



HME GUIDE  
TO CONTINUED  
PATIENT CARE  
DURING  
A PANDEMIC

RELENTLESSLY DEDICATED  
TO YOUR SUCCESS

# Introduction



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Seemingly overnight, the novel coronavirus pandemic has turned our country's healthcare delivery system, including our own HME segment, completely upside down. In the areas hardest hit by the pandemic so far, hospitals and clinicians are spread thin in terms of time, resources, and essential supplies. DME providers are preparing for, and in some cases already seeing, a massive influx of referrals for various types of equipment. In addition to increased referrals and demand for products that may be in short supply, providers are also faced with their employees being out sick themselves or needing to stay home with family due to school or daycare closings.

Many other things have changed about how providers do business as well. During this public health emergency, CMS and many private insurance companies have relaxed certain requirements, especially around documentation, authorizations, and things that require up-close, in-person interactions with patients. Providers can now manage their patients more remotely in many instances, but that concept is new to many providers, and they are uncertain of how to make these changes to their business quickly and seamlessly. Remote diagnostics, telehealth, remote patient setup, training, and compliance/management programs will all play an essential

role in day-to-day business for many of us. We will also likely be training and updating staff on proper infection control and safety protocols.

We at VGM see what you are going through. We are here for you and stand with you. We have partnered with many vendor partners that offer unique programs and solutions that are catered to fit this new way of doing business. Some of the changes described above will be temporary, others will remain part of the new "normal" in terms of how providers conduct business moving forward.

In the following pages you will find a list of preferred VGM partners along with a summary of the resources and services offered by each of them. We believe this will assist you as you navigate the new technology and remote care options that will help you conduct business as efficiently and effectively as possible both during the pandemic and beyond.



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# Philips Respironics



## HOME DELIVERY

This program is built to help our customers manage PAP setups remotely, utilizing their own respiratory staff (Philips Respironics sets and delivers devices). It is available in both EncoreAnywhere™ and Care Orchestrator.

## PAMS FOR SLEEP

Patient Adherence Management Service (PAMS) works to motivate and coach patients through their initial 90-day acclimation period. Patients receive personalized one-on-one care through live-call coaching and ongoing sleep apnea education from a team of sleep coaches.

For more detailed information on this product or service, click below.

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## **MASIMO SAFETYNET APP**

The COVID-19 pandemic is creating increased demand across the globe for home-based monitoring and patient engagement solutions. The Masimo SafetyNet is a secure cloud-based solution that allows providers to remotely manage patients' oxygen saturation, respiration rate, and temperature.

**For more detailed information on this product or service, click below.**

**LEARN MORE**





## **ENCORE NEXUS TELEMED**

Telemedicine for respiratory technicians and their patients. Encore Nexus Telemed provides the ability to connect with patients in the home via HIPAA-compliant telemedicine video calls during the COVID-19 crisis and beyond.

- Clinical assessments
- Ventilator assessments
- Remote setup of CPAPs

**For more detailed information on this product or service, click below.**

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# Breathe

## BREATH<sub>≈</sub>E

### HOME SLEEP TESTING

With so many labs and sleep centers closing with unknown timeframes for reopening, there are a lot of patients in limbo with suspected sleep apnea. Breathe, an independent diagnostic testing facility (IDTF) has home sleep testing (HST) solutions for patients.

DME Benefits:

- Create a stream of CPAP referrals
- Strengthen relations with referral sources
- Add an important marketing element for the sales team

### BREATHE TELEHEALTH

How It Works:

- RT sends patient a text
- Patient clicks to accept visit and the telehealth session begins
- Works on any browser/smartphone
- No apps to install on patient phone

Cost to DME:

\$180 per month/1 RT—unlimited visits per month

**For more detailed information on this product or service, click below.**

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## **BLUEJAY TELEHEALTH**

Offers DME providers an immediate HIPAA-compliant telehealth solution to schedule and conduct video calls with patients. This makes communications easy for the transition and coordination of care.

For more detailed information on this product or service, click below.

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## **INFECTION CONTROL AND UNIVERSAL PRECAUTIONS**

The COVID-19 pandemic has drastically changed how we interact with and provide care to patients. However, the principles of infection control, universal precautions, and standard precautions applied to our everyday practices before COVID-19, and so far, it appears to be solid advice going forward as well.

The old saying about “an ounce of prevention being worth a pound of cure” is absolutely true when it comes to infection control. And prevention is much easier, much cheaper, and much more basic than treatment and cures. Please take a moment to review.

**For more detailed information on this product or service, click below.**





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