



HEALTH EXPERTS ONLINE PORTAL

<https://help.nmcp.med.navy.mil>

Background: Health Experts onLine Portal (HELP) is a web-based, HIPAA-compliant, secure, asynchronous, teleconsultation system started up by Naval Medical Center Portsmouth (NMCP) in June 2014. Naval Medical Center Portsmouth serves as the DoD's tertiary medical care facility for Navy Medicine East Military Treatment Facilities (MTFs) in the eastern United States, Europe, Middle East, and their regionally associated Fleet and Marine assets. Many of these MTFs have limited or no access to local specialty consultation services. This vast region spans 10 time zones, making real-time synchronous teleconsultation impractical. This unique medical and geographic situation created the need for asynchronous teleconsultation capabilities. Health Experts onLine Portal was built upon the existing, tested, and proven Pacific Asynchronous TeleHealth (PATH) System in use at Tripler Army Medical Center since 2000.

System Description: HELP is a web-based, asynchronous (store-&-forward), HIPAA-compliant platform used for provider-to-provider teleconsultation, patient movement, and case management. The HELP website allows remote providers to submit patient demographics, clinical data, and supplementary multimedia as dictated by the clinical scenario. Consultations are screened by consult managers and forwarded to the appropriate subspecialist or Fleet Liaison for input. All case discussion is done on the web-based platform, with notification of new case activity via HIPAA-compliant e-mail.

Effectiveness/System Impact: HELP is based on the Pacific Asynchronous TeleHealth (PATH) system which first demonstrated improved healthcare access and quality with significant cost savings (Arch Ped Adol Med 2005 & Telemedicine and e-Health 2011). In February 2016, HELP demonstrated improved access and quality of care, while saving over \$580,000 within its first year (SAGE Open Medicine 2016). Other associated benefits include HIPAA-compliance, proper documentation in the patient's electronic health record, workload credit for specialty consultants, reduced testing, improved patient movement request coordination, and provision of continuing education to remote healthcare providers.

Patient Movement Functionality: Patient movement function was activated in February 2015 to allow outside MTFs and the Fleet improved visibility on their patients transferred to NMCP. It allows requests for information in a secure and HIPAA-compliant format, continuous situational awareness for consults, appointments, and patient arrival at NMCP. For more information on the patient movement functionality, please contact the NMCP Fleet Liaison office.

Contact Information

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Powered By: Pacific Asynchronous TeleHealth (PATH) System at Tripler Army Medical Center (<https://path.tamc.amedd.army.mil>)

Health Experts onLine Portal (HELP) System

1755 cases, 11411 provider interactions, 791 active users

- 590 NMCP subspecialists in 57 subspecialties.
- 67 ships and 28 Medical Treatment Facilities signed up.
- Median consult response time: 7 hours and 11 minutes.
- 75% of consults responded to within 24 hours.
- HELP prevented 58 medevacs and 245 network deferrals saving a total of \$1.19 million.
- HELP is available to MD's, IDC's, GMO's, FS's, UMO's, NP's, PA's, and Psychologists.