



WISCONSIN COLLABORATIVE *for* HEALTHCARE QUALITY

REGISTER TODAY for this Live WCHQ Webinar!

One Physician's Experience in Building Trust in a Telehealth Environment

July 9, 2020, Noon-12:30 PM



**Featuring:
Dirk Steinert, MD**

Medical Director, Quality at Ascension-Wisconsin

The pandemic imposed major changes on how providers interact with patients. With personal contact being kept to a minimum, providers had to quickly adapt to using technology to connect with patients.

Telehealth quickly became the platform for communication between patient and physician. Along the way, a new type of "house call" evolved. As Dr. Dirk Steinert and his colleagues at Ascension checked in on patients with chronic conditions at higher risk for complications due to COVID-19, what they learned was they were getting a rare opportunity to visit less formally with a patient and get a glimpse of their living conditions, too. That created an opportunity to discuss other factors, such as medication reconciliation or access to nutritious food, that are related to health, but not always discussed in an office visit.

On Thursday, July 9 from 12 – 12:30 PM, Dr. Dirk Steinert will share best practices related to a primary care telehealth visit. There will be time reserved for questions.

As medical director for quality at Ascension-Wisconsin, Dirk Steinert, MD, is passionate about patient care. Dr. Steinert's area of specialty is internal medicine and pediatrics, practicing at the Ascension medical clinic in Germantown, WI. He received his medical degree from the University of Illinois at Chicago and completed his residency at Tulane University and received a certificate in Managing Health Care Delivery from Harvard Business School.

Learn more about Dr. Steinert's experience in telehealth in this article from the WCHQ May 2020 newsletter:

<https://www.wchq.org/newsletter-may-2020.php#dirk>

Registration Fees

WCHQ Members - Complimentary

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If you are from a member organization, you may register for free; however, you MUST first have an account in WCHQ's Online Community. If you do not have an account go to **JOIN** (a list of **member** organizations is available).

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WI Collaborative for Healthcare Quality, Inc.
PO Box 628578
Middleton, WI 53562-8578

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