



Barbara Davis Center for Diabetes
UNIVERSITY OF COLORADO SCHOOL OF MEDICINE

Barbara Davis Center Home- Telemedicine

Patient Information and Instructions

Thank you for choosing the home-telemedicine program at the Barbara Davis Center for your/your child's diabetes care. As these appointments are completed from your home, we would like to review some of the aspects of the visit that may be different from what you typically expect in clinic.

BDC home-telehealth visits are completed over secure videoconferencing using Zoom. You will be sent a zoom link prior to you visit through email. Please make sure you have the Zoom app installed on the device you plan to use prior to your appointment.

Prior to your visit, you will be asked to upload your devices (blood glucose meter, pump, and/or continuous glucose meter) at home. The platform you use will depend on your devices. You will be contacted by one of the BDC Medical Assistants to review uploading.



****PRIOR TO YOUR APPOINTMENT**

**Please review and submit the
“Home Telemedicine Consent to
Treat” form. This can be accessed
here:**

<https://redcap.ucdenver.edu/surveys/?s=CWHYHYW4ENPEHY3N>

**If you are unable to complete online, we will obtain verbal consent from you at the time of your visit. The consent form is also copied below for your reference. Please notify us in advance if you will require verbal consent to treat.*



What Hardware and Software Do I need to Download and View My Child’s Data?

Desktop/Laptop Computer

With the exception of Dexcom Clarity, which can be connected through the mobile phone (if a phone is being used as the receiver), you will need a computer with either Windows or Mac operating system to download data.

Cords

Refer to your device-specific instructions to find the cord that matches your meter/pump. You will need a USB cord that can share data.

Blood Glucose Meters

For meters, the Tidepool software is preferred.

Insulin Pumps

Compatible Software Platform

Tandem	t:Connect
Medtronic	Carelink
Omnipod	Glooko

CGMs

Compatible Software Platform

Dexcom G5, G6	Dexcom Clarity (data can be shared to Glooko from Clarity)
Medtronic Guardian 3	Carelink

BG Meters,

Pumps, or CGMS

Compatible Software Platform

Abbott Freestyle Libre; Abbott Meters; Dexcom; Medtronic; Tandem t:slim; Ascensia Bayer Contour Next; Trividia True Metrix; OneTouch; CareSens; mySugr; inpen	Tidepool
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Software Descriptions



Dexcom Clarity

To set up an account, go to <https://clarity.dexcom.com>. Information can also be shared with the diabetes clinic when the patient accepts a share code (clinic will send email). Download the Dexcom Clarity app to your smartphone for ease of use!

Medtronic CareLink



CareLink Personal software is used for Medtronic Minimed 6 series pumps (630G and 670G) and 670G system in automode. To set up an account, go to <https://carelink.minimed.com> and follow instructions to sign up. We will need your username and password to link your account to our clinic with your permission.



Tandem t:Connect

t:Connect should be used for Tandem devices, Go to <https://tconnect.tandemdiabetes.com> and follow instructions to set up an account. We will need your username and password to link your account to our clinic with your permission.

Tidepool



With Tidepool you can see data from your insulin pump, continuous glucose monitor (CGM) and blood glucose meter, all in on place. To sign up, go to: <https://app.tidepool.org/signup/personal>



Glooko (Omnipod)

If your devices are compatible with Glooko, you have been sent an email with an invitation to set up your account information. Follow the instructions in the email to be linked to our clinic. <https://www.glooko.com>.



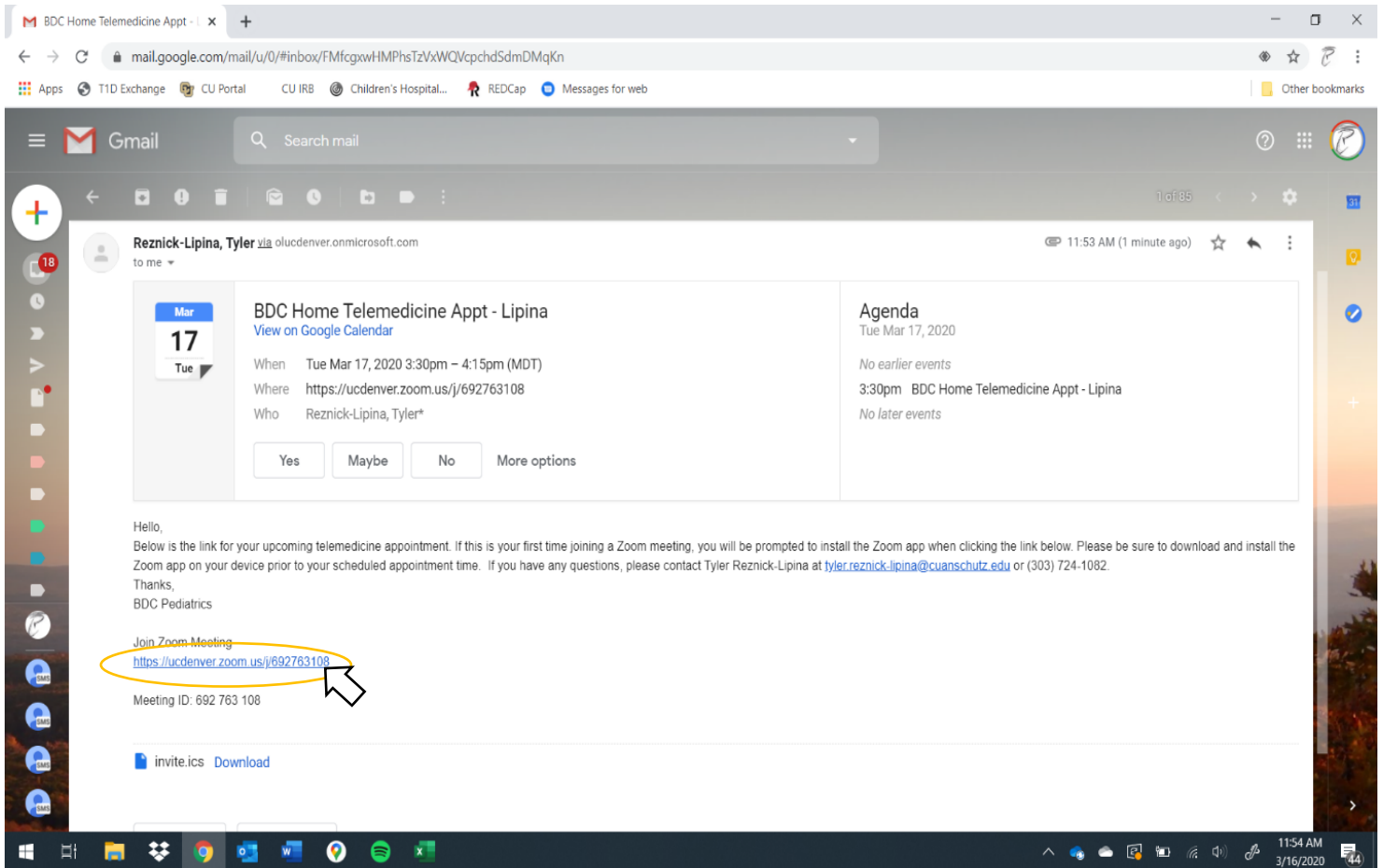
HOME TELEHEALTH VIDEOCONFERENCING:

ZOOM INSTRUCTIONS

Prior to your scheduled telemedicine appointment, you will receive a link for the virtual room specific to your appointment thru email.

This link is specific to your appointment and should not be shared with anyone else.

We recommend joining your telemedicine appointment using a laptop or desktop, however if these options are not available to you a tablet or phone will also work.



To join a meeting, simply click the link provided in your confirmation email.

The first time you join a zoom meeting you will be prompted to install the Zoom app on your device when you open the link. *Detailed instructions for different platforms are provided at the end of this packet*

[PC \(pg. 13\)](#)

[Mac \(pg. 18\)](#)

[Android \(pg. 24\)](#)

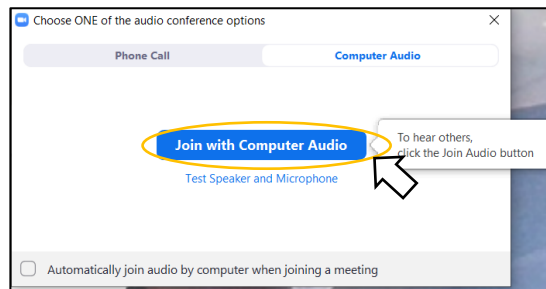
[iPhone \(pg. 29\)](#)



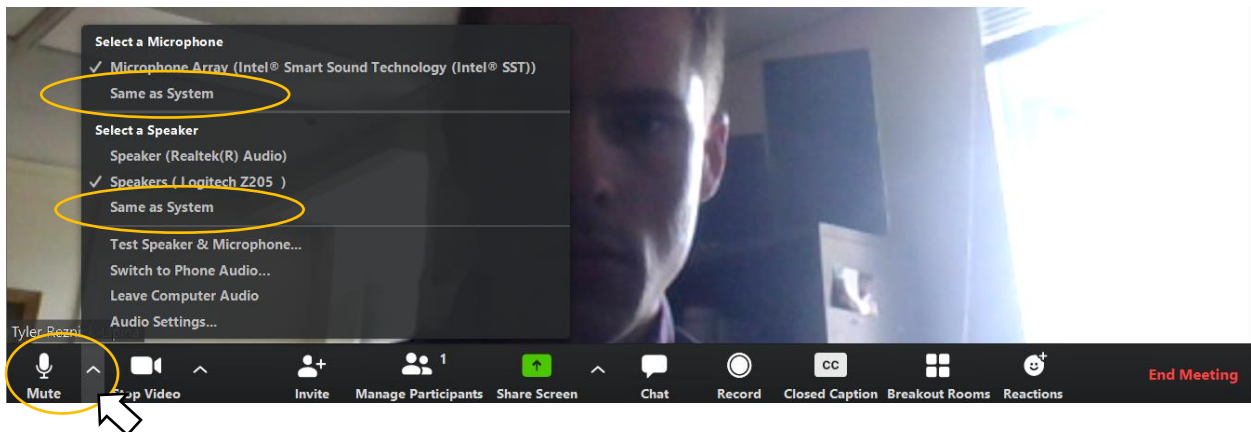


ZOOM Troubleshooting

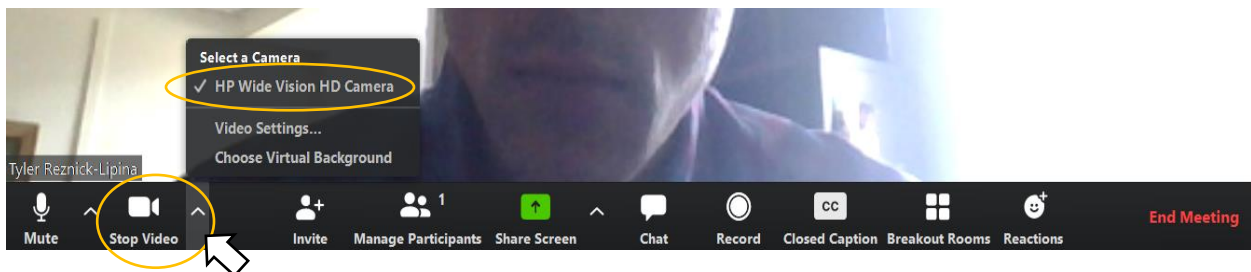
1. Make sure you webcam is plugged in and switched on.
2. Make sure you have speakers if using a desktop.
3. When joining the meeting, be sure to click “Join with Computer Audio”



4. Make sure Audio is active in Zoom. If having continued trouble, try switching to “Same as System”.

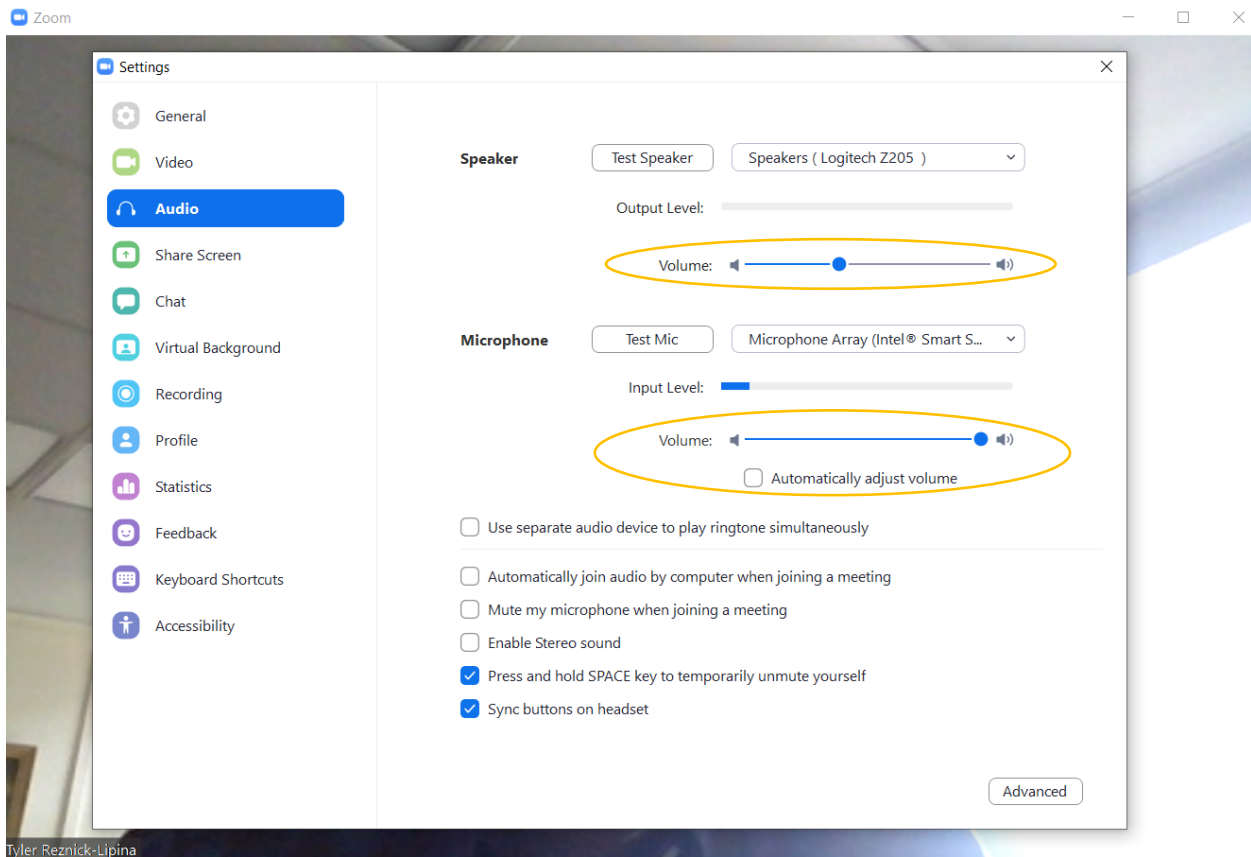
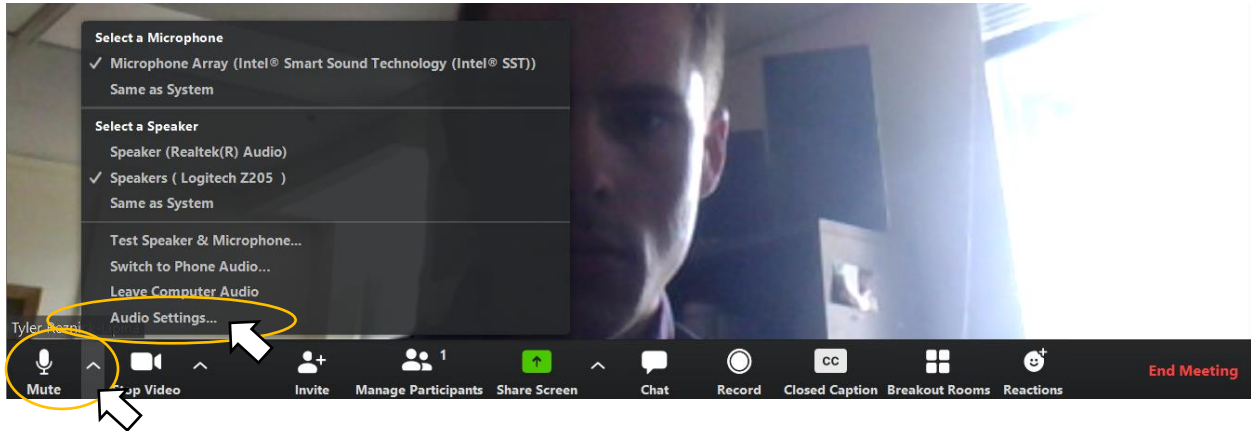


5. Make sure Video is active in Zoom. If having continued trouble, make sure the correct camera is selected.





6. If your audio is too quiet or provider cannot hear you, you can adjust in the Audio Settings menu.





**IF YOU HAVE ANY QUESTIONS REGARDING UPLOADING,
PLEASE EMAIL ONE OF THE BDC MEDICAL ASSISTANTS:**

- JAMIE.STEDMAN@CUANSCHUTZ.EDU
- PAMELA.FERNANDEZ@CUANSCHUTZ.EDU

**IF YOU HAVE ANY QUESTIONS REGARDING *Zoom*,
PLEASE EMAIL:**

- TYLER.REZNICK-LIPINA@CUANSCHUTZ.EDU
- KATELIN.THIVENER@CUANSCHUTZ.EDU
- SARAH.3.THOMAS@UCDENVER.EDU

If you would like to run a test meeting to make sure your set-up will work for your appointment or are having technology problems, please contact tyler.reznick-lipina@cuanschultz.edu.



Barbara Davis Center Home Telehealth Patient Expectations and Responsibilities

Thank you for choosing the Barbara Davis Center (BDC) for your diabetes care. We ask that you (the patient and/or guardian) agree with the following policies so we can provide the best care to you or your child. As a telehealth patient, we have a few extra expectations and recommendations to help make your telemedicine appointments more efficient and beneficial.

1. Referrals

Some insurance policies require a referral from your primary care doctor (PCP) in order for the insurance plan to pay for a visit with a diabetes specialist.

- If this is required by your insurance, it is your responsibility to obtain the appropriate referral from your PCP prior to your BDC appointment. The BDC will not schedule an appointment without a valid referral.
 - Exceptions to this policy are Kaiser and Colorado Access. The BDC insurance coordinator will obtain referrals for patients with these coverages.

2. Insurance Information

We do not want you to fail to come to your appointment because of insurance or financial problems. Call ahead if you are experiencing any hardship; we can help!

- It is your responsibility to provide current and accurate insurance information at each visit.
- You **MUST** verify your insurance with the front desk staff prior to your home telemedicine appointment. If we cannot verify your insurance at the time of the visit, you will need to reschedule.
 - If you cannot verify your insurance and still want to be seen, you **MUST** sign a waiver and choose “elective self-pay” for the visit. You will be required to pay \$100 towards the total bill prior to being seen. You will then be responsible for the total cost of the visit, which will be billed to you, not your insurance provider. The BDC will provide you with an invoice which you can use to appeal to your insurance provider for reimbursement (approval based upon your insurance plan).
- If you provide inaccurate insurance information, you will be responsible for the full cost of the visit. The BDC may terminate you from their practice if this happens more than once.
- It may be possible to arrange to be seen at the BDC or by telemedicine without health insurance or with an outstanding balance, however you must contact the BDC insurance coordinator at (303) 724-6756 to discuss payment arrangements.

3. No Shows/Late Cancellations

We have set time slots available for each patient and will not be able to extend your visit beyond the allotted time.

In order to accommodate as many patients as possible, we are asking for your help to eliminate no shows and last minute cancellations. No shows and late cancellations lead to fewer available appointments for you and your fellow patients. The BDC will call or text to confirm your appointment 48 hours in advance. Please call if something unexpected happens and you know you will be late or unable to make your appointment.

- It is your responsibility to call at least 24 hours in advance to cancel your appointment.
- For any missed appointment where 24 hours advance notice was not provided, you will be charged \$40. Insurance will not cover this charge.
- If you arrive 15 minutes or later after your scheduled appointment time, you will not be able to be seen by telemedicine that day and will need to reschedule. This may also result in a no-show charge. Please notify us if you know you will be running late.

4. Patient Discharge and Prescription Refills





The American Diabetes Association and the Barbara Davis Center recommend follow-up visits every three months for optimal diabetes control.

- If you have not been seen in over a year, it will be the provider's decision to allow the patient to schedule a follow-up appointment or release them from their care.
- If you have not been seen in over a year, BDC provider will be unable to fill prescriptions for you. You will need to schedule a follow-up appointment, either in person or via telemedicine, before scripts will be refilled.

5. Telemedicine Expectations

As telemedicine is slightly different from a routine office visit, we ask that you please follow these additional guidelines.

- **Uploads** – You will be contacted prior to your visit to upload your/your child's diabetes devices (pumps, meters, CGMs) at home. We will provide instruction for this and are available if you need assistance. Upload Platform will vary based on your devices:
 - Medtronic Pumps & CGMs – Carelink
 - Dexcom – Clarity
 - Tandem Pumps – T:Connect
 - Other devices, meters, and patients without accounts for the above platforms will be asked to upload to Tidepool.
- **Referrals** – As part of your diabetes care, you are sometimes encouraged to see a diabetes educator, social worker, or a dietician. While we will try to accommodate these referrals over telemedicine, we may not be able to at this time. If this is the case, you may be contacted at a later point by that provider.
- **Appointment Etiquette** – Please treat your telemedicine appointment just as you would treat an in-person appointment at the BDC. As this is your routine care, we want you to be able to receive the highest quality care possible. *If your child is under 18, we do require that a parent or guardian be present for the appointment.* It is important that you sign in on time for your visit. We **WILL NOT** be able to extend your appointment beyond the scheduled time.
- **Technology** – In order to join a telemedicine appointment you will need to install Zoom on your device. We encourage you to use a laptop or desktop computer with a webcam, speakers, and microphone (often built in with the webcam) however if this is not possible, you are also able to join using a smart phone (iPhone or Android). **Please download Zoom to your device prior to your appointment.** You will be prompted to install zoom the first time you open a meeting link. If you do not install prior to your appointment, you will be using up your own appointment time installing this program instead of discussing your diabetes management. *Instructions are below.*



CONSENT FOR HOME-TELEHEALTH SERVICES AND TREATMENT

To our patients and families:

Thank you for choosing telehealth care through the Barbara Davis Center (“BDC”). Patients and families are essential participants in health care and we want you to understand your rights and responsibilities while receiving care from us. If you have any questions about this form, please ask your provider. If you are a parent/legally-authorized representative of a child, please read this agreement with the understanding that “I” and “me” means the child.

1. Consent for Treatment: I consent to telehealth care performed by my physician and all other associated health care providers at the BDC and/or the University of Colorado School of Medicine (“CUSOM”) (the “Providers”). This includes examinations, diagnostic testing, treatment, and other health care services deemed medically necessary in the Providers’ professional judgment. I understand that the practice of medicine and surgery is not an exact science and that diagnosis and treatment may cause injury or even death. I also understand that I have the option to refuse the delivery of health care services by telehealth at any time without affecting my right to future care or treatment, and without risking the loss or withdrawal of any benefits to which I would otherwise be entitled. I understand that individuals who want to learn about the roles of healthcare providers may observe, and I consent to this but I have the right at any time to object to letting such an individual to observe and my objection will be honored. I understand that if I am participating in a research protocol and have signed a Colorado Multiple Institutional Review Board (COMIRB) consent form, all provisions of this Patient Registration and Consent for Treatment shall apply to those tests and services not included within the research protocol. If I am pregnant, this consent also applies to my fetus.

2. Consent for Telehealth Services: Telehealth involves transmission of video, photographs, and/or details of my medical record such as A1Cs, device data, and test results (collectively, “Data”). All Data is sent by secure electronic means to the Providers to facilitate the medical service being performed. I understand that:

- I will be informed of any other people who are present at either end of the telehealth encounter and have the right to exclude anyone from either location.
- All confidentiality protections required by law or regulation will apply to my care.
- I have the right to refuse or stop participation in telehealth services at any time and request alternate services such as an in-person appointment. However, I understand that equivalent in-person services might not be available at the same location or time as telehealth services.
- If I do not want to receive health care services by telehealth, it will not affect my right to future care or treatment, or any insurance/program benefits to which I would otherwise be entitled.
- ***If an emergency occurs during a home-telehealth encounter I should call 911 and stay on the video connection (if applicable) until help arrives.***

3. Records, Transmission of Data, and Release of Information: I authorize CUSOM and its health care delivery sites to utilize confidential medical/surgery or other information contained in my medical record as necessary for claims payments, medical management, or quality of care review purposes. I further authorize the release and discharge of such confidential information to my insurance company or other health coverage plan, including government payors, as necessary for claims payments, medical management, and quality review activities conducted by such company or plan, or its designees. This authorization includes the release of an Acquired Immunodeficiency Syndrome (AIDS) diagnosis or a positive Human Immunodeficiency Virus (HIV) antibody test result, alcohol and/or drug abuse information, genetic testing, congenital disorders, and mental health information. I understand that this authorization can be revoked by me at any time in writing, but only in respect to the proposed treatment and not in respect to care or treatment that has already been rendered to me. I understand that if I am a subject in a human-subjects research protocol, my medical information may be further disclosed to agencies and individuals identified in the COMIRB consent form. Transmitted Data may become part of my medical record. Data will not be transmitted to people outside my health care team except as described below, and/or if I provide additional written consent.

- I will have access to all of the information in my medical record resulting from the telehealth services that I would have for a similar in-person visit, as provided by federal and state law.



- The Providers may use or disclose my health information for treatment, continuity of care, payment, or internal operations, or when required by law or regulation in certain unique situations.
- All releases of information are subject to the same laws and regulations as in-person care. If I am participating in a human subject research protocol, my medical information may also be released as described in the research consent form(s).

4. Waiver of Responsibility for Personal Valuables: I understand that neither the Providers nor any of their health care delivery sites assume any responsibility for the loss of damage to my personal property.

5. Payment Agreement/ Assignment of Benefits: I agree to be responsible for any co-payments, deductibles, or other charges from the Providers and their providers that are not covered or paid by insurance or other third party payors – except as prohibited by any state and/or federal law, or any agreement between my insurance company and the Providers, CUSOM, or University of Colorado Medicine (Faculty Practice Plan (“CU Medicine”). I authorize the Providers and CU Medicine to file any claims for payment of any portion of the patient bills, and assign all rights and benefits payable for health care services to the provider or organization furnishing the services. I agree, subject to state and federal law, to pay all costs, attorney fees, expenses, delinquent charges, and interest in the event the Providers and/or CU Medicine have to take action to collect the same because of my failure to pay all incurred charges in full. It is my responsibility to know what providers and telehealth services are covered under my insurance plan. I understand that I may be billed and agree to pay all bills submitted by the Providers, CU Medicine, and/or other providers involved with the provision of telehealth services.

6. Consent to be Contacted (Telephone Consumer Protection Act): By providing a telephone number (landline or cellular) or other wireless device, I agree that in order for the Providers, CU Medicine, and/or other providers involved with the provision of telehealth services to service my account(s) (including contacting me about appointment reminders, surveys, obtaining potential financial assistance for my account(s)), or to collect any amounts I may owe, the Providers, CU Medicine, and/or other providers involved with the provision of telehealth services may contact me at the telephone number(s) provided which could result in charges to me. I expressly consent that methods of contact may include SMS text messages, phone calls, including automated technology such as an auto-dialing device, pre-recorded messages, and artificial voice messages as applicable. This consent applies to all services and billing associated with my account(s) and is not a condition of purchasing services. This consent applies to any updated or additional contact information that I may provide.

7. SMS Messaging and/or Automated Appointment Reminders: SMS (short message service) and automatically-dialed calls may be utilized to send appointment reminders.

If I initial here, I DO NOT consent to being contacted by SMS text message and automatically-dialed appointment reminders.

My signature below acknowledges that I have reviewed and agree to the information above and consent to treatment via telehealth. This consent for treatment shall remain in effect for one (1) year.

Patient Printed Name

Patient or Parent/Legally Authorized Representative Signature

Patient or Parent/Legally Authorized Representative Printed Name Date
(if not Patient signing)

Relationship to Patient (if not Patient signing)

A witness is only required if consent is obtained by telephone or video-conference:

Name & title of person obtaining telephone or video-conference consent Date

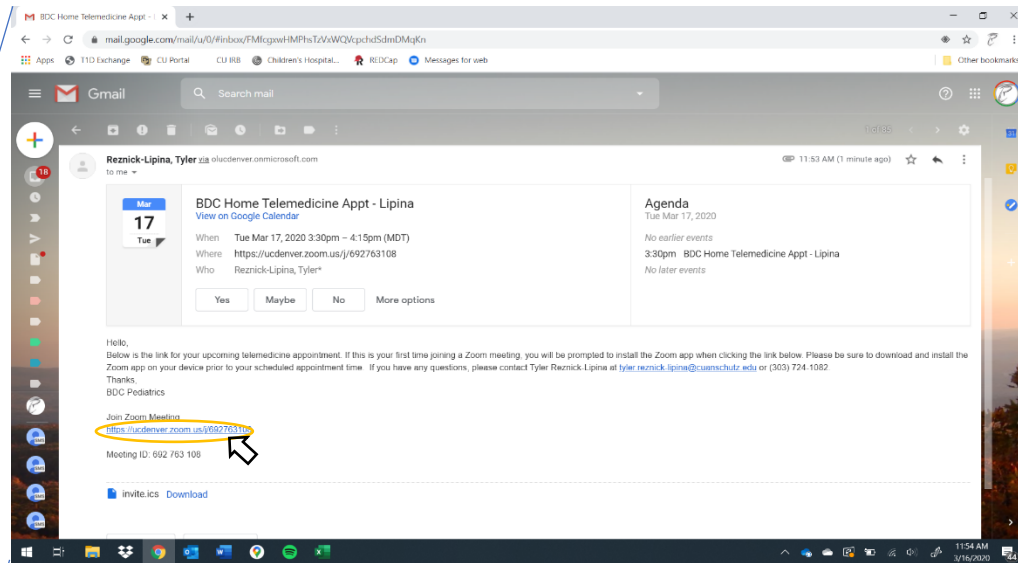
Name & title of witness to consent Date





Joining a Zoom Videoconference on a PC

1. You will receive a calendar invite via email from the tele-appointment organizer with a link for your video session. Prior to your scheduled appointment time, click the link to open the videoconference.



17 Tue

[View on Google Calendar](#)

When Tue Mar 17, 2020 3:30pm – 4:15pm (MDT)
Where <https://ucdenver.zoom.us/j/692763108>
Who Reznick-Lipina, Tyler*

Yes Maybe No More options

Agenda
Tue Mar 17, 2020
No earlier events
3:30pm BDC Home Telemedicine Appt - Lipina
No later events

Hello,
Below is the link for your upcoming telemedicine appointment. If this is your first time joining a Zoom meeting, you will be prompted to install the Zoom app when clicking the link below. Please be sure to download and install the Zoom app on your device prior to your scheduled appointment time. If you have any questions, please contact Tyler Reznick-Lipina at tyler.reznick-lipina@cuanschutz.edu or (303) 724-1082.
Thanks,
BDC Pediatrics

Join Zoom Meeting
<https://ucdenver.zoom.us/j/692763108>
Meeting ID: 692 763 108

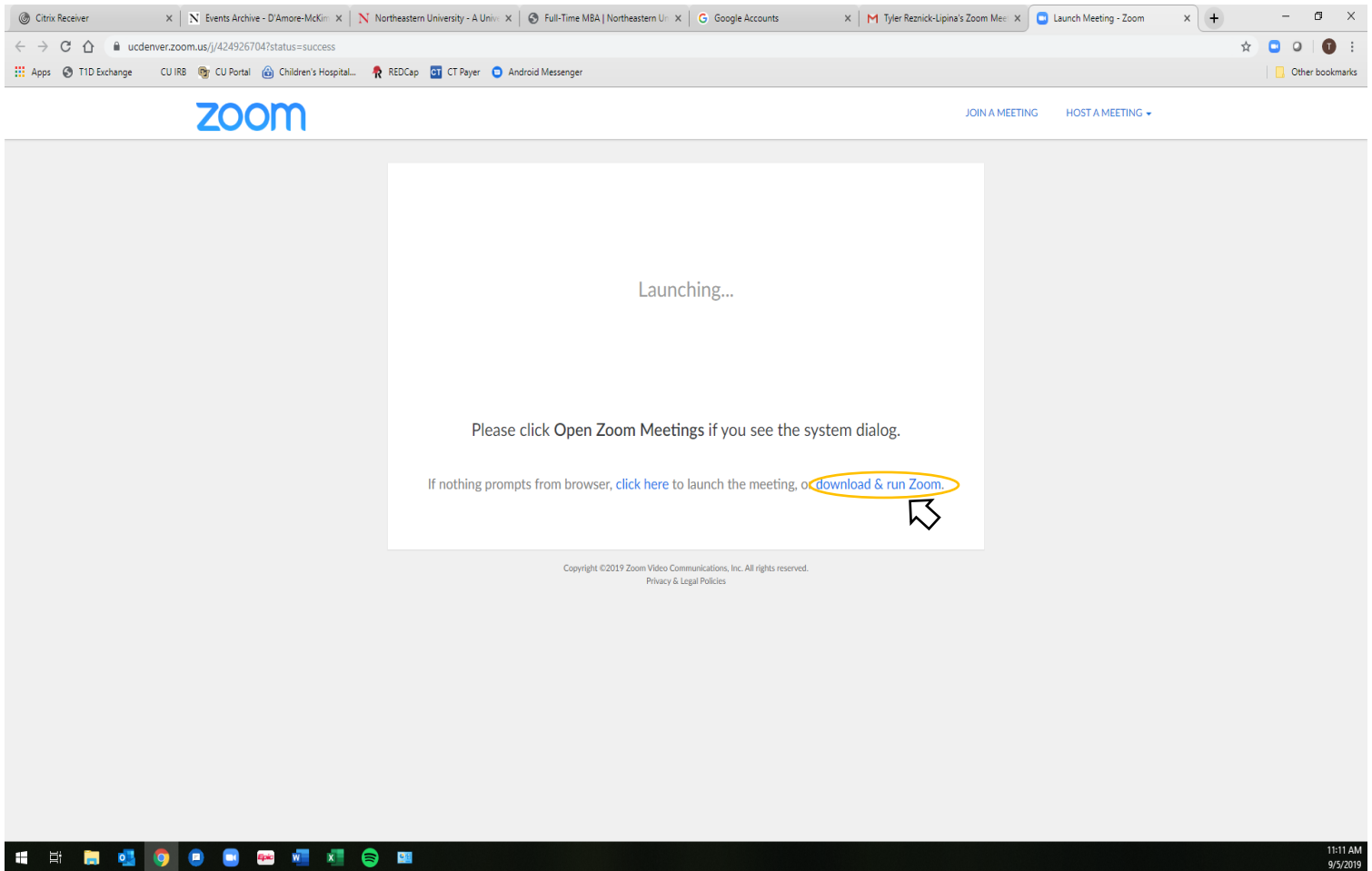
[invite.ics](#) Download





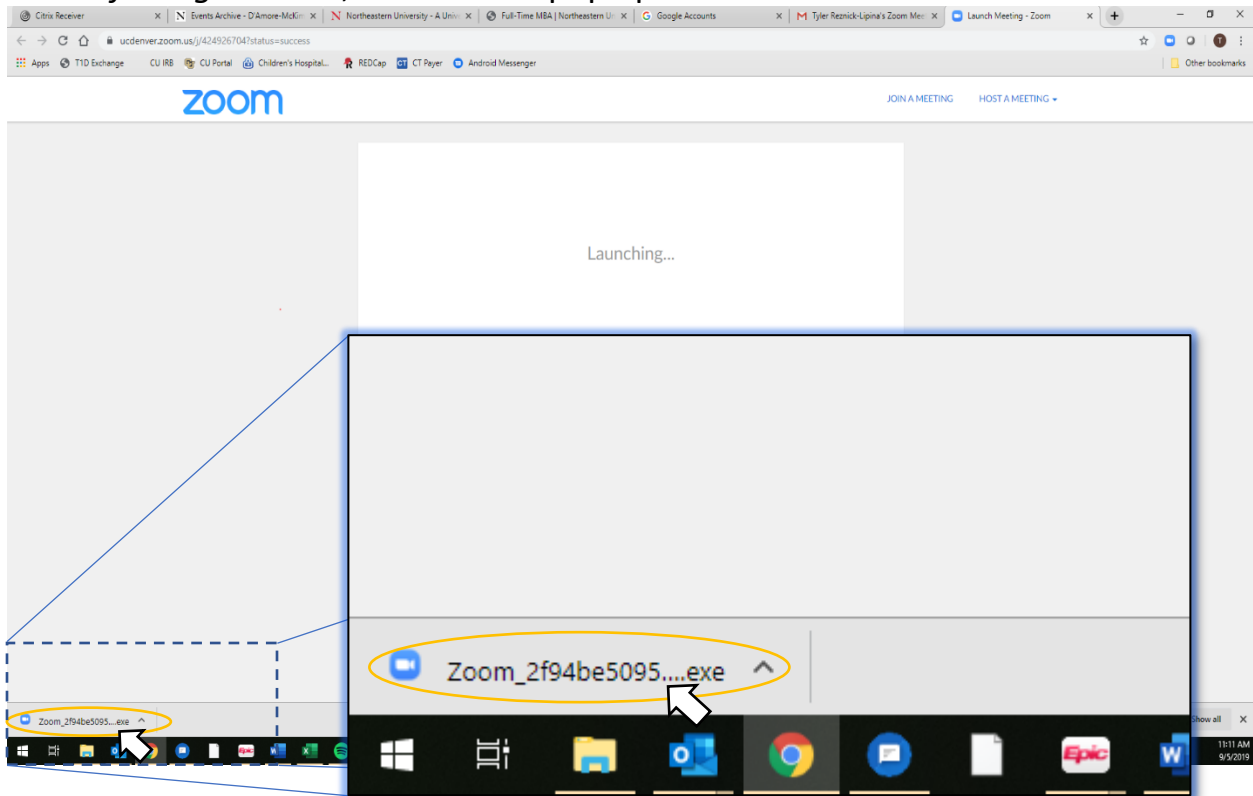
----IF ZOOM IS NOT INSTALLED----

2. If this is your first time joining a Zoom meeting, you will need to install the Zoom Videoconferencing application on your PC.
 - a. If Zoom is already installed, a system prompt will pop-up. If it does not, you should click “download & run Zoom.”

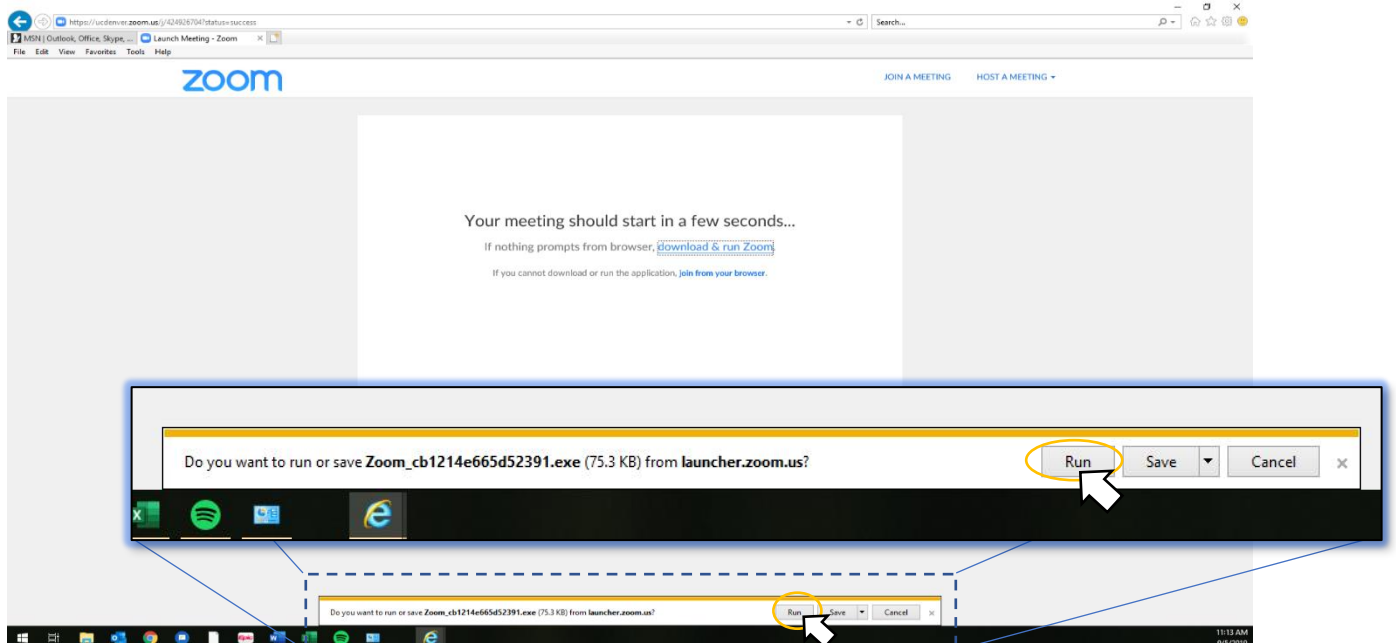




3. After clicking, the program will download.
4. *If using Chrome*, click the file pop up at the bottom of the window.

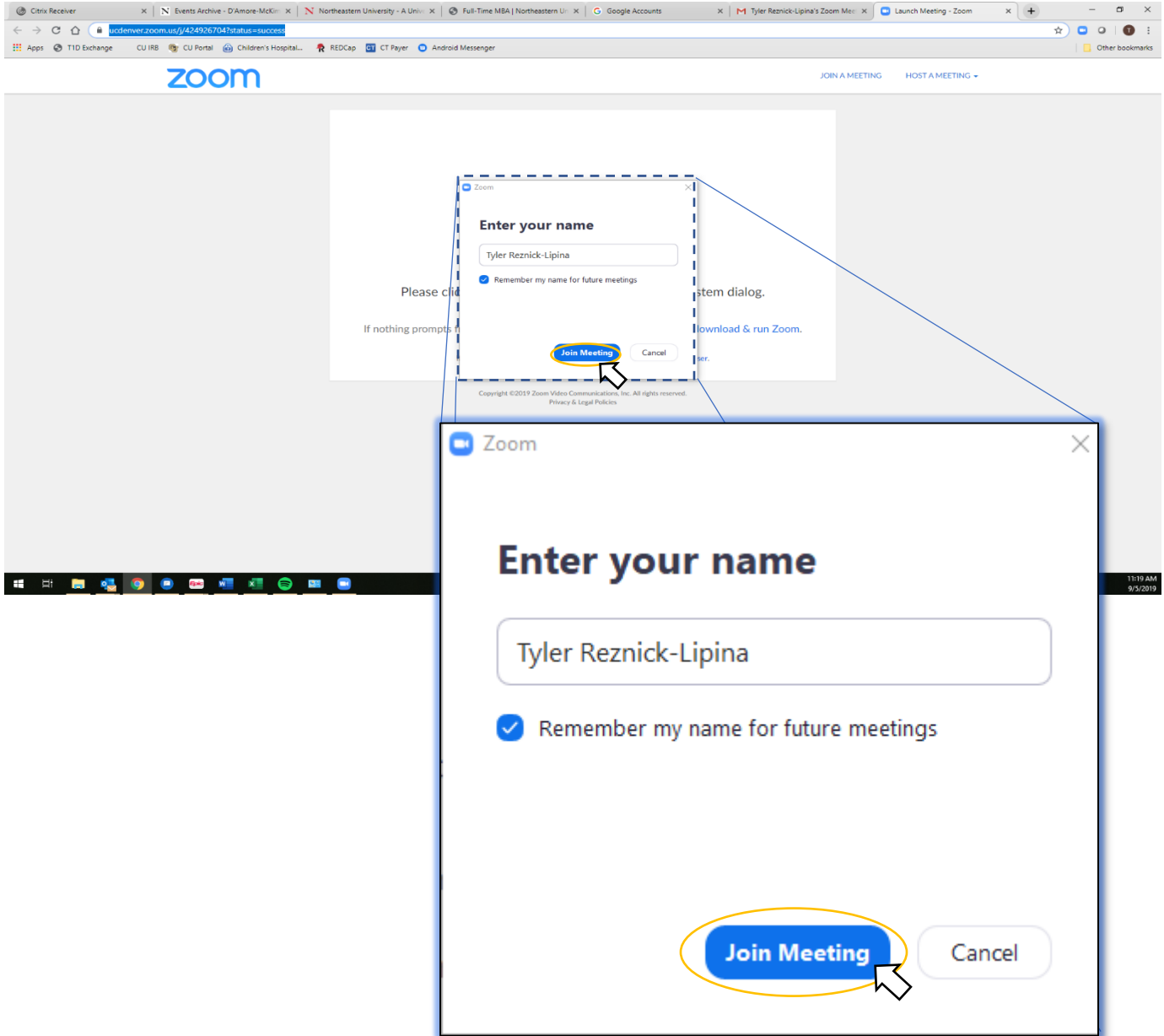


- a. *If using Internet Explorer/Edge*, click "Run".
5. After opening the install file, zoom will install on you computer. This may take a few minutes.



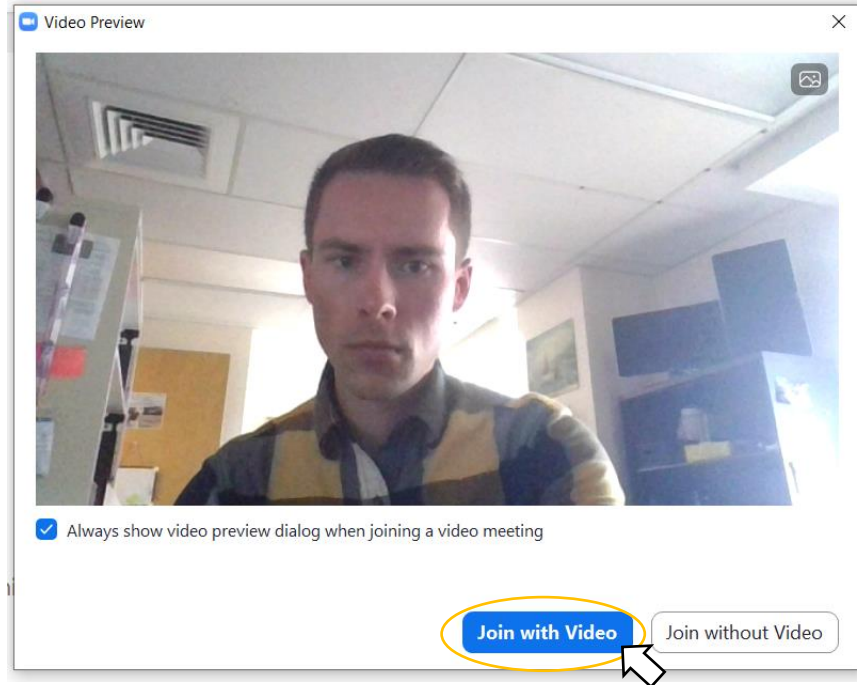


6. Once installed, a new window will pop-up asking for your name. This is how your name will be displayed in the meeting. Enter your name, then click “Join Meeting”.

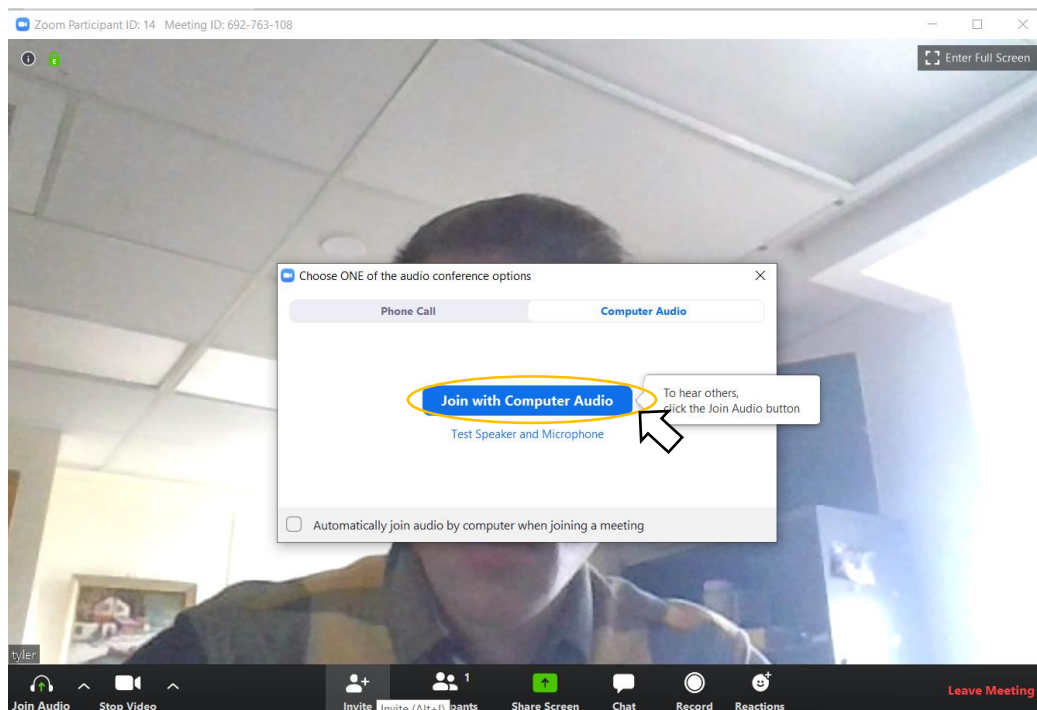




- Next, you will be shown a video preview. Click the “Join with Video” button on this window. *If you do not see a video feed, please verify that your webcam is plugged in, switched on, and properly installed.*



- Finally, select “Join with Computer Audio” on the audio conference options window.





Joining a Zoom Videoconference on a Mac

1. You will receive a calendar invite via email from the tele-appointment organizer with a link for your video session. Prior to your scheduled appointment time, click the link to open the videoconference.

17
Tue

[View on Google Calendar](#)

When Tue Mar 17, 2020 3:30pm – 4:15pm (MDT)
Where <https://ucdenver.zoom.us/j/692763108>
Who Reznick-Lipina, Tyler*

Yes Maybe No More options

Tue Mar 17, 2020
No earlier events
3:30pm BDC Home Telemedicine Appt - Lipina
No later events

Hello,
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Thanks,
BDC Pediatrics

Join Zoom Meeting
<https://ucdenver.zoom.us/j/692763108>

Meeting ID: 692 763 108

[invite.ics](#) [Download](#)

----IF ZOOM IS NOT INSTALLED----

2. If this is your first time joining a Zoom meeting, you will need to install the Zoom Videoconferencing application on your MacBook.
 - a. If zoom is already installed, a system prompt will pop-up. If it does not, you should click “download & run Zoom.”

Launching...

Please click Open Zoom Meetings if you see the system dialog.

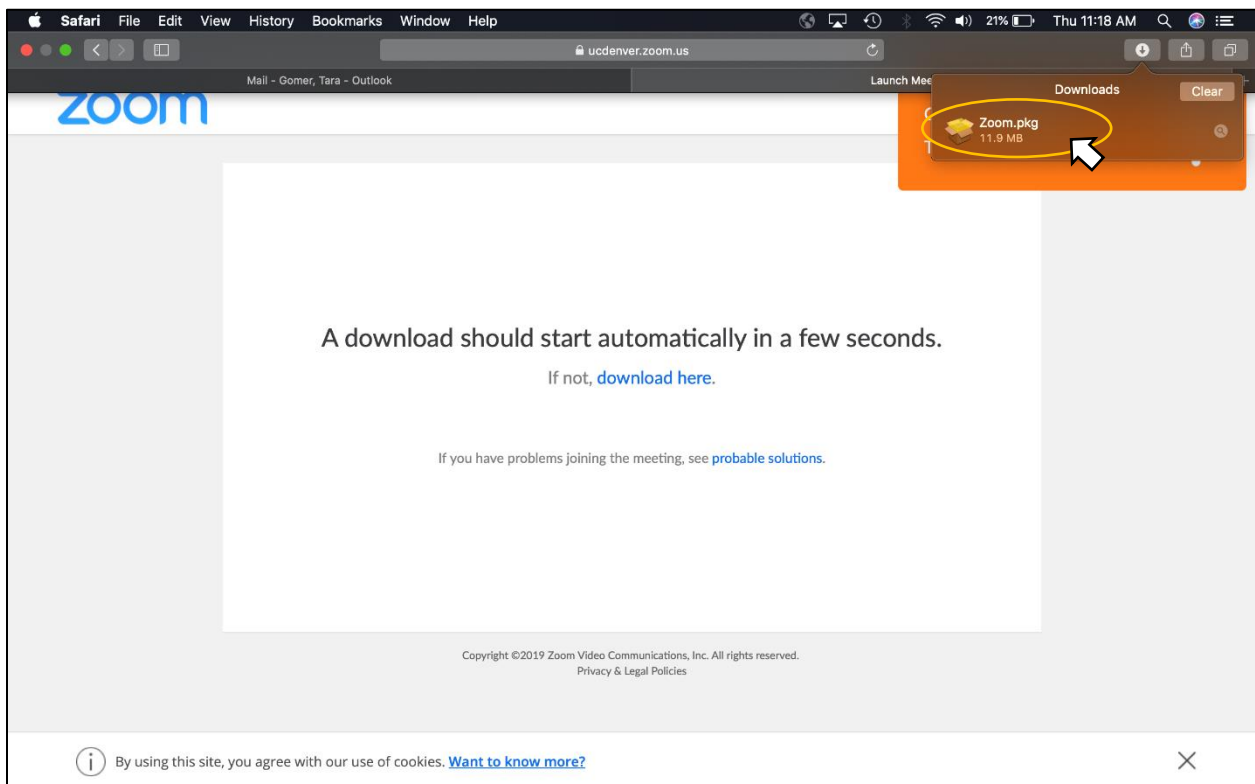
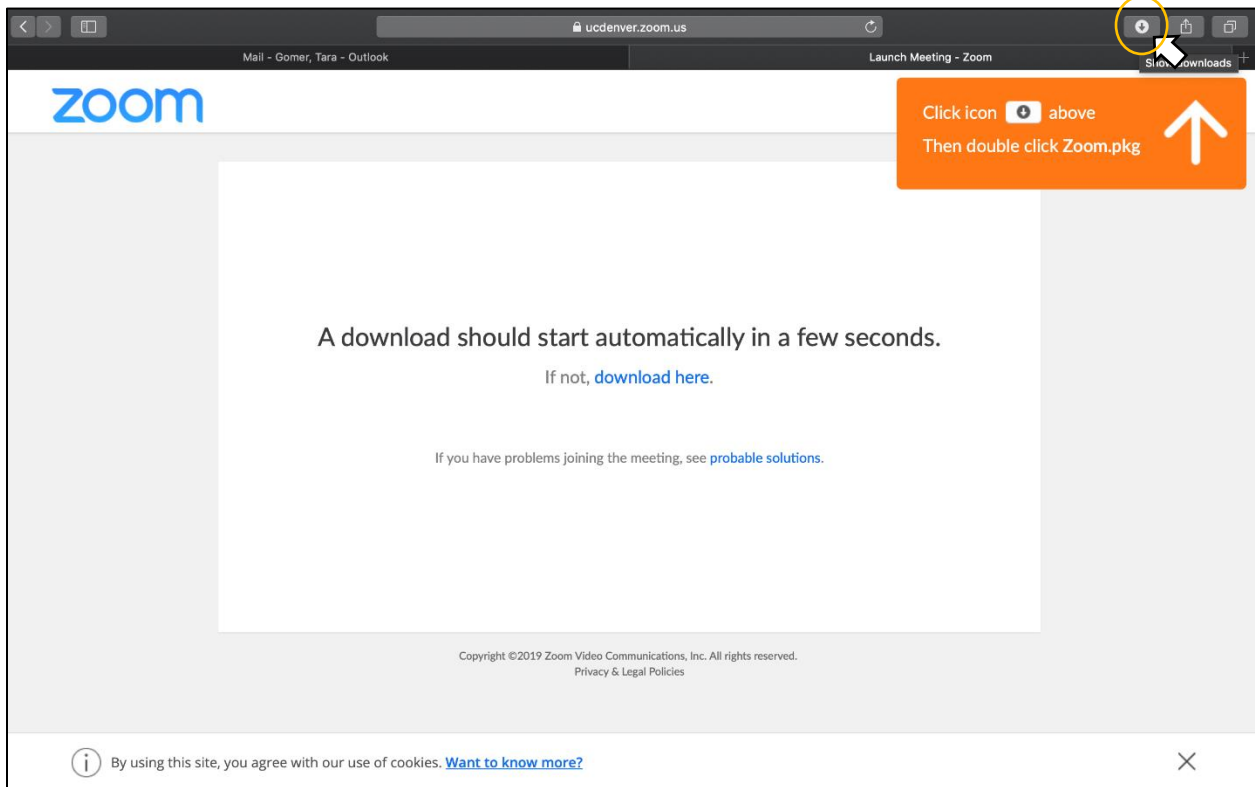
If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#)

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Privacy & Legal Policies



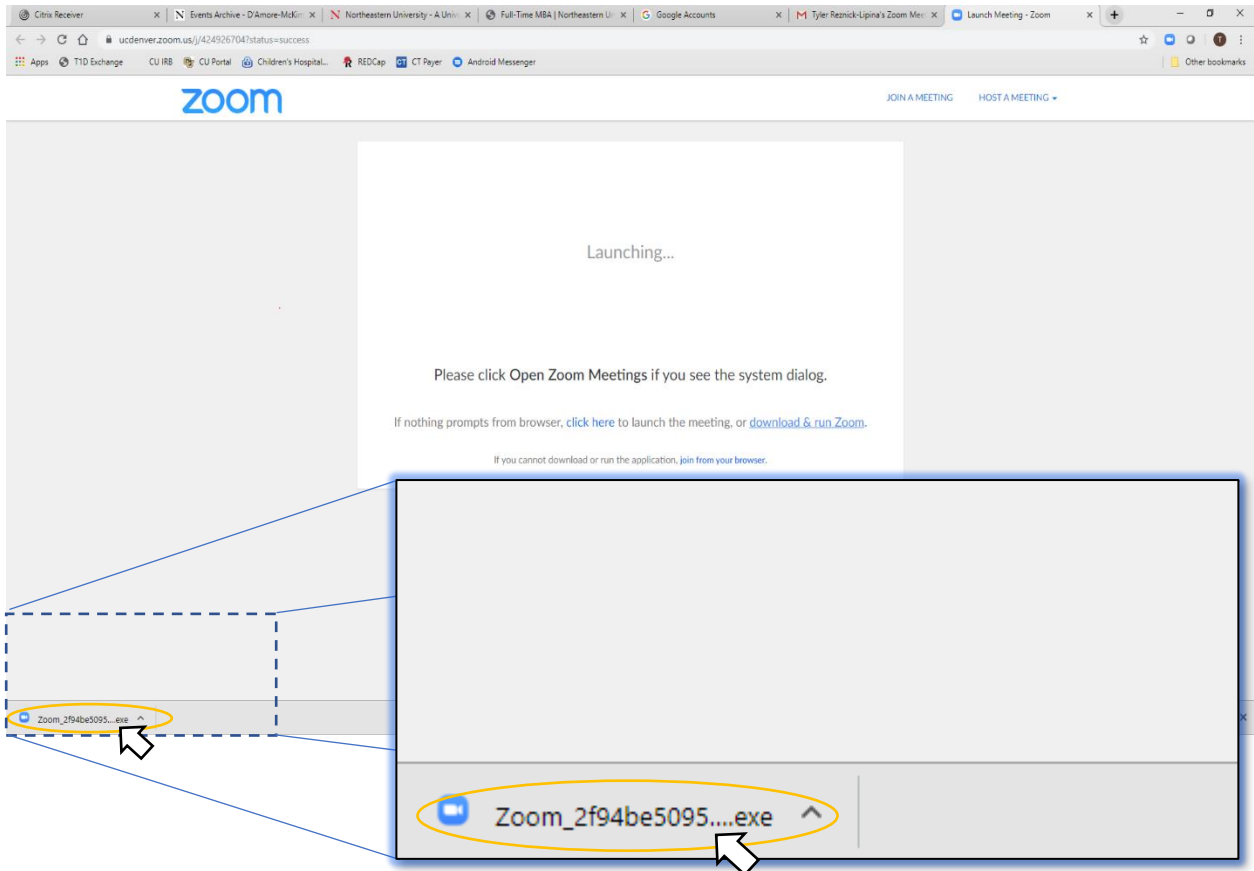


3. After clicking, the program will download.
4. *In Safari*, click the download icon, then double click the Zoom.pkg file.





a. If using **Chrome**, click the file pop up at the bottom of the window.

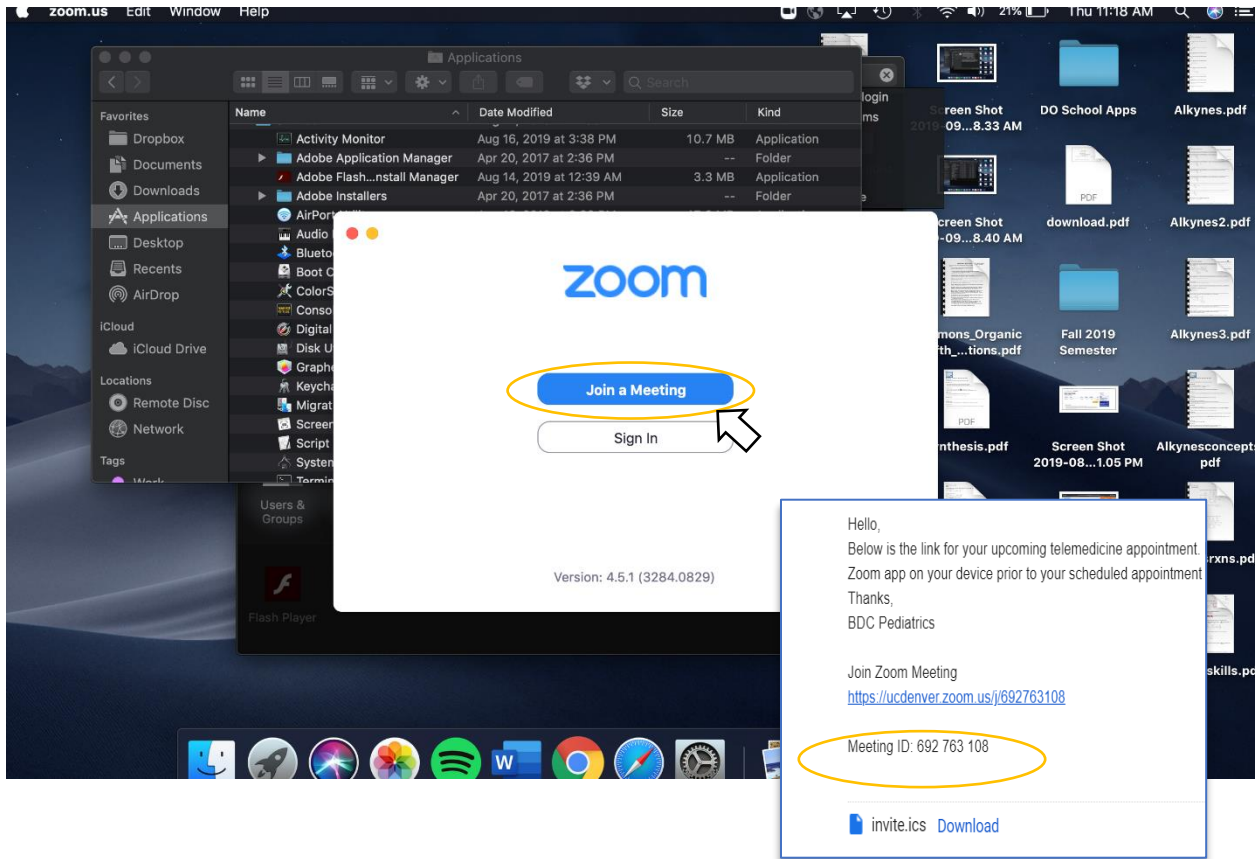


5. After opening the install file, you will be asked to confirm that you want to allow the package to run. Click “continue”.



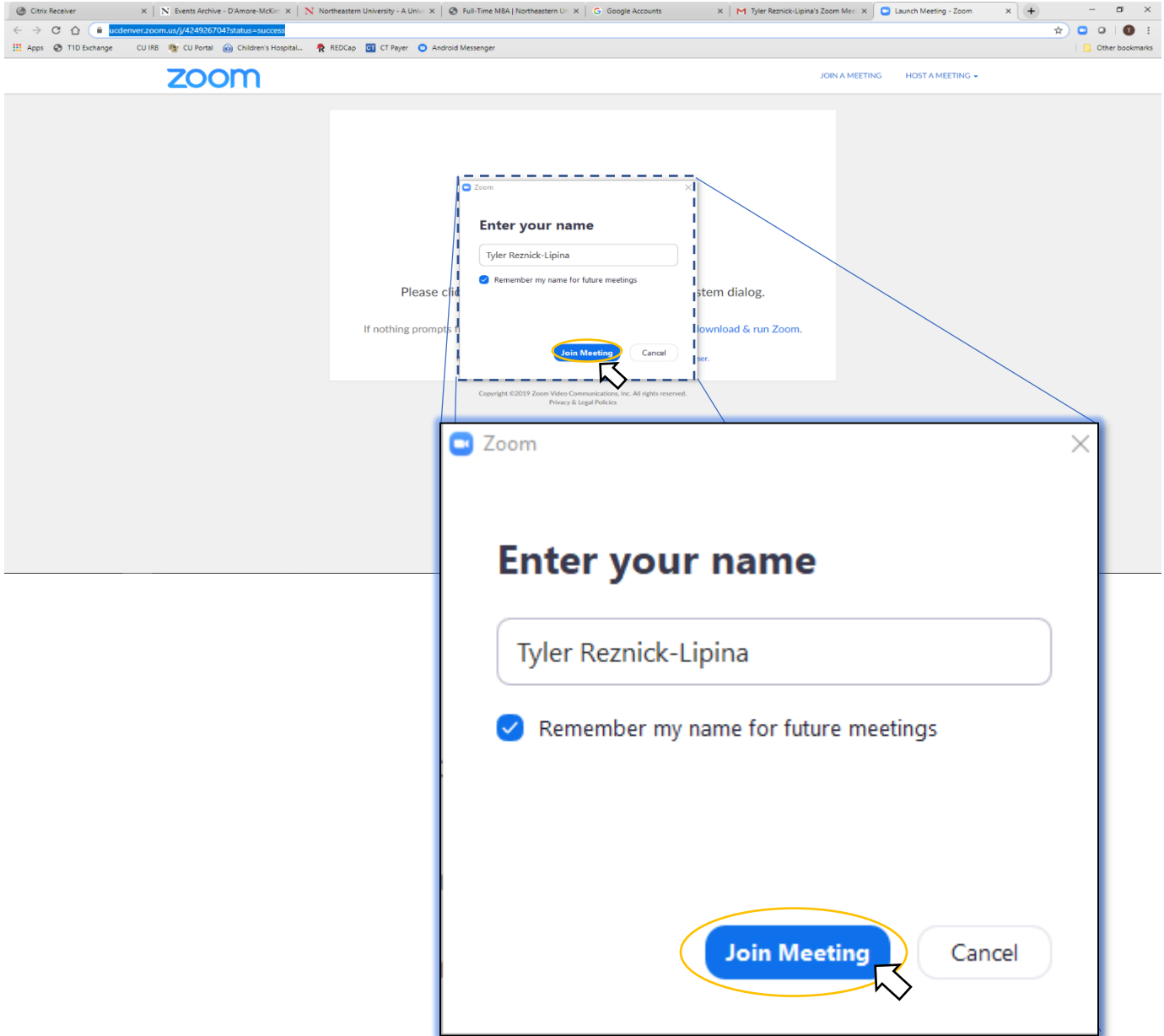


6. Once installed, Zoom will open. Click join meeting and copy in the Meeting ID from the email confirmation. You may also click the link in the email again to open the meeting.



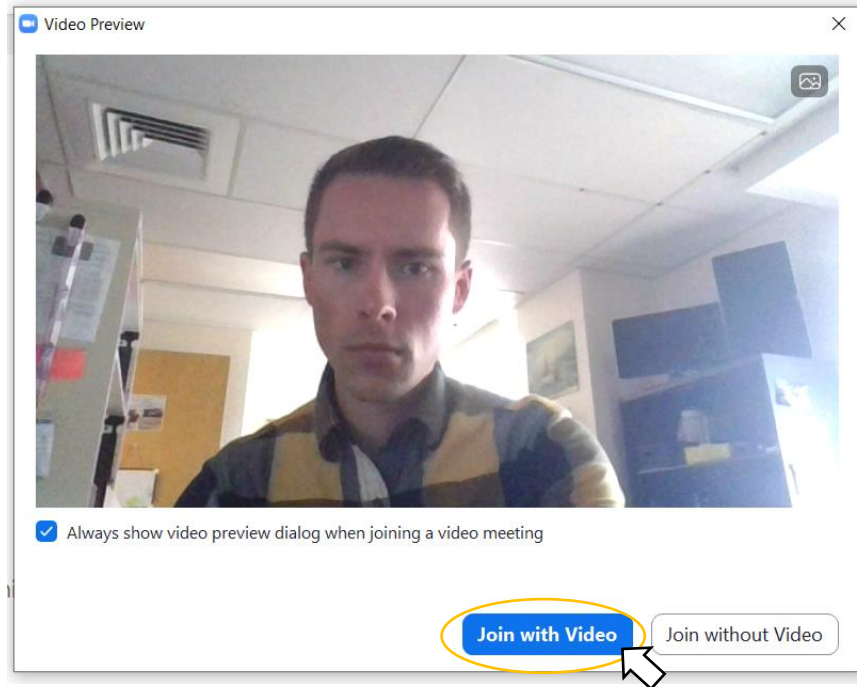


7. Once you open the meeting, a new window will pop-up asking for your name. This is how your name will be displayed in the meeting. Enter your name, then click “Join Meeting”.

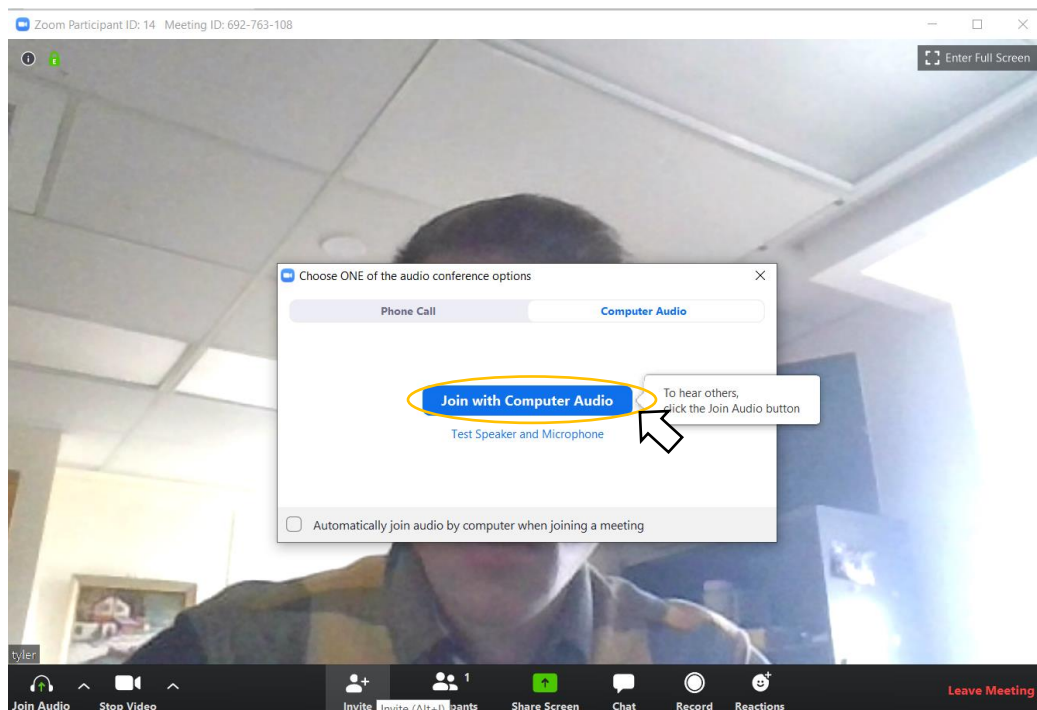




- Next, you will be shown a video preview. Click the “Join with Video” button on this window. *If you do not see a video feed, please verify that your webcam is plugged in, switched on, and properly installed.*



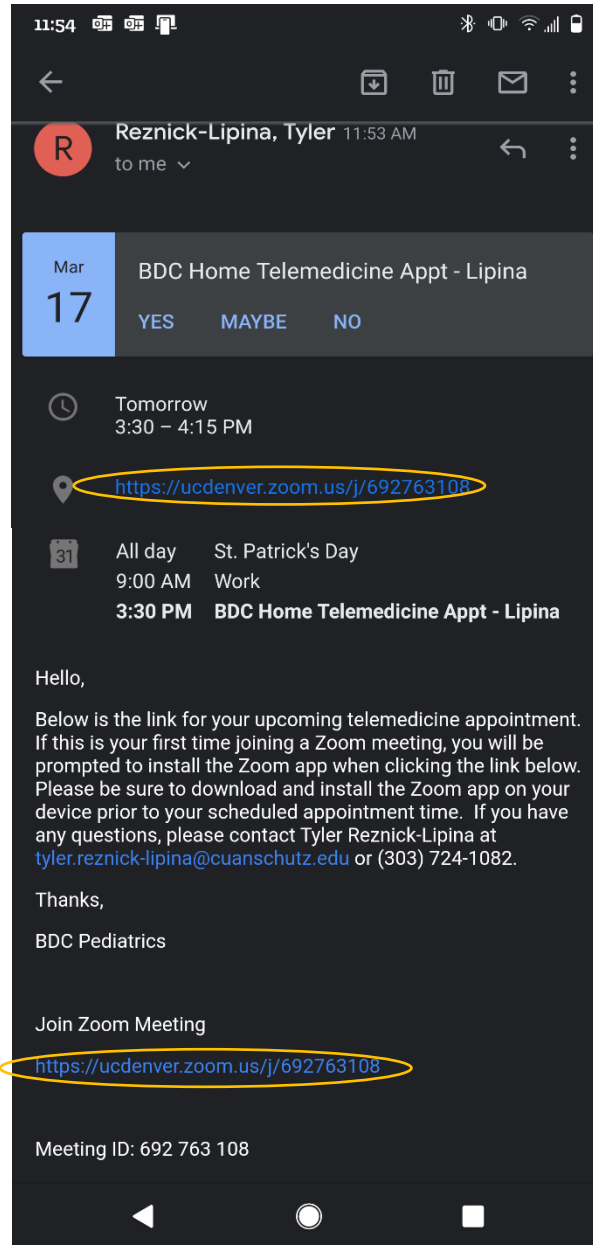
- Finally, select “Join with Computer Audio” on the audio conference options window.





Joining a Zoom Videoconference on an Android Phone

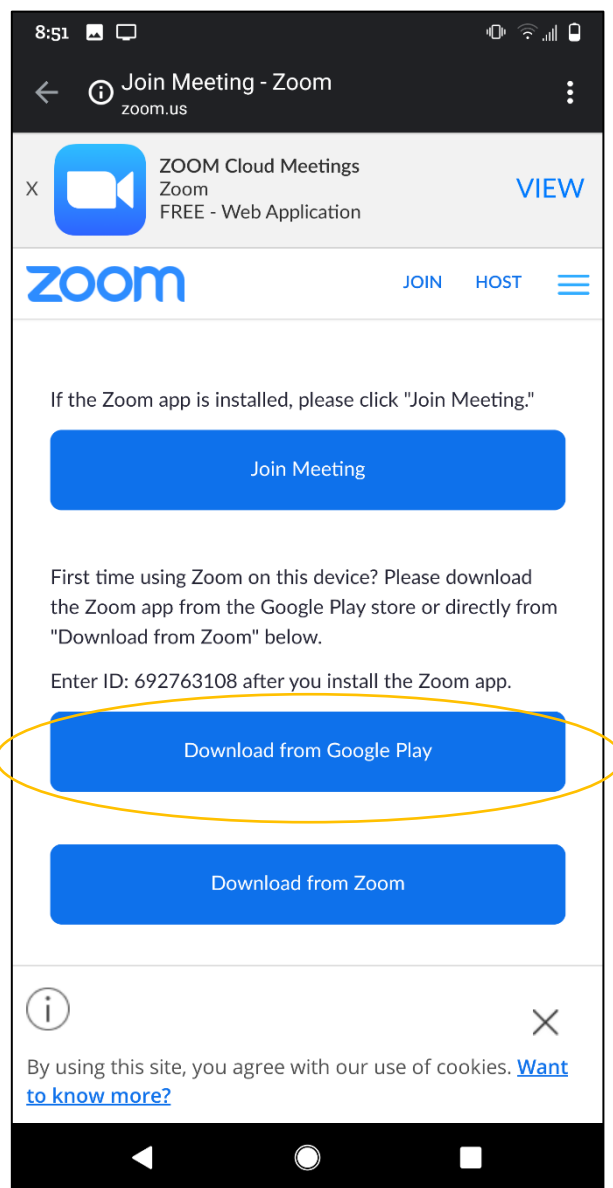
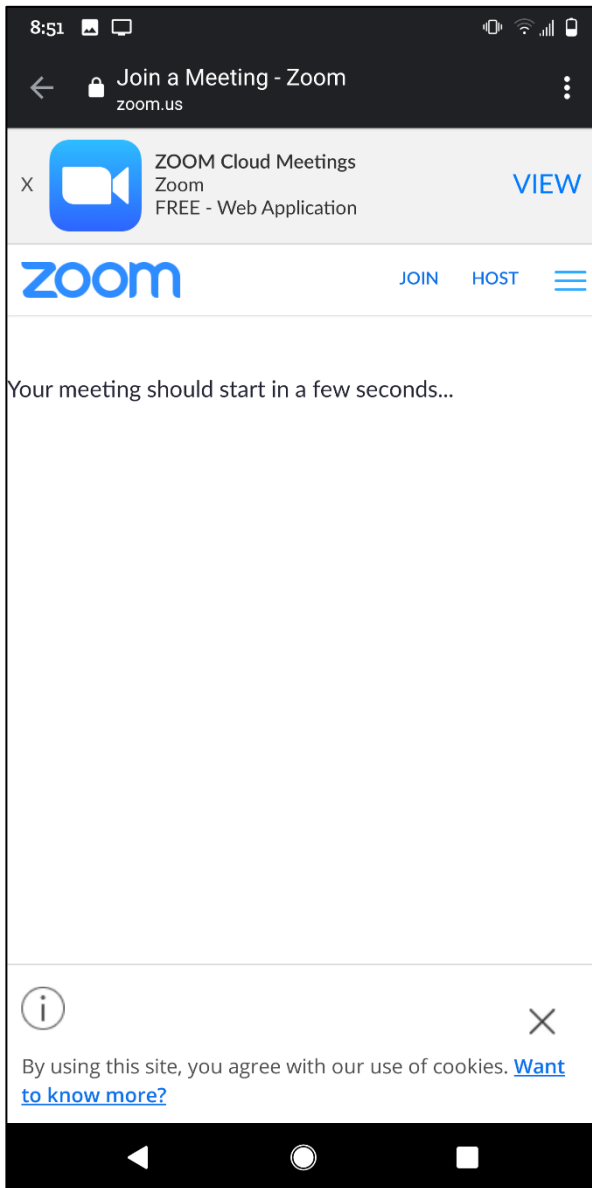
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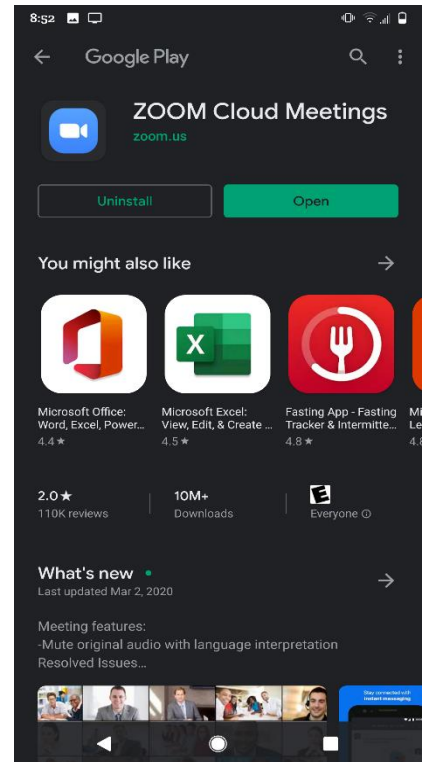
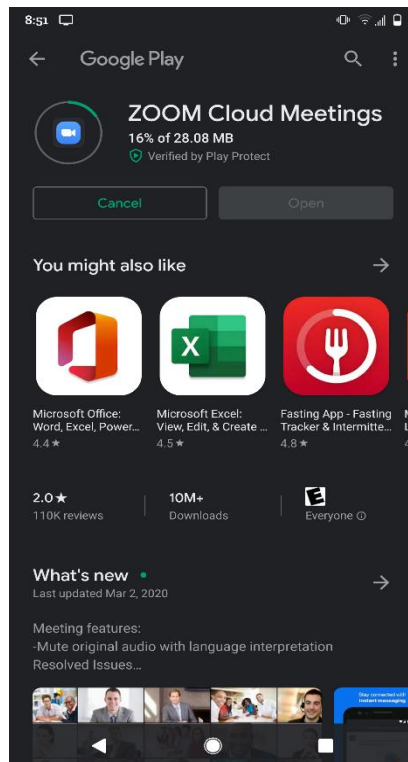
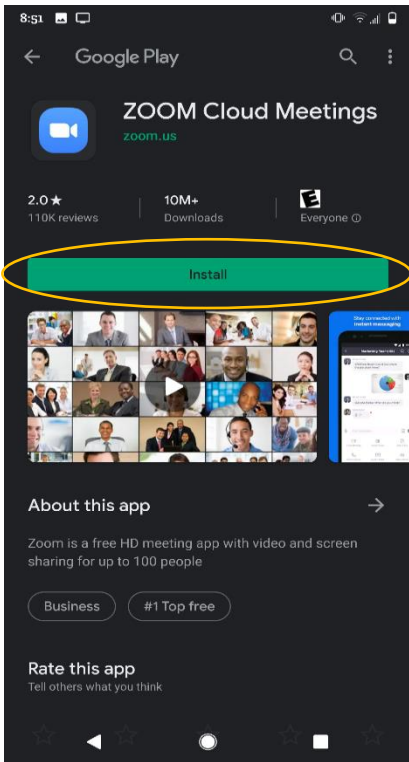
----IF ZOOM IS NOT INSTALLED----

2. If this is your first time joining a Zoom meeting, you will need to install the Zoom Videoconferencing application on your PC.
 - a. If Zoom is already installed, the Zoom app will open and prepare the meeting after you click the link. *Skip to step ---.*
 - b. If not installed, you will need to download from Google Play. Once the Zoom page loads, tap "Download from Google Play."

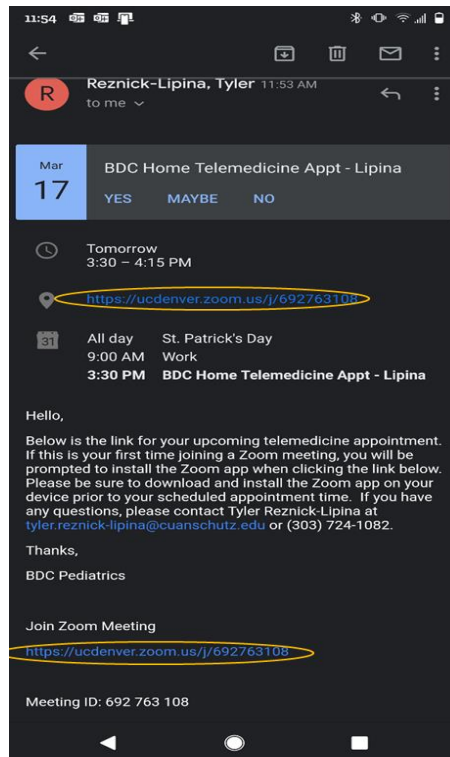




3. You will be redirected to the Google Play store. Tap “Install” and allow the app to download and install.

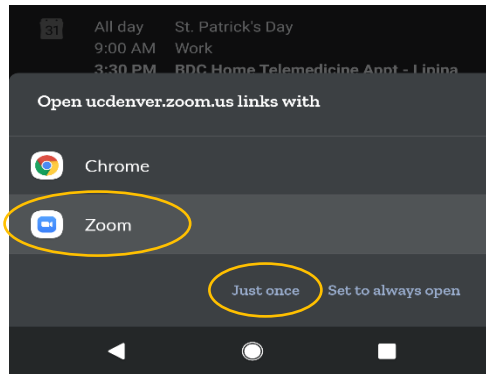


4. Once installed, return to the email and tap the link again.

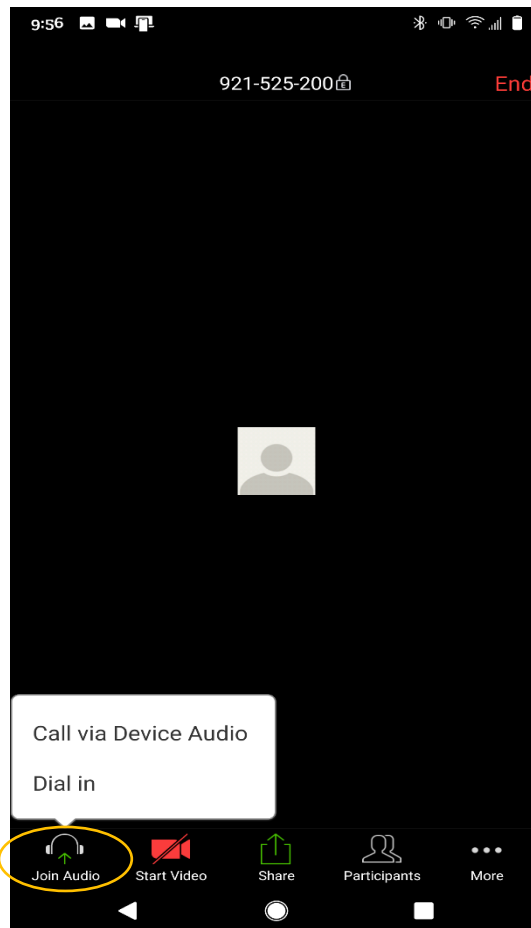




5. You may be asked which app you would like to use to open the link, tap “Zoom” then tap “Just Once”.

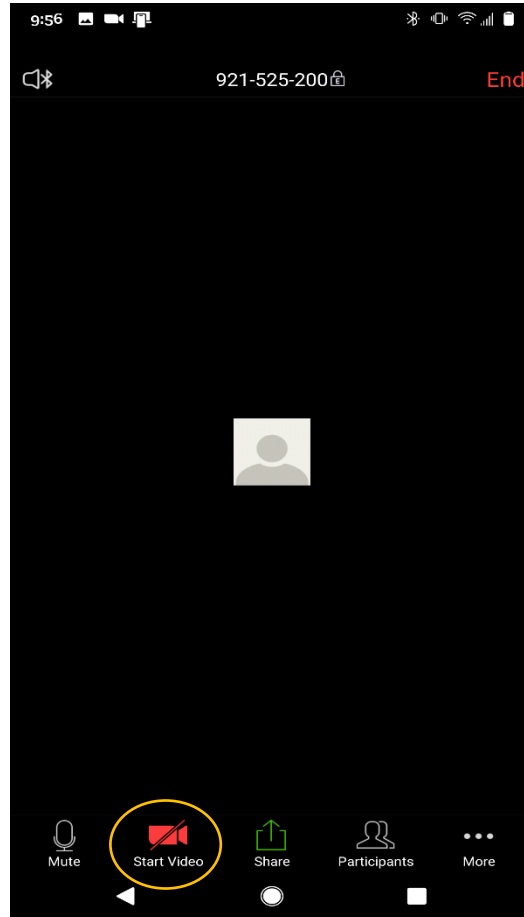


6. The Zoom app will then open and take you into the meeting. If it does not open the meeting room, tap “Join” then enter the meeting ID from the invitation.
7. Once open, you will be given a prompt for audio, tap “Call via Device Audio”.





8. The default will be for the video to be disabled. Tap the “Start Video” button on the bottom of the screen.



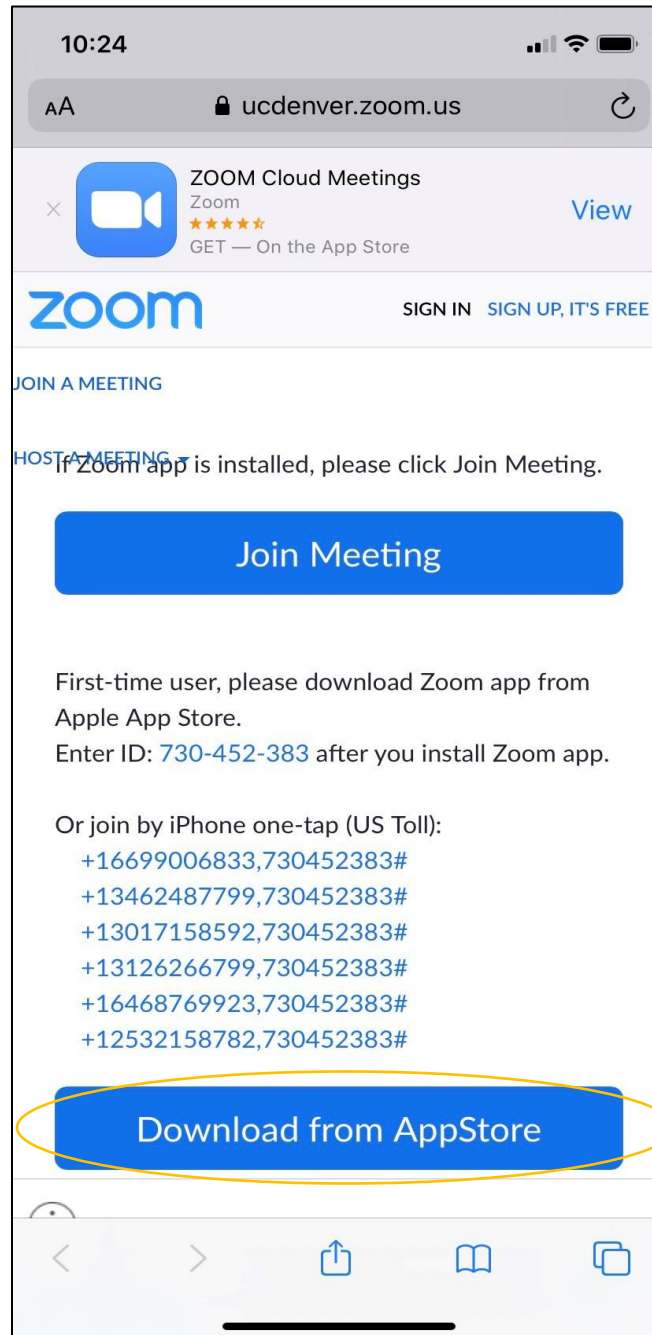
9. You should then see the self-view. You are ready for the meeting.





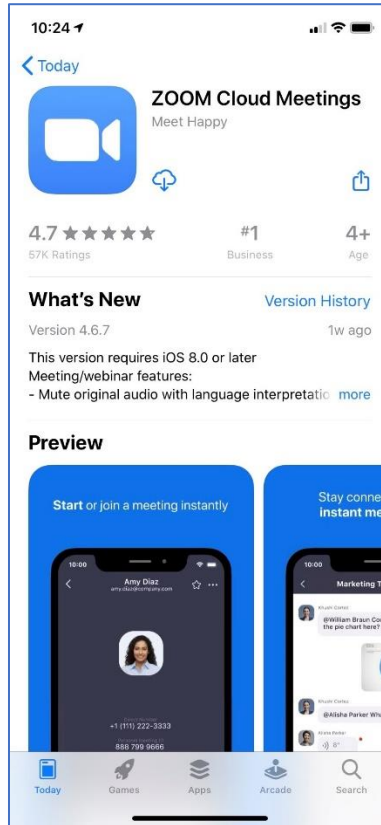
Joining a Zoom Videoconference on an iPhone

1. You will receive a calendar invite via email from the tele-appointment organizer with a link for your video session. Prior to your scheduled appointment time, click the link to open the videoconference. If installed, Zoom should open. If not previously installed, tap “Download from the App Store”.

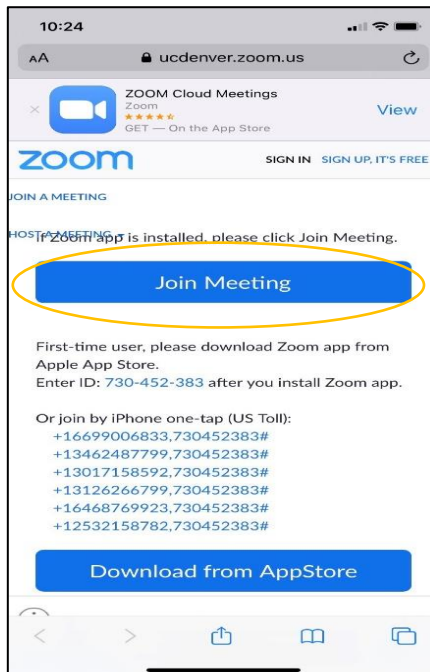




2. Download the Zoom app in the App Store.

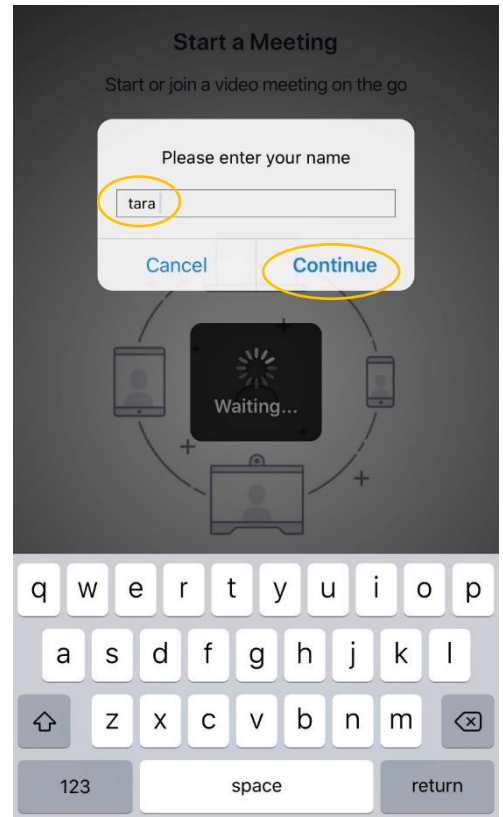


3. Once installed, return to the invite and open the link again. This time, if prompted, tap join meeting.

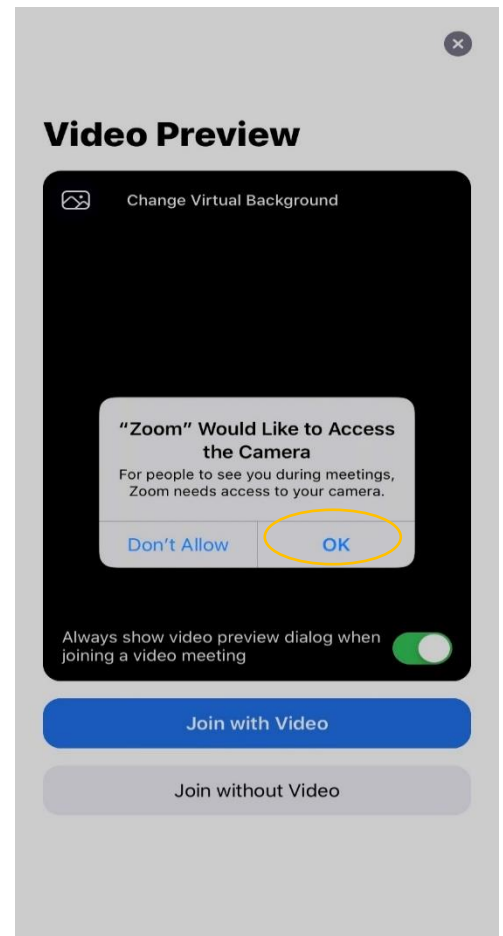




4. When prompted, enter your name then tap “Continue”.

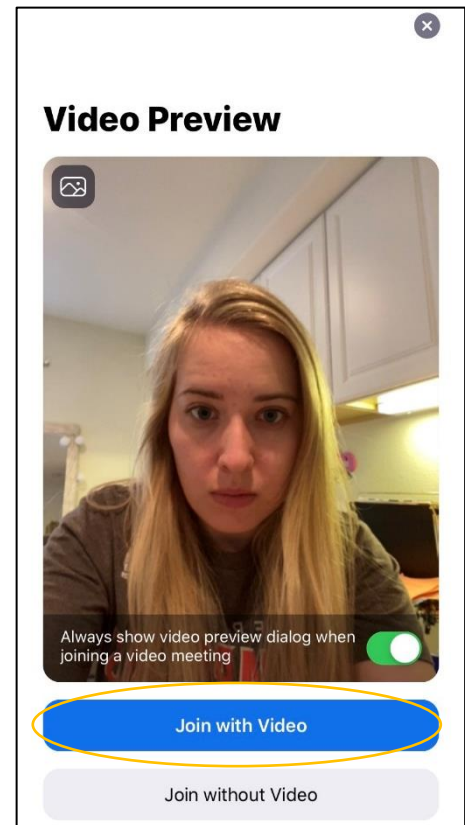


5. You will then see the Video Preview. If prompted, allow Zoom to access the camera by tapping “OK”.





6. Once you see the video preview self-view, tap “Join with Video”.



7. You will then be prompted to allow Zoom to access your microphone. Tap “OK”.
8. Then Tap “Call using Internet Audio”.
9. You will then be in the meeting.

