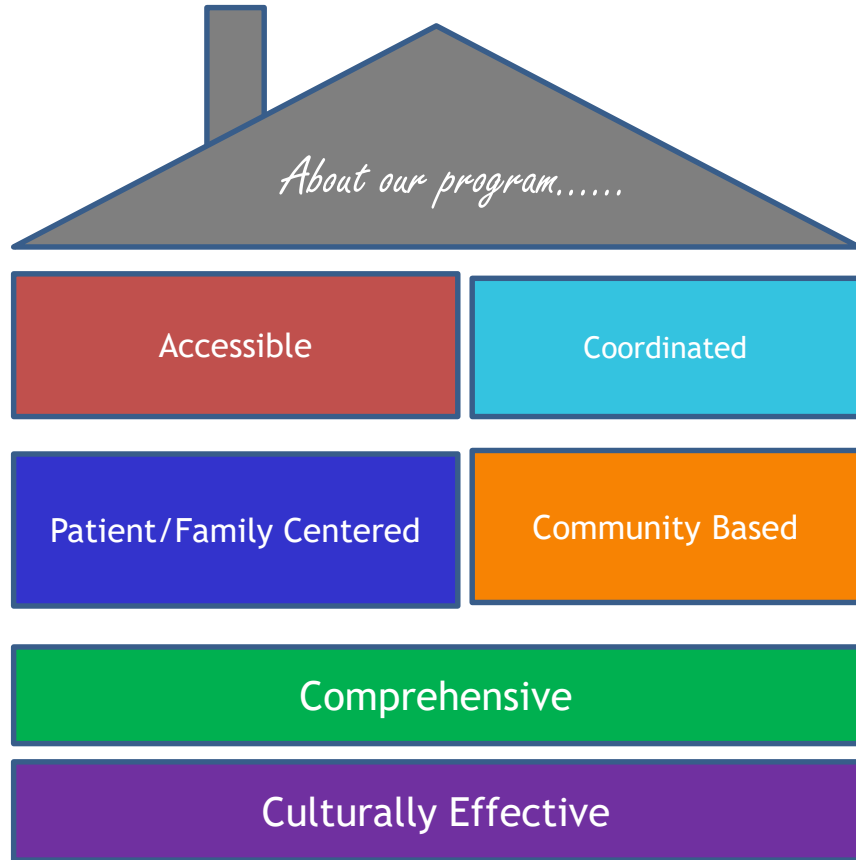


# Bower Lyman Center for Medically Complex Children: Supporting Children with Disabilities: Lessons from the Pandemic

The Bower Lyman Center (BLC) includes 4 collaborating programs; The Center for the Medically Complex Child (CMCC), Jacksonville Health and Transition Services (JaxHATS), Pediatric Physical Medicine and Rehab (PMR) and Pediatrics Palliative Care.

We serve over 3,000 children and young adults with special healthcare needs from birth to 23 years of age, many are categorized in the highest level of medical complexity in the US.

We provide comprehensive medical home services including nurse and social work care coordination, referral coordination, transition to adulthood counseling, Medical Legal Partnership (MLP) services, integrated mental health services and palliative care services.



# Virtual Visit Types

## Pros:

- Minimize infection risks
- Communication without mask better for some
- Continued in clinic visits when necessary

## Cons:

- Increased set up time/longer visit
- Technology challenges & equipment needs

“on the fly”  
or challenges

g codes/rules

# Virtual Visit Types

## Pros:

- Patient/family needs involve more than just “medical care”
- Remote access to care coordination
- Virtual education on complex care needs more feasible
- Expanded services for families

## Cons:

- No reimbursement for these services
- Sustainability/prioritization of needs with limited staffing

Integrated into visit time

- Increased effort in coordination of schedules
- Technology challenges & equipment needs

# Moving Forward **NOT** Backwards

- Advocacy is needed for reimbursement of all services, including enhanced care coordination
  - Social work, interdisciplinary visits with other specialists, etc.( all necessary time spent with these patients and families)
- Pilot study of patient barriers to virtual visit use revealed gaps in non-English speaking patients
  - While visit can include interpreter, steps to join via MyChart only available in English
- State licensing barriers to see patients in neighboring states (if away for school, on vacation, travel due to hurricane/weather)
- Telehealth should become a “standard of care” that all practices should be required to offer their patients.