

# Telehealth Program Quickly Expands to Help Doctors Deliver Care Amid COVID-19 Crisis

*Virtual visits ensure kids receive medical attention and prescriptions while keeping families and health care workers safe*

*Nationwide Children's Hospital*

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## NEWS PACKAGE

<b>SUGGESTED TEASE</b>	AS MEDICAL APPOINTMENTS ARE PUT ON HOLD AMID THIS GLOBAL HEALTH CRISIS, A CHILDREN'S HOSPITAL IS FINDING WAYS TO GET KIDS THE CARE THEY NEED WHILE STAYING SAFE AND DOING THEIR PART TO FLATTEN THE CURVE. DETAILS, COMING UP.
<b>ANCHOR LEAD</b>	THESE UNCERTAIN TIMES OF PHYSICAL DISTANCING AND HOSPITAL VISITOR RESTRICTIONS MEAN THAT NON-EMERGENCY MEDICAL APPOINTMENTS ARE OFTEN BEING PUT ON HOLD. BUT FOR CHILDREN WHO NEED A PRESCRIPTION OR A DOCTOR'S VISIT, WAITING IT OUT COULD PUT THEIR HEALTH AT RISK. BARB CONSIGLIO HAS THE DETAILS ON AN OPTION QUICKLY ROLLED OUT AT ONE CHILDREN'S HOSPITAL THAT HELPS KIDS AND FAMILIES STAY SAFE WHILE GETTING THE CARE THEY NEED.
<b>(PACKAGE START) -----</b>	
<b>CG: Courtesy: Nationwide Children's Hospital</b> <b>:00 - :03</b>	(Nats) Clip 36 5:53 "Ellie, how are you?" "I'm good, how are you?" :02
Shots of Ellie and Jane in appt. at home	EVEN WHILE PHYSICAL DISTANCING, TWELVE-YEAR-OLD ELLIE ABEL HAS HER REGULAR CHECK-UP WITH HER ASTHMA AND ALLERGY DOCTOR. :06
<b>CG: Jane Abel Mom</b>	"The appointment was set up; we received a video link." :03
Shots of Dr. Stukus in appt.	NATIONWIDE CHILDREN'S HOSPITAL HAS RAMPED UP ITS TELEHEALTH SERVICES FOLLOWING A MILLION DOLLAR DONATION FROM THE AMERICAN ELECTRIC POWER FOUNDATION, AND HAS QUICKLY EXPANDED THE PROGRAM AS THE CORONAVIRUS

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<p><b>CG: David Stukus, MD</b> <b>Nationwide Children’s Hospital</b></p> <p>Shots of telehealth appt</p> <p>Shots of Big Lots BH pavilion</p> <p>Shots of Dr. Ramtekkar in telehealth appt.</p> <p><b>CG: Ujjwal Ramtekkar, MD</b> <b>Nationwide Children’s Hospital</b></p> <p>Shots of Dr. Stukus and Ellie in telehealth appt.</p> <p><b>Dr. Stukus (CG’d earlier)</b></p> <p>Shots of Jane talking to Dr. Stukus in appt.</p> <p><b>Jane Abel (CG’d earlier)</b></p> <p>Shots of telehealth appt.</p> <p><b>Dr. Stukus (CG’d earlier)</b></p>	<p>PANDEMIC UNFOLDS. :08</p> <p>(NATS) “How have you been this winter and spring with your asthma? Have you had a lot of coughing, wheezing, need to use your albuterol?” :06</p> <p><i>“We need to protect patient safety while still providing outstanding clinical care, and that’s what telehealth allows us to do.” :06</i></p> <p>THE HOSPITAL IS WORKING TO ADD VIRTUAL OPTIONS WITH PROVIDERS ACROSS DOZENS OF SPECIALTIES, BUT ONE OF THE BUSIEST DEPARTMENTS DURING THIS TIME IS BEHAVIORAL HEALTH. PROVIDERS SAW MORE THAN EIGHT THOUSAND VIRTUAL APPOINTMENTS FROM MARCH THIRTEENTH TO APRIL SECOND.</p> <p>FOR THESE CHILDREN, MISSING THEIR REGULAR APPOINTMENTS CAN BE DETRIMENTAL TO THEIR HEALTH. :14</p> <p><i>“This also provided a lot of opportunity to see the children in their natural environment and also reduce their risk of exposure.” :08</i></p> <p>WITH A FEW EXCEPTIONS FOR PHYSICAL EXAMS AND THINGS LIKE VACCINATIONS, JUST ABOUT ANYTHING THAT CAN BE DONE IN PERSON CAN BE ACCOMPLISHED VIRTUALLY. :07</p> <p><i>“We’re hooked into the electronic medical records, so we can prescribe medications, we can order diagnostic tests, whether it be an x-ray or blood work, and we can help arrange for follow up visits as well.” :10</i></p> <p>(NATS) “We’re going to need refills on everything, so..” “Okay.” :03</p> <p><i>“There’s not one question of mine that wasn’t answered. He addressed all of our concerns.” :05</i></p> <p>AND WHILE TELEHEALTH IS VITAL IN THESE DIFFICULT TIMES, EXPERTS EXPECT IT WILL BE THE FUTURE OF HEALTHCARE EVEN AS THINGS GET BACK TO NORMAL. :07</p> <p><i>“When this pandemic is over and this crisis has gone away—and there will come a time when we will go back to normal—I don’t anticipate telehealth going away. If</i></p>
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**CG: David Stukus, MD**  
**Nationwide Children's Hospital**

Stukus says telehealth allows him to provide care while being cautious:  
*"It has really allowed us to rapidly expand our telehealth services so that we can continue to provide outstanding clinical care to all of our patients, even if we can't see them in an office setting, which is really out of an abundance of caution."* :14

Stukus says telehealth helps stop the spread of the virus:  
*"We can reduce the risk that our patients and their families get exposed to COVID-19, we'll reduce the risk that staff will get exposed, and the trickle-down effect of this is just enormous."* :10

**CG: Ujjwal Ramtekkar, MD**  
**Nationwide Children's Hospital**

Ramtekkar says telepsychiatry helps serve children in rural areas:  
*"We have been providing telepsychiatry services to few rural clinics in the primary care setting. This allows the children to get the psychiatric services without ever leaving their town and the community."* :12

Ramtekkar says it's important to continue regular behavioral health visits:  
*"This is also a very difficult time for all the children who are already at risk of emotional difficulties. It is very important that these children continue to receive the services that they were receiving for behavioral health prior to all the restrictions in place."* :15

**CG: Jane Abel**  
**Mom**

Jane recommends telehealth services to other patients:  
*"If your doctor is offering this service, I would definitely take advantage of it. It was very convenient, all of my concerns were answered and I don't have to wait, I mean, we don't know how long this is going to go on, a matter of weeks or months. We don't have to wait for an appointment and get the medical care we needed."* :18

Jane says she would seek out telehealth services in the future:  
*"I would definitely take advantage of telehealth services if the opportunity presented itself to do so again in the future. It was incredibly easy, and again, I don't feel like we missed out on any of the aspects of physically being in the doctor's office today."* :17

Jane says having the appointment gave her peace of mind:  
*"It definitely gives me, as a parent, peace of mind knowing that I'm not going to run out of her prescriptions that she needs, that her appointment for the year is done."* :13

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**CG: Ellie Abel**  
Asthma and allergy patient

Ellie describes the telehealth conversation she had with her doctor:  
*"We talked about my asthma and like maybe some new treatments and medicine I'll be doing. And we also talked about my peanut allergy and also kind of the same things along the lines of new treatments and medication and stuff like that, and how I've been doing with it all."* :16

Ellie says her telehealth appointment was comfortable and easy::  
*"It is very comfortable I feel like, and it's really easy to set up and it's nice."* :09

**CG: Dale Heydlauff**  
President, American Electric Power Foundation

Heydlauff describes AEP's donation to NCH for telehealth:  
*"A few years ago, we made a pioneering gift of a million dollars to Nationwide Children's Hospital so that they could develop and invest new innovative telemedicine technologies."* :11

Heydlauff says COVID-19 has proven the need for telehealth:  
*"The COVID-19 crisis has proven the efficacy of telemedicine in ways we never dreamed. What it has done, by the sheer force of the demands on the healthcare system, is allow us to leverage technology to provide the same quality and level of care from a distance."* :18

Heydlauff says telehealth helps protect patients from the virus:  
*"This, in my mind, has been an enormous benefit to society, especially as we try to treat those patients who are not infected with COVID-19, but instead have other symptoms that need to be addressed by a qualified physician, but don't need to put those patients at risk by bringing them into a facility or traveling into a facility where they could come in contact with someone who has been infected."* :25

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