

Title: Use of Remote Visits for Research
Document HHRI-GA-OG-210
Revision: 1.0
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Revision History

Date	Version	Author	Comments
3.18.2021	1.0	Tooley, A.	

Approvals

Date	Name	Title
3.19.2021	Nadeau, C.	Director of Operations

Purpose

Remote Visits for research can assist all programs especially once a patient has been discharged. There are multiple ways programs can engage in remote work to maintain the integrity of their study data. The three different options (Internal Services, External Services, and Study Provided Services) are all described with the procedures for each below.

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Scope

All HHRI Staff

References

Document Number	Document Title
400	Resource Utilization Checklist
	Remote Visit Request Form
	Business Expense Guidelines
	Visit Request

Definitions


Term	Definition
MN Mobile Exams	Vendor responsible for providing the mobile service
Community Paramedics	HHRI internal services accessible though EPIC for home visits

Responsibilities

HHRI Grants and Contracts – manage internal contacts and external contracts with mobile visit vendors and make proper additions for each required research study.


HHRI Grants Accounting – process and manage payments as submitted by the study team.

HHRI Program PI and Staff - Provide required statement of work. Correctly associate relevant research project account numbers to their work utilizing remote visits (i.e.: updating account numbers when turning over due to change in budget period, etc.)


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Procedure

1. PI and/or their research staff should complete the HHRI Resource Utilization Checklist to ensure that all requirements of the study are outlined and able to be properly billed as necessary. In the course of completing that checklist, it may be determined that the research projects require home care patient visits.
2. HHRI has several mobile visit options available to research teams who need to conduct in-home patient care for their study.
 - a. Utilization of own staff for mobile visits as available and applicable to the project.
 - i. Any reimbursement for mileage to cover the work for travel will need to follow the HHRI Business Expense Guidelines.
 - ii. Coordination and all safety measures recommended by the current MDH guidelines regarding any health emergencies must be followed.
 - iii. Any insurance coverage that HHRI has will extend to the work done by the study team to complete the research activities as part of their position at HHRI, whether remotely completed or done on campus.
 - b. Internal use of Community Paramedics for mobile visits at Hennepin Healthcare through the request and utilization of EPIC, billed at the Medicare rate for research activities.
 - i. Community Paramedics reserve the right to review all requests before approving work with their program and can limit the services available dependent on the time and scope required.
 - ii. Community Paramedics are not intended to cover any research work, only provide services such as lab draws or basic physicals that need to take place in person. Community Paramedics can coordinate with the study team to let them know when a paramedic has arrived, but the study team will need to administer any required research related questionnaires themselves, typically over the phone.

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- iii. Coordination with Community Paramedics **must** take place before each visit can be scheduled. Availability is limited; therefore, it is imperative that study staff work directly with paramedics to ensure that visits are within their working hours and area of coverage.
 - iv. Community Paramedics will charge effort directly to the research study for their time spent providing the services.
 - c. Contracting with external vendor at a per visit rate. Hennepin Healthcare Research Institute has a master agreement with MN Mobile Exams.
 - i. Each study must have its own statement of work associated with the master agreement on file in the office of grants and contracts.
 - ii. Study teams will work with their GA to ensure that all information for the statement of work is provided and will not begin any work until the Statement of Work is finalized and a SOW # has been received from the GA.
 - iii. The Mobile Visit Request form will be used for requesting each visit with the outside vendor to ensure that they have all required information to provide the services as well as bill the study team for their time.
 - iv. The study team will be responsible for ensuring timely submission of check requests to Accounting for payment of any services received by the outside vendor.
- 3. Investigators who wish to engage with a mobile visit service must submit a request (Attachment A) to their Grant Administrator including a work scope and any forms that will be required to be completed by a mobile provider.
- 4. HHRI Grants and Contracts staff will work with the study team to utilize first internal services, and, if not available or applicable, external services to fit the study team’s research needs. Necessary contracts will be put in place.
- 5. Once the appropriate paperwork is in place, the Study Staff will coordinate necessary research visits with the appropriate mobile visit team contact. Contact and Instructions will be provided once the appropriate relationship is established. Be sure to keep in mind all appropriate PHI and PII safeguards when communicating about visits.

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6. Internal work will be billed through EPIC research billing and time and effort forms. Study staff must complete the EPIC research billing training in order to properly receive and process bills. External work will be sent through the listed financial contact and must be paid through the check request ticketing system to grants accounting.

Attachments

Request Form for Remote Services