
  - Provide Needed Behavioral Health Services To Residents
  - Enhance Remote Provider's Skills
  - Hub Primarily Is A Resource Center
  - Hub May Provide Specialty Service If Needed

# Telebehavioral Health Program

- ◆ Goals:
  - ◆ Increase access to Behavioral Health Services
  - ◆ Increase HRSA Community Expertise
  - ◆ Empower Local Providers
  - ◆ Decrease Costs

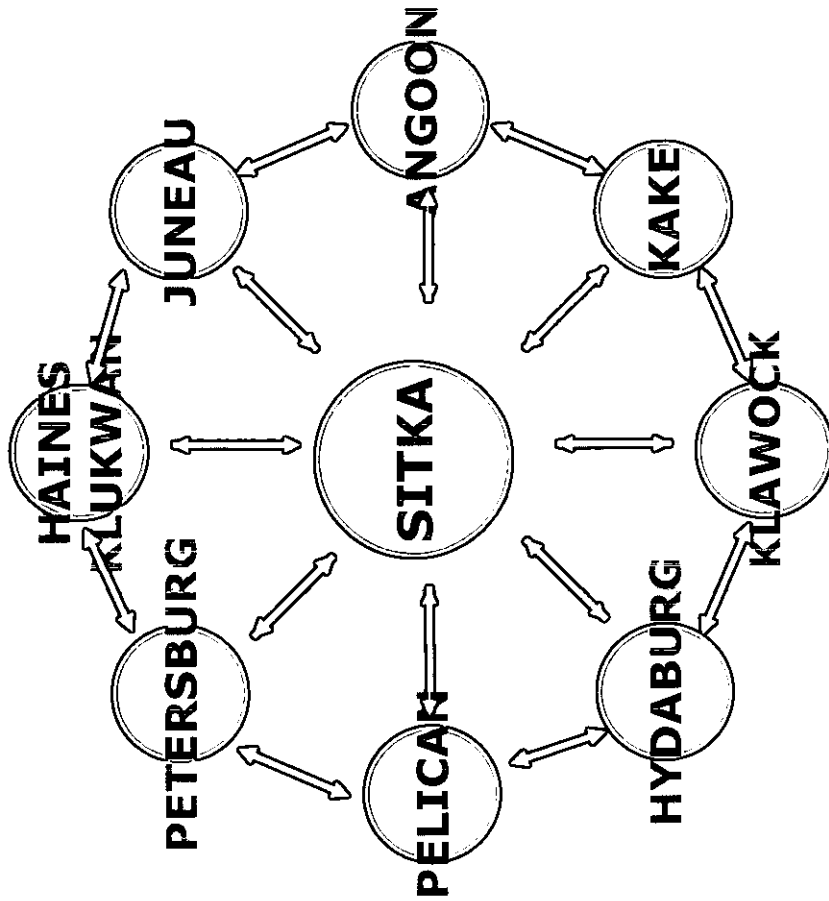
# Empower Village Provider's By:

- ◆ Trainings
- ◆ Peer Review
- ◆ Clinical Supervision
- ◆ Consultation

# Educational Programming to Village Providers

- ◆ Consultation
- ◆ Grand Rounds
- ◆ Case Conference
- ◆ Monthly Seminars
- ◆ Special programming

# A VIRTUAL COMMUNITY MENTAL HEALTH COLLABORATIVE!



“DECENTRALIZED & DISTRIBUTED”

# TeleBehavioral Health Program

## Additional Goals

- ◆ More and better behavioral health services
- ◆ Determine best practices for Behavioral Health video conferencing
- ◆ Integrate drug, alcohol and mental health services
- ◆ Prevention Mental Health

# Best Practices in Video-conferencing

- ◆ Learn the system - feel comfortable
- ◆ Maintain eye contact
- ◆ Maintain appropriate on-camera position
- ◆ Move and gesture slowly
- ◆ Speak in a strong, clear voice
- ◆ Keep noises to a minimum
- ◆ Select clothing appropriately
- ◆ Prepare!

# Prepare for the Worst Case Scenario

- ◆ Find out who handles difficult technical problems and how to contact him/her.
- ◆ Designate a remote facilitator.
- ◆ Develop a contingency plan for the remote site and share it with the remote facilitator.

# Contact Information

**Rand West, Psy.D.,**

*Clinical Psychologist & TeleBehavioral Health Coordinator*

[rwest@searhc.org](mailto:rwest@searhc.org)

**Peter Apathy, Information Systems Department**

[peter.apathy@searhc.org](mailto:peter.apathy@searhc.org)

**Donna Dimond, TeleBehavioral Health Secretary**

[donnad@searhc.org](mailto:donnad@searhc.org)

**Tina Lee, M.D.,**

*Psychiatrist SEARHC Mental Health Outpatient Dept.*

[tina.lee@searhc.org](mailto:tina.lee@searhc.org)



## AFHCAN Pathfinder Telehealth & Telemedicine Information

### ■ Glossaries

**Telemedicine Glossary** by ATSP -

<http://www.atsp.org/telemedicine/glossary.asp>

emerging arena of health care. This glossary contains definitions for more than 200 words and phrases.

Telehealth and e-health glossary <http://telehealth.net/glossary.html>

Glossary compiled by Marlene M. Maheu, Ph.D. and Ace Allen, M.D. 3/20/2001

### ■ Associations & Networking Sites

**American Telemedicine Association** - <http://www.atmeda.org/>

ATA promotes professional, ethical and equitable improvement in health care delivery through the application of telecommunications technology, promoting telemedical research and education, assisting in the development of telemedical policy and standards, providing educational materials to public and professional organizations, etc.

**Association of Telehealth Service Providers** <http://www.atsp.org/>

The Association of Telehealth Service Providers is an international membership-based organization dedicated to improving health care through growth of the telehealth industry

**International Association for Telemedicine** <http://www.isft.org>

The ISfT exists to facilitate the International dissemination of knowledge and experience on Telemedicine and e-Health and to provide access to recognized experts in the field worldwide.

**TelehealthNet** <http://telehealth.net/>

TelehealthNet is a networking site for organizations, associations, professionals and vendors. It is designed to help you share resources and partner in developing telehealthcare solutions to healthcare problems

### ■ RESOURCES

**Department of Veterans Affairs: Telemedicine Initiatives by**

**State** - <http://www.va.gov/telemed/> From this page users can link to a particular State to learn more about the progress of the VA's Telemedicine Initiatives within that State.

**Distance Learning and Telemedicine Program** - <http://www.usda.gov/rus/telecom/dlt/dlt.htm>

This is the homepage of the USDA's Rural Development and Rural Utilities Service. Includes links to current Distance Learning and Telemedicine awards, press releases, grant funding information, program highlights and overview, success stories, regulations and application guides, and contacts for additional information.



**AFHCAN Pathfinder  
Telehealth & Telemedicine Information**

**Federal Telemedicine Update** - : <http://www.federaltelemedicine.com/>

Provides reports on expenditures by the Federal Government, which will spend close to one billion dollars this year on research, activities and grants related to telemedicine, telehealth and informatics.

**HealthWeb: Telemedicine** - <http://www.lib.uiowa.edu/hw/telemed/>

This web site provides links to telemedicine projects worldwide; foundations, associations, professional organizations and learned societies pertaining to telemedicine; telemedicine documents, journals, newsletters; electronic publications; and other similar items of interest.

**Lights, Camera, Telemedicine** -

[http://www.fda.gov/fdac/features/1997/497\\_tele.html](http://www.fda.gov/fdac/features/1997/497_tele.html)

This article discusses the use of interactive videoconferencing - telemedicine -- by physicians practicing in rural and other remote areas. Telemedicine involves the use of computers and telecommunications equipment to provide health care over long distances.

**National Library of Medicine's Telemedicine Projects** -

<http://www.nlm.nih.gov/research/telfront.html>

This site contains details of NLM's programs and projects designed to evaluate the impact of telemedicine on health care. Including, the confidentiality of health data transmitted via electronic networks; and the better practice of medicine by physicians using advanced computing and networking capabilities.

**NLM National Telemedicine Initiative** -

<http://www.nlm.nih.gov/research/telemedinit.html>

The National Library of Medicine, National Institutes of Health supports several telemedicine projects which are intended to serve as models for: evaluating the impact of telemedicine on cost, quality, and access to health care; assessing various approaches to ensuring the confidentiality of health data transmitted via electronic networks; and testing emerging health data standards. This web site provides details related to these projects as well as information about other related programs.

**Office for the Advancement of Telehealth** <http://telehealth.hrsa.gov>

HRSA has established the Office for the Advancement of Telehealth (OAT) to serve as a leader in telehealth, a focal point for HRSA's telehealth activities and as a catalyst for the wider adoption of advanced technologies in the provision of health care services and education.

**Telemedicine Information Exchange** - <http://tie.telemed.org/>

An international, quality resource for information about telemedicine and telemedicine-related activities. Resources available include: searchable bibliographic databases of over 4,000 citations; 200 telemedicine programs worldwide; funding sources for telemedicine activity; a database of citations specific to legal issues related to telemedicine; and a "forum" -- experts on various subjects answer questions on telemedicine. This



**AFHCAN Pathfinder  
Telehealth & Telemedicine Information**

project is supported by the National Library of Medicine, National Institutes of Health.

**Telemedicine Report to Congress -**

<http://www.ntia.doc.gov/reports/telemed/index.htm>

This is the on-line table of contents of the Telemedicine Report to the U.S. Congress. Users can link to the history, structure, and overview of the Joint Working Group on Telemedicine; evaluation of Telemedicine projects, legal issues, payment issues, safety and standards, telecommunications infrastructure, privacy, security, and confidentiality.

**Telemedicine Resources -** <http://icsl.ee.washington.edu/~clau/tmresources.html>

Offers links to sites in the categories of general telemedicine, compression and teleconferencing standards, networking, and medical imaging.

■ **Telemedicine Journals & Libraries**

**Telemedicine Journal and e-Health:** <http://www.liebertpub.com/tmj/default1.asp>

A peer-reviewed journal covering all aspects of clinical telemedicine practice, technical advances, enabling technologies, education, health policy and regulation and biomedical and health services research dealing with clinical effectiveness, efficacy and safety of telemedicine and its effects on quality, cost and accessibility of care. Indexed in *Index Medicus*, *MEDLINE*, *Current Contents/Clinical Medicine*, *EMBASE*, *Excerpta Medica*, *Research Alert*, *SciSearch/Science Citation Index-Expanded*, *Science Citation Index*, *PsycINFO*. The official journal of the American Telemedicine Association.

**Journal of Telemedicine and Telecare:** <http://www.coh.uq.edu.au/jtt/index.html> The Journal of Telemedicine and Telecare is an international, peer-reviewed academic journal which publishes original contributions relating to all aspects of telemedicine and telecare. The JTT is indexed in *Index Medicus/MEDLINE*, *Science Citation Index®*, *SciSearch®*, *Research Alert®* and *Current Contents®/Clinical Medicine*. The JTT is the official journal of the: Finnish Society of Telemedicine, Hong Kong Telemedicine Association, and Telemedicine and eHealth Forum of the Royal Society of Medicine.

**Telemedicine Telejournal -** <http://www.atsp.org/telejournal/homepage.asp>

ATSP is the sponsoring agency. Presents audio recordings of the Telemedicine TeleJournal. These monthly teleconferences are available to anyone interested in the field of telehealth. Presenters are volunteers from a variety of organizations who share their experiences in this new field. A formal presentation is followed by a question-and-answer period, during which listeners may ask questions of the speakers.

**Telemedicine Today** <http://www.telemedtoday.com>

Telemedicine Today is the leading news and information source for the telemedicine industry, with a readership that includes telemedicine practitioners, physicians, hospital administrators, healthcare information specialists, vendors, consultants, policy makers, and others interested in this dynamic field. The magazine's coverage includes clinical applications, networking, business models, legal and regulatory updates, telemedicine program profiles, and industry news.



#### Student Comments about AFHCAN Training

The following quotes are from student evaluations from a recent Train-the-Trainer Workshop.

By far, one of the most organized, thoroughly presented, and fun training classes I have attended. The performance-based approach was right on the mark. You have armed me with all the tools I need to go forward and develop a training program.

Very user-friendly material. Easy to understand.

Strategic planning was one of the most useful segments. This lets us start applying the application to our organizations.

Great job. Excellent instructors all the way around! Liked the hands on, especially the troubleshooting.

Very easy to understand for folks with limited computer skills.

AFHCAN is located on third floor of the new Corporate Office Building (COB) of ANTHC. The COB is located on the Alaska Native Medical Center campus, and includes a number of fully-equipped conference rooms. Our classes always involve hands-on training. The AFHCAN training room includes AFHCAN Carts, desktop computers loaded with AFHCAN software, video teleconferencing capability, and a wall-mounted PC. This allows us to emulate a realistic clinical workflow where cases are sent involving multiple providers and specialties.



Telehealth Sales & Marketing Director  
Phone: 907-729-2260  
Toll Free: 888-449-4435  
Fax: 907-729-2269  
E-mail: [sales@afhcan.org](mailto:sales@afhcan.org)

AFHCAN  
Alaska Native Tribal Health Consortium  
Division of Information Technology  
4000 Ambassador Drive,  
Anchorage, AK 99508

Visit our website at [www.afhcan.org](http://www.afhcan.org) for more information



Alaska Native  
Tribal Health Consortium

35-003-0

## Total Training and Support Solutions

Let AFHCAN training put you on the fast track to success in using AFHCAN products



# AFHCAN

*Access Without Limits*

## TRAINING

### New User Training

8 hours

- Teaches a clinical user how to use the AFHCAN Software and the AFHCAN Cart
- Includes coverage of digital camera, otoscope, dental camera, tympanometer, spirometer, and other peripherals
- Assumes no background knowledge

### Training Refresher

4 hours

- Introduces the latest hardware and software features
- Provides a quick review of the basics
- Builds on existing knowledge by delving into the fine points of operation
- Assumes some prior training or experience using the AFHCAN Cart and Software



### Desktop User

1 hour

- Provides an overview of the software for practitioners who use the AFHCAN software to receive cases for consultation
- Assumes no prior knowledge

### Non-Clinical Orientation

1 hour

- Provides an overview of the functions and features of the AFHCAN Cart and Software
- Excellent for anyone who desires a general understanding of the AFHCAN system
- Assumes no prior knowledge

### System Administrator

4 hours

- Course covers administrator responsibilities including:
  - Installing AFHCAN Software
  - Adding, editing, or deactivating providers and groups
  - Naming conventions for groups, sites, etc.
  - Understanding the basics of AFHCAN networks
  - Basic troubleshooting
- Tailored for technical staff

### Train-the-Trainer Workshop

4 days

- Workshop includes:
  - The New User Training Course
  - Creating a strategic training plan
  - Communicating the value of training to executive staff
  - Assessing telehealth clinical flow for optimal productivity
  - Adult learning tips and tricks
- Tailored for trainers and training managers

### Cart Hardware Upgrade Procedure

16 hours

- Trains a technical person to upgrade an existing AFHCAN Cart to the current hardware baseline
- Assumes a basic familiarity with standard hand tools and safety practices

### Certification

The Train-the-Trainer course and Cart Hardware Upgrade courses include a Certificate of Completion effective for one year from the date of issue. Certification ensures staff members are authorized to perform certain tasks stipulated in Service Level Agreements.



### AFHCAN Support Services

AFHCAN provides Customer Support / Help Desk Services to answer questions and resolve both clinical and technical issues. Telephone, email, and on-site technical support services are available for the installation and use of AFHCAN Products.

Support is available from 8 a.m. to 5 p.m., Monday through Friday, Alaska time. After hours emergency support is available for an additional fee.

On-site support is also available for difficult hardware or software problems. Technical support staff is available to travel to your place of business. Contact AFHCAN for additional details.

"Security at AFHCAN is not just a firewall; it is a process from the design stage through the final implementation and management of the AFHCAN solution."

"Security is built into the software and not added as an afterthought."

"AFHCAN takes extraordinary effort to make sure that servers are hardened and firewalls are configured to provide maximum security."

Statements from a final security review of AFHCAN by a Certified Information Security Auditor (NSA).

The AFHCAN Software will be available in multiple languages in late 2006.

35-002-0, Rev A

**President's Award  
American Telemedicine Association (2004)**  
Established to recognize a project that has made a substantial contribution toward the advancement of telemedicine.

**Most Innovative New Technology Device  
for Diagnostics (2004)**

Presented by The Emerging Technologies and Healthcare Innovations Congress (TETHIC) to a novel diagnostic technology that improves precision, accessibility, turnaround time, or access to diagnosis.



Telehealth Sales & Marketing Director  
Phone: 907-729-2260  
Toll Free: 877-885-5672  
Fax: 907-729-2269  
E-mail: [afhcansales@afhcan.org](mailto:afhcansales@afhcan.org)

AFHCAN  
Alaska Native Tribal Health Consortium  
Division of Information Technology  
4000 Ambassador Drive  
Anchorage, AK 99508

Visit our website at [www.afhcan.org](http://www.afhcan.org) for more information



**Alaska Native  
Tribal Health Consortium**

**AFHCAN Software**  
*An Enterprise-Wide Telehealth Solution*

Add  
Comment

Print

**AFHCAN**  
*Access Without Limits*

## A Simple Interface With Powerful Capability

The heart of the AFHCAN store-and-forward telehealth system is the AFHCAN Software. Designed by health care professionals, the system has proven effective in many clinical scenarios.

Access to biomedical peripherals is as easy as 1 – 2 – 3. Users may login, then easily use the peripherals for a patient exam.

- Touchscreen Compatible
- Color coded for easy navigation
- Three (3) clicks to access peripherals once logged in
- Minimal user training required

### Integrates With Biomedical Peripherals

Biomedical peripherals offered that are integrated into the AFHCAN Software and may be used to develop a complete telehealth case include:

- |                    |                                     |
|--------------------|-------------------------------------|
| ■ Audiometer       | ■ Spirometer                        |
| ■ Dental Camera    | ■ Stethoscope*                      |
| ■ Digital Camera   | ■ Tympanometer                      |
| ■ ECG (12-Lead)    | ■ Video Otoscope                    |
| ■ Holter Recorder* | ■ Vital Signs Monitor               |
| ■ Scanner          | ■ Other scopes (i.e. video sources) |

\* Available late 2006

### Fits Within Existing Clinical Workflow

The AFHCAN Software supports existing referral patterns and serves as a platform for new clinical relationships. The software enables and facilitates healthcare delivery without generating new business rules. Features accommodate workflow!

- Cases can be sent to an individual or a group (Department)
- Consultants can be advertised locally or shared enterprise-wide
- Cases can be Sent, Archived, Discarded, or placed on Hold
- Trust Relationships can be established between one or many organizations
- Clinicians have options to use drop down menus or free text
- Clinicians have option to receive email notification
- Case Summary, Images and Billing Forms can all be printed

### Reliable and Robust for lower Total Cost of Ownership (TCO)

AFHCAN Software supports secure client-to-server and server-to-server connectivity over a wide range of telecommunications infrastructure. This technology typically requires no changes in organizational firewalls, while providing high performance and reliability. AFHCAN has successfully transmitted telehealth data over satellite links on days when storms prevented the transmission of telephony, fax, email, video and browsing.

- Flexible – Self tuning optimizes connectivity over Satellite links, Satellite phones, dedicated lines, POTS or Internet.
- Reliable – Small data packets with retransmission capability to overcome poor connectivity
- Efficient – Users can also create cases when completely disconnected from the server!
- Firewall Friendly and Secure – Appears as browsing (HTTP over port 80) with 3DES encrypted data. Also supports encrypted TCP/IP and SSL options.

## Enterprise-Wide Features

The "Enterprise Solution" allows autonomous health care organizations to share multimedia telehealth data in a controlled, secure and robust manner consistent with HIPAA Privacy and Security Requirements. "Server-to-Server" technology allows multiple servers connected to a wide-area network or the Internet to exchange telehealth cases – with Administrative-level security and access controls in place.

### Secure - from Design to Deployment

The AFHCAN Software and all preloaded clients and servers are configured and validated for maximum security and functional capability. Continuous, ongoing testing at AFHCAN is used to validate the software design and deployment configuration, and to determine which future software enhancements are needed to maintain secure system (patches, fixes, Service Packs). AFHCAN relies on industry-standards such as PKI (Public Key Infrastructure) and digital certificates from Verisign to provide secure communication and code security.

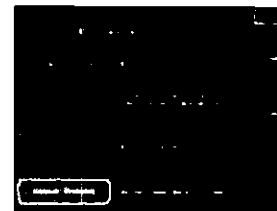
- Supports automatic downloads of authenticated code updates to servers and clients
- Data transmission is encrypted for the "end site" (3DES/SHA1)
- Data is signed by the originating site for non-repudiation purposes and data validation
- External "Hardware Security Modules" store and protect digital certificates outside the Operating System
- Customer controls all server-to-server trust relationships between organizations
- Remote monitoring and alarming built in for proactive management
- Servers are "hardened" to ensure secure deployment
- Role-based Security for users and application administrators
- Fully auditable - tracks all user activities.

### Evaluation

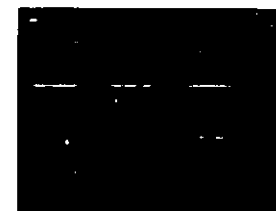
AFHCAN software supports organizational needs for evaluation and utilization reporting requirements. The software provides the capability to pose evaluation questions to users with each telemedicine case, and servers provide reports on response summaries and utilization information.



1. Begin at the login page to start using the software.



2. The user has four choices. Selecting "Create a New Case" provides access to all the biomedical devices.



3. The user may select any peripheral at this point. For example, selecting Video Otoscope starts the next screen.



4. The live image from the Video Otoscope is large enough to view and share with the patient. Controls are easily identified on the right side of the screen.

## Continuing Education Units

Alaska Native Medical Center is accredited as a sponsor and provider of Continuing Medical Education credits (CME's) for physicians by the Alaska State Medical Association. Alaska Native Medical Center designates this continuing education activity as meeting the criteria for 9.0 hours of AMA PRA Category 1 Credit™. Each physician should claim only credit commensurate with the extent of participation in the activity.

Alaska Native Medical Center is an Approved Provider of continuing education by the Alaska Nurses Association, an accredited approver by the American Nurses Association Credentialing Center's Commission on Accreditation. Provider Number AP-06-002. Alaska Native Medical Center designates this continuing education activity as meeting the criteria for 9.0 Continuing Nursing Education (CE) credits.

AFHCAN is located on the third floor of the Consortium Office Building (COB) of ANTHC. The COB is located on the Alaska Native Medical Center campus, and includes a number of fully-equipped conference rooms. In addition to our Computer Based Training, our instructor-led classes involve hands-on training. The AFHCAN training room includes AFHCAN Carts, desktop computers loaded with AFHCAN software, videoteleconferencing capability, and a wall-mounted PC. This allows us to emulate a realistic clinical workflow where cases are sent involving multiple providers and specialties.



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Alaska Native Tribal Health Consortium  
Health Information and Technology Division  
4000 Ambassador Drive  
Anchorage, AK 99508

Contact:

Telehealth Training & Support Director  
Phone: 907-729-2260  
Toll Free: 888-449-4435  
Fax: 907-729-2269

Visit our website at [www.afhcan.org](http://www.afhcan.org) for more information



**Alaska Native  
Tribal Health Consortium**

## Computer Based Training Software

*Computer assisted learning is a  
powerful alternative to traditional  
education approaches*

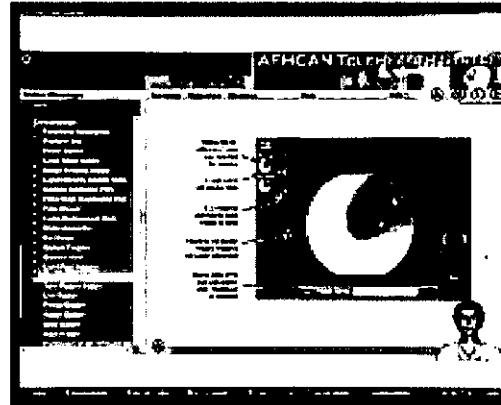


# AFHCAN

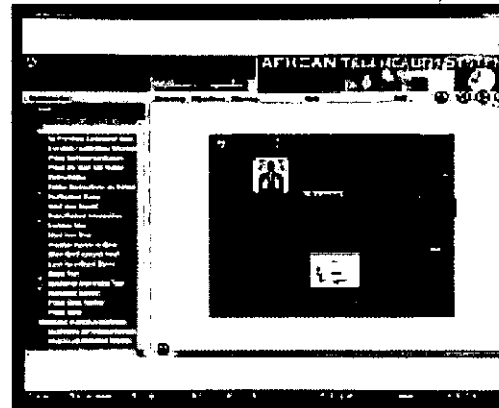
*Telehealth Solutions*

## Benefits

- The AFHCAN CBT Modules actively engage students in the learning process by having them create a test case at the end of every module to demonstrate required skills
- Studies show that students typically retain twice as much information from a CBT course that covers the same material as an instructor-led course. This is due to the intense interaction inherent in the CBT format, the ability to move through the material at the student's own pace and the ability to review material as many times as required
- Students earn Continuing Medical Education (CME) credit for each module by completing the test case and forwarding it to the AFHCAN Telehealth Coordinators
- AFHCAN CBT includes a glossary of relevant terms and short video clips to demonstrate key processes
- Search tools have been built into the program to serve as fast and efficient reference sources
- With CBT each student tailors AFHCAN training to meet their specific needs
- Supervisors can provide the same quality training to shift workers without having to rearrange schedules
- Health care providers can access the CBT during patient care to verify their learned skills



*Students can choose to follow the module by listening to the Video professor or using the dialogue box. Either option can be stopped so that learners can take notes, then resume where they left off.*



*Students can follow the table of contents for a complete version of the module or choose the section that they desire to listen to. This allows the students to concentrate on smaller parts of the module at their own pace.*

## Convenience

The ability to take the course as time permits, instead of arranging the student's activities around a class schedule, is a major advantage.

- AFHCAN's computer-based training (CBT) is an educational tool designed to give new users a solid introduction to using the AFHCAN Cart. The training covers the same material as our New User Training Course
- The CBT features a multi-media approach to learning that is compatible with a wide range of learning styles
- The user interface puts students in control of their learning by allowing them to select topics of interest and progress through the material at their own pace
- Supervisors now have the flexibility to train new employees quickly and efficiently in as little as an hour a day on various modules
- Students can refresh their skills when needed, instead of when a trainer is available

## Cost Effective

Computer based training avoids the expense and loss of work involved in traveling to a central location for training and is cost effective too!

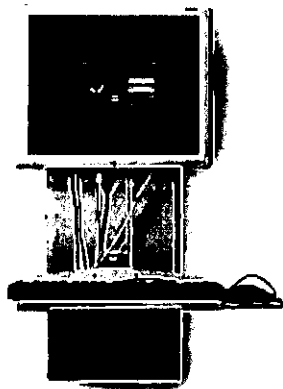
- 24-hour per day/364-day a year trainer often costing less than having an on-site trainer
- The annual fee includes updates and training on new products
- CBT is a cost effective way to get on-demand refresher training as often as you need it

For more information please contact us:  
 Phone: 907-729-2285  
 Toll Free: 888-449-4435  
 Fax: 907-729-2269

## OTHER PLATFORMS

### Wall Mount System - Video Capture

Save on valuable space using a wall mounted system with adjustable height, integrated CPU, touchscreen monitor and video capture card. Acquire images from endoscopy and other video equipment with simultaneous display on high-resolution monitors.



### Portable "Briefcase" Telehealth Unit

This unit has a keyboard and tablet PC with touchscreen. Integrates digital camera, ECG, Spirometer, and videoconferencing. Also, has video and USB interface capability to external devices.



35-004-0



AFHCAN and the Alaska Native Tribal Health Consortium

The Alaska Federal Health Care Access Network (AFHCAN) began as a project of the Alaska Federal Health Care Partnership (AFHCP) in 1998 to improve health care for federal beneficiaries in Alaska using telemedicine technology. During the early years of the project there was overwhelming response for creating a store-and-forward telemedicine system in Alaska. The Alaska Native Tribal Health Consortium (ANTHC) is the managing partner of AFHCAN. ANTHC is a tribal organization, as defined in 25 U.S.C. 450 (b) (c).

AFHCAN Sales & Marketing Director  
Phone: 907-729-2260 Toll Free: 877-885-5672  
Fax: 907-729-2269  
E-mail: [afhcansales@afhcan.org](mailto:afhcansales@afhcan.org)

AFHCAN  
Alaska Native Tribal Health Consortium  
Division of Information Technology  
4000 Ambassador Drive, Anchorage, AK 99508

Visit our website at [www.afhcan.org](http://www.afhcan.org) for more information



Alaska Native  
Tribal Health Consortium

## The AFHCAN Telehealth Platforms and Peripherals

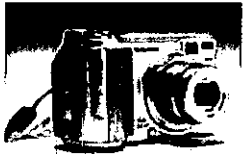


# AFHCAN

*Access Without Limits*



**Audiometer plus Tympanometer**  
The Earscan by Micro Audiometrics provides threshold screening audiometry plus fast and normal speed tympanometry.



**Digital Camera**  
The latest technology in high resolution digital camera and docking station are integrated seamlessly.



**Dental Camera**  
The Evolution M series by Digital Doc is a small dental camera with superior optics, auto focus and excellent color reproduction.



**Vital Signs Monitor**  
The measurement of vital signs plays a fundamental role in medical evaluation and typically includes: blood pressure, pulse, pulse oximetry (O2 saturation), respiratory rate and temperature



**ECG (12-Lead)**  
The IQMark Digital ECG by Midmark Diagnostics is a highly advanced interpretative 12-lead ECG system.

DENTAL EXAMS  
 EAR EXAMS  
 VITAL SIGNS  
 BLOOD PRESSURE  
 ECG  
 VIDEO OTOSCOPE  
 WOUND MANAGEMENT  
 DENTAL CAMERA



**Expansion Capability**  
Support for TWAIN-compliant devices (e.g. film scanners), digital cameras, and external video devices using composite or s-video auxiliary inputs.



**Scanners**  
Paper and film scanners are accessed through a simple, one touch user interface.



**Video Oscope**  
Integrated camera and light source to provide high resolution, wide angle views for ENT specialties.



**Spirometer**  
The Midmark Diagnostics IQMark Spirometer is an extremely easy to use diagnostic tool and is completely integrated with the AFHCAN software.



**Videoconferencing Add-On**  
This solution incorporates a high resolution pan-tilt-zoom camera with a software client that support IP-based videoconferencing with the latest H.264 compression for superior image quality.

## THE AFHCAN CART

The AFHCAN Cart is a mobile workstation with integrated biomedical peripherals, wireless network capability, and power management hardware that allows health care professionals to:

- Capture patient information using electronic forms and integrated biomedical peripherals.
- Capture information from external imaging devices such as microscopes, ultrasound and surgical scopes.
- Forward the information to another professional or group of professionals at a distant location for review and consultation.

The AFHCAN Cart is small enough to fit through a door, has large rubber wheels to negotiate uneven floor surfaces, has a low center of gravity to minimize instability, and is designed to meet the ergonomic needs of a wide variety of users. The AFHCAN Cart is designed for patient safety with low EMI and an isolated power system.



## Videoconference Training for End-Users

AFHCAN training provides significant return on your technology investment and company's bottom line by increasing the skills and knowledge of end-users.

AFHCAN training courses are designed to empower end-users with the practical skills to successfully use videoconferencing equipment for educational, administrative and clinical sessions.

With hands-on exercises and practice opportunities that mirror real life scenarios, AFHCAN training courses benefit the entire workforce.

Training is available onsite or in our Anchorage training facility. Please contact us at (907) 729-4708 or (907) 729-2285 to discuss scheduling options and pricing.

AFHCAN videoconference rooms are all designed differently, with equipment from leading vendors. This gives participants an opportunity to use a variety of equipment and allows us to provide training sessions that involve multiple "sites".

The AFHCAN training room includes AFHCAN carts, desktop computers with AFHCAN software installed, a wall-mounted PC and videoconferencing capability.

The AFHCAN conference room has videoconference capability and is used for small and large group sessions.

The small videoconference room is designed for one-on-one administrative, educational or patient sessions.

AFHCAN is located on the third floor of the Consortium Office Building (COB) of ANTHC. The COB is located on the Alaska Native Medical Center campus.



**AFHCAN**

Alaska Native Tribal Health Consortium  
Health Information and Technology Division  
4000 Ambassador Drive  
Anchorage, AK 99508

Phone: 907-729-2285

Fax: 907-729-2269

E-mail: [customersupport@afhcan.org](mailto:customersupport@afhcan.org)

Visit our website at [www.afhcan.org](http://www.afhcan.org) for more information



**Alaska Native  
Tribal Health Consortium**

## Videoconference Training

*Learn how to get optimal usage of  
your videoconference equipment*

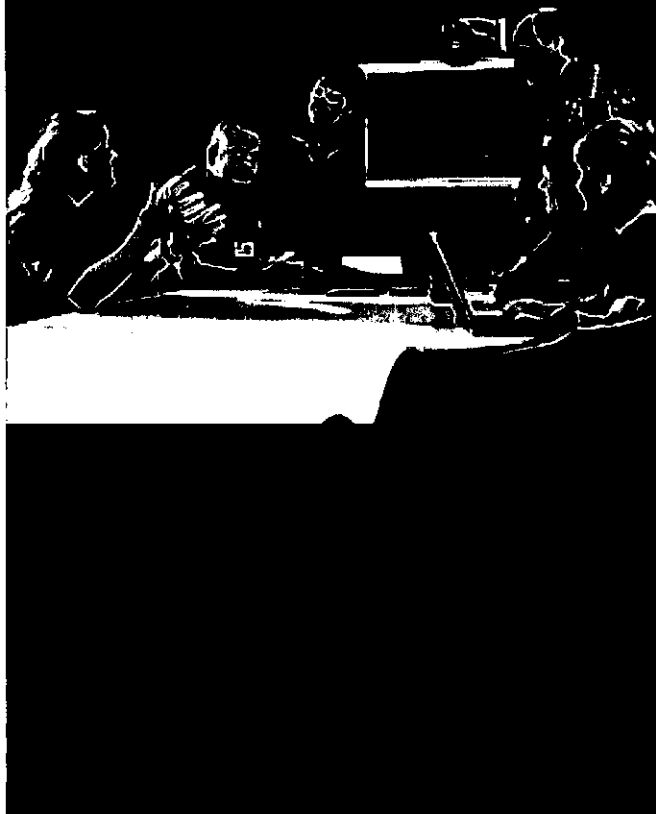


# AFHCAN

*Telehealth Solutions*

# Learn How to Videoconference

AFHCAN videoconference training modules are highly interactive. All modules include hands-on practice opportunities with a variety of video equipment.



## Module 1: Basics—An Introduction to Videoconferencing equipment

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Participants will:

- Gain a basic understanding of components; camera, codec, remote control, and monitor
- Test equipment functionality
- Store and delete presets
- Initiate and terminate point-to-point and multi-point sessions

## Module 2: Cameras & Connections

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Participants will:

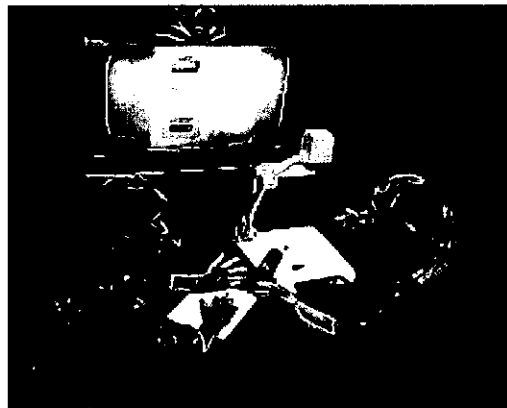
- Use a document camera to project quality images into a videoconference session using printed materials, 3-D objects and an SD card
- Set up and connect to a document camera
- Connect a laptop computer

## Module 3: Room Design & Framing Subjects

---

Participants will:

- Understand elements of room design
- Understand appropriate room arrangement for one-on-one, small and large group sessions
- Practice videoconference etiquette & “tele-presence” for one-on-one, small and large group sessions



## Module 4: Troubleshooting

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- Participants will learn various troubleshooting techniques for audio/video peripherals, the videoconference unit, TV/LCD panel, and network cables

## Module 5: PowerPoint for Videoconferencing

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Participants will:

- Learn best practice techniques for creating PowerPoint presentations
- Create or convert a PowerPoint presentation that meets best practice guidelines

## Module 6: Orienting Patients

---

Participants will:

- Plan & prepare for a provider-patient videoconference
- Facilitate a clinical VTC session
- Learn steps to ensure patient privacy, confidentiality & safety

## Module 7: Consulting via Videoconference; Best Practices for Providers

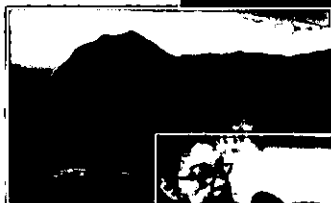
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Participants will:

- Learn & practice proper “tele-presence” and videoconference etiquette
- Conduct a patient-provider videoconference session
- Discuss document management workflow between referring and consulting sites
- Learn steps to ensure patient privacy and confidentiality

"Access for ENT services has improved dramatically in regions using telemedicine. In some of these regions, wait times for ENT services have decreased from six months to essentially no delay for care."

John Kokesh, MD  
Chief of Otolaryngology,  
Alaska Native Medical Center



Irene McGlashan at the Oonalaska Wellness Center in Dutch Harbor, Alaska transmits an electrocardiogram (ECG) to a referral physician in Anchorage.

Dutch Harbor is located on Unalaska, a remote island in the Aleutian Chain, 800 air miles from Anchorage.



AFHCAN and the Alaska Native Tribal Health Consortium

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Alaska Native  
Tribal Health Consortium

Access to health care professionals  
regardless of where you are...  
Telehealth solutions brought to you by AFHCAN



# AFHCAN

*Access Without Limits*

### Whole Product Solution

The AFHCAN telehealth platform is a secure and proven "store and forward" technology that increases the quality and accessibility of health care at the point of patient contact. The AFHCAN system provides an innovative approach to ease of use, mobility, support for widely varying clinical workflows, and a robust communication platform. AFHCAN offers a whole product solution that includes:

- Store and Forward Telehealth Software
- Automatic Software Updates
- Application Hosting Services with Third Party ASP's
- AFHCAN Telehealth Cart and other Platforms
- Integrated Biomedical Peripherals
- Clinical Workflow Assessments
- Certified Training for Administrators, Users, and Support Staff
- Service Level Agreements (SLAs)
- Help Desk / Customer Support
- Remote Monitoring

### AFHCAN Software

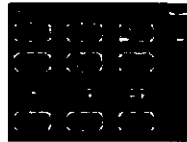
The heart of the AFHCAN store-and-forward telehealth system is the AFHCAN Software designed to support existing clinical relationships between organizations. Our goal is not to require new business rules, but to enable and facilitate healthcare delivery. The "Enterprise Solution" allows autonomous health care organizations to share multimedia telehealth data in a controlled, secure and robust manner consistent with HIPAA Privacy and Security Requirements.



1. Begin at the login page to start using the software



2. The user then has four choices. Selecting "Create a New Case" provides access to integrated biomedical peripherals.



3. The user may select any peripheral at this point. For example, selecting Video Otoscope starts the next screen.



4. The live image from the Video Otoscope is large enough to view and share with the patient. Controls are easily identified on the right side of the screen.



### AFHCAN Support Services

#### Telephone Support

AFHCAN provides telephone support to answer questions and resolve both clinical and technical issues.

#### Training

Our goal is to provide training opportunities for health care professionals, administrators, and technical staff to expand the skills and knowledge needed to enhance the quality of health care in their communities. We also provide train-the-trainer classes to develop on-site training staff. Training is offered in Anchorage Alaska or at an organization's site.

#### Software Update Packages

One of the benefits of the AFHCAN Software is that software upgrades are distributed automatically. New features and functionality can be added without the need for user intervention or an expensive IT service call.

#### Dispatched Technical Support

For complex hardware or software problems, technical support staff is available for hire to perform on-site work.

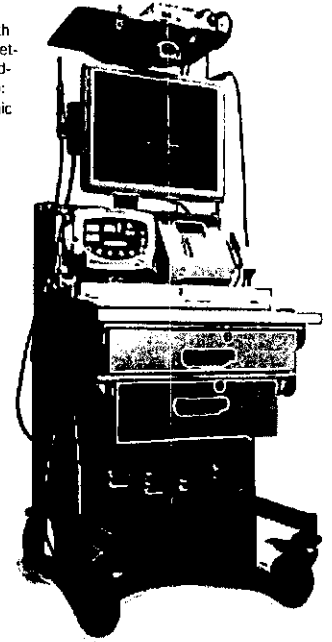
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Other hardware platforms include wall mounted systems and light weight portable systems.



### Biomedical Peripherals

Biomedical peripherals that are integrated with the AFHCAN Software and may be used to develop a complete telehealth case include:

- Audiometer
- Tympanometer
- Dental Camera
- Digital Camera
- ECG (12-Lead)
- Holter Recorder\*
- Scanner
- Spirometer
- Stethoscope\*
- Video Otoscope
- Vital Signs Monitor

\* Available late 2006

