

# Tele-ID at U

Division of Infectious Diseases and International Medicine, University of Minnesota, Minneapolis, MN  
Grishma Trivedi\*, Lauren Fontana, Michelle Lopez, Heather Beadles, Susan Kline



## ORGANIZATIONAL OVERVIEW

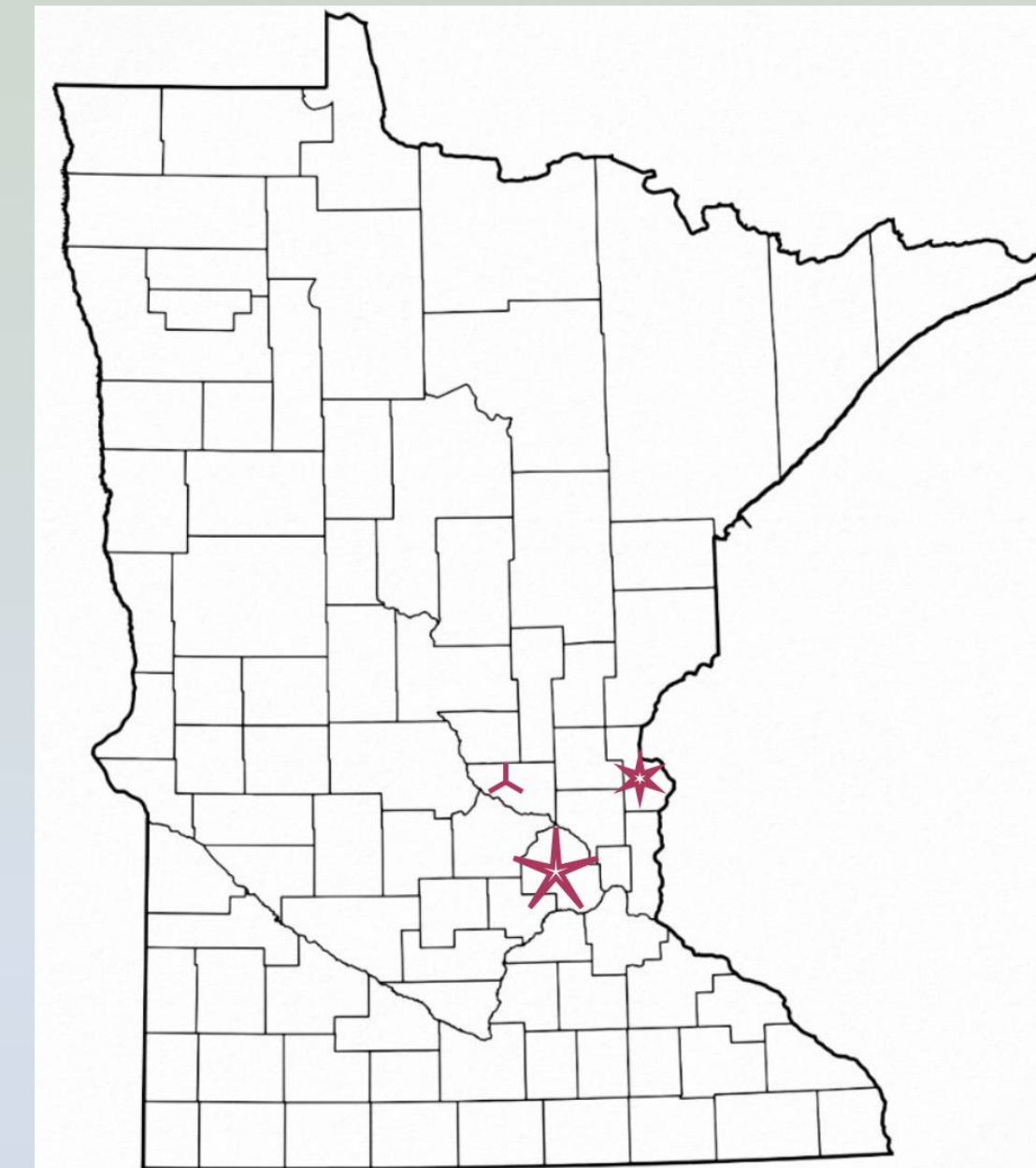
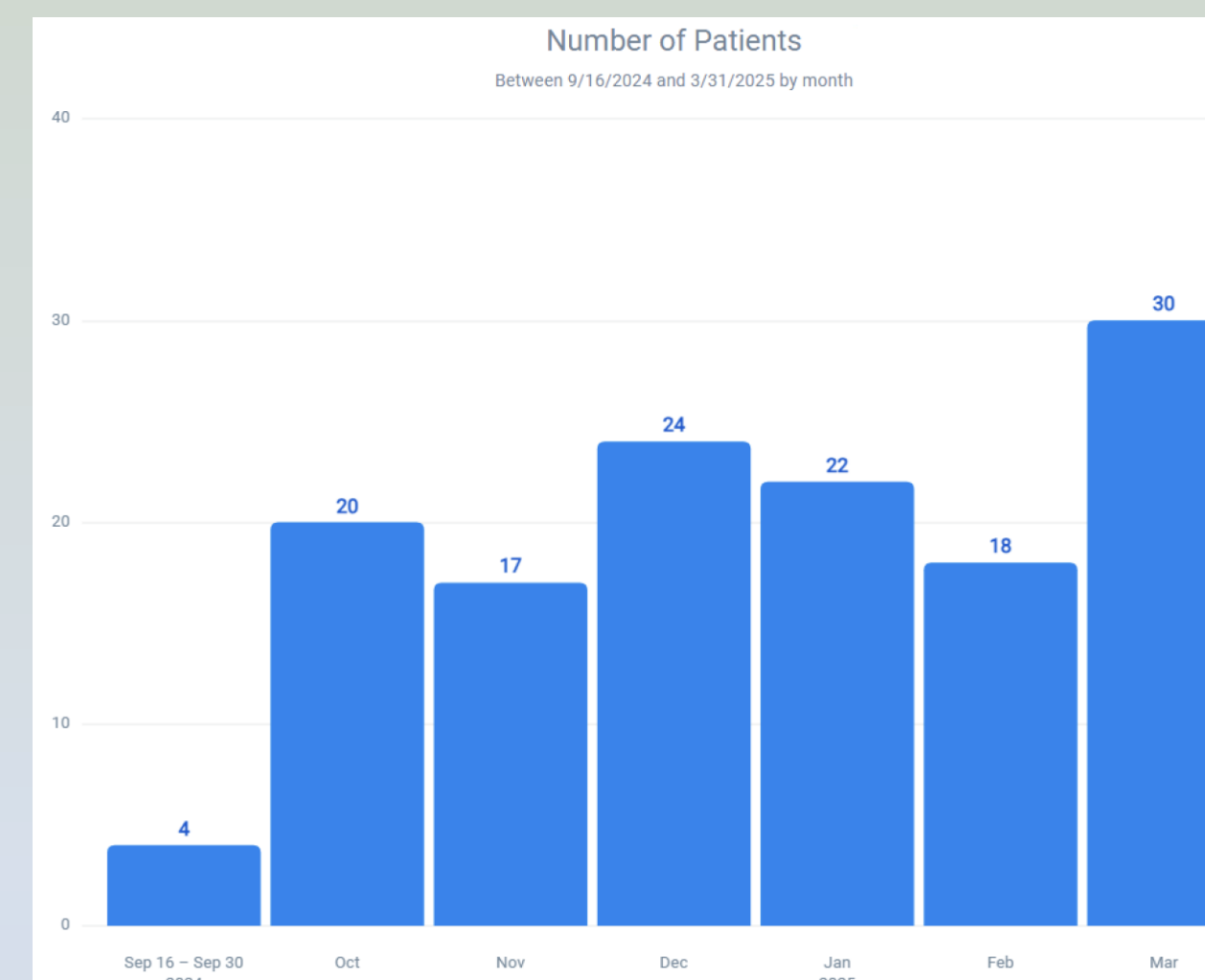
- Tele-Infectious Diseases (Tele-ID) program
- A Specialty service from the Academic Medical Center, renowned tertiary center for multidisciplinary care including for the neighboring states.
- Started as outreach effort for the community hospitals with the lack of Infectious Diseases (ID) specialty to avoid delay in the patient care who otherwise would require the transfer.

## PROGRAM SPOTLIGHT – What & Why

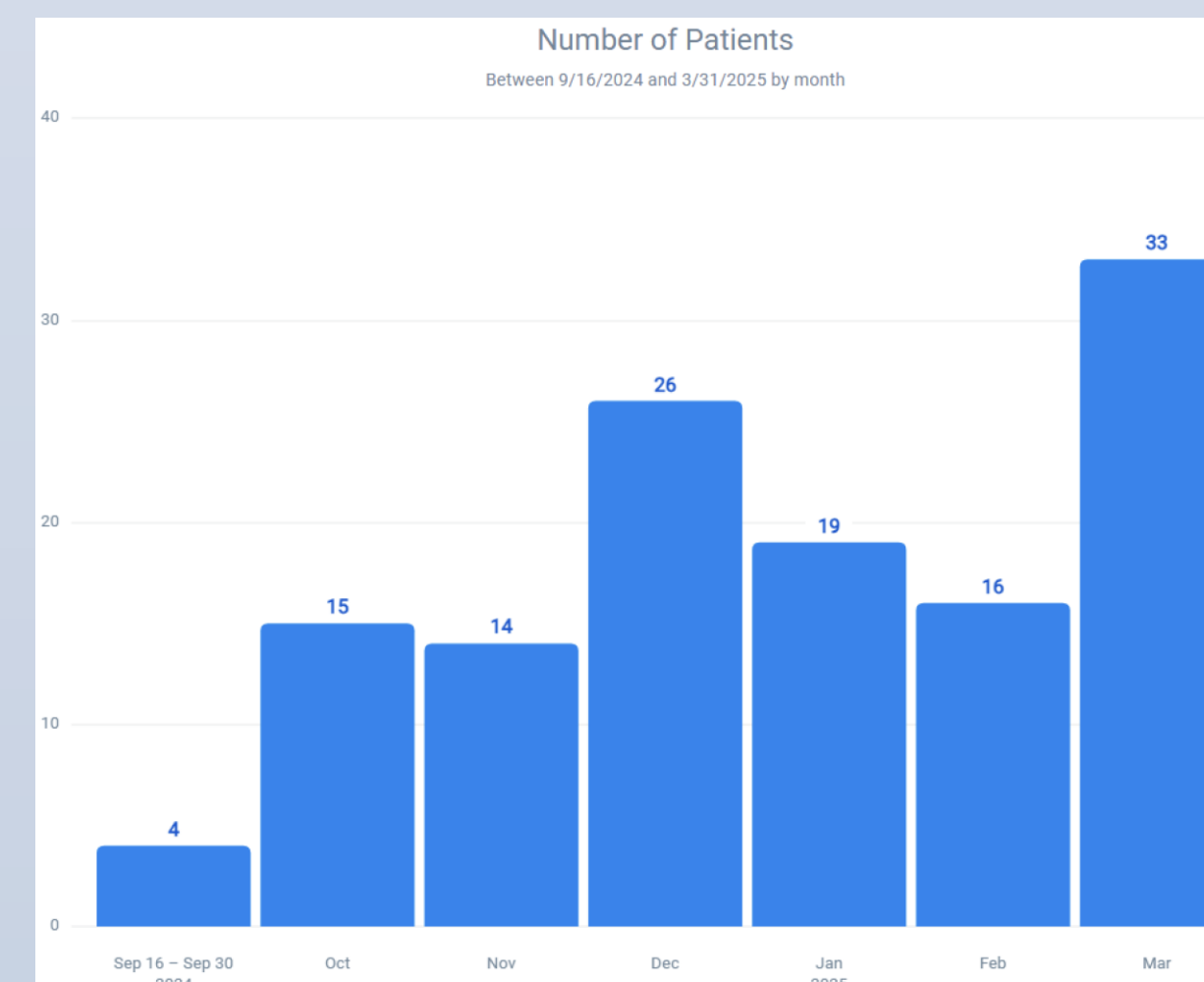
- Started from existing resources only
  - Telecart (Amwell C500), ID providers – no new hires
- Administrative support in navigating system
- Stakeholders – remote sites
  - Providers, Nursing, Pharmacy
- Establishing workflow – IT, Finance
- Identifying patients (=diagnoses) that benefits the overall patient care
- Transition to outpatient care – OPAT, hospital discharge follow up

## HIGHLIGHTS:

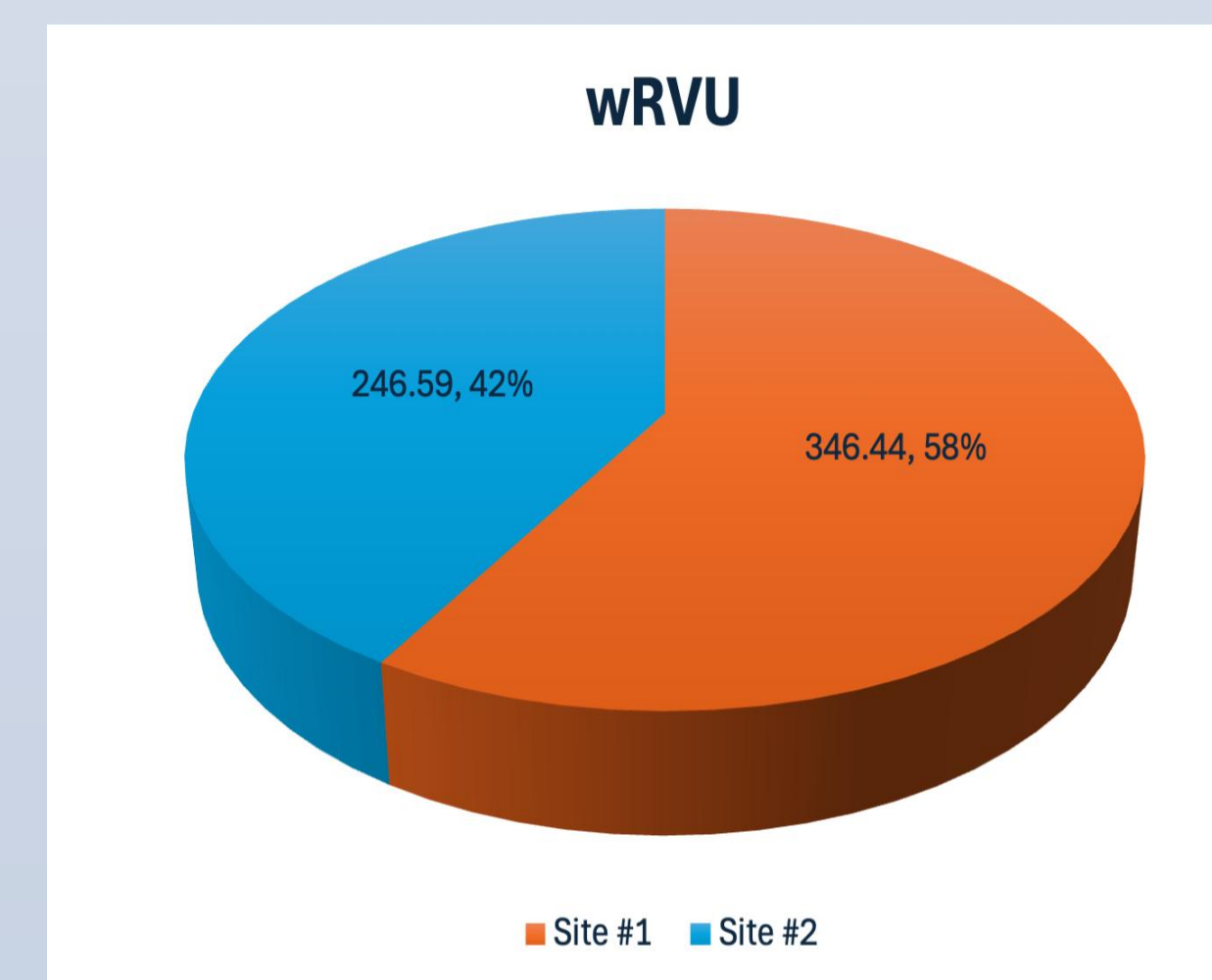
### New consults



### Follow up visits



### wRVU



## Challenges:

- Shared resources with other tele-services
- Effective use of technology by the nursing team at remote site
- Communication – timely notification of new consults, engaging with primary teams at remote sites
- ID providers with simultaneous other clinical commitments
- Transition to outpatient ID care
- Billing and coding

## OTHER TELEHEALTH SERVICES

- Tele-Stroke
- Tele-NICU (Neonatal Intensive Care Unit)
- Tele-ICU (adult patient care)
- Tele-Hospital Medicine

## CONTACT INFORMATION

- Grishma Trivedi, MD  
Lead Physician, Tele-ID program
- Email: [trive073@umn.edu](mailto:trive073@umn.edu)
- Webpage:  
<https://med.umn.edu/dom/divisions/infectious-diseases-international-medicine>

## FUTURE PLANS and VISION:

- Improve workflow - technology support, communication
- Additional ID provider support – increased hours to address the already increased workload
- Program expansion: to other community hospitals without ID Specialty care within our organization, and eventually across the state of MN

