

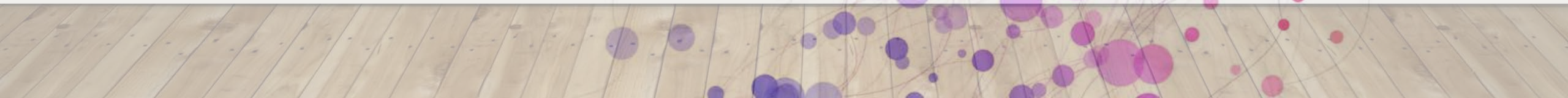
GETTING STARTED WITH TELEHEALTH: STEPS FOR PREPARING PATIENTS

ELIZABETH A. KRUPINSKI, PHD, FATA, FSPIE, FAUR, FSIIM, FAIMBE

ARIZONA TELEMEDICINE PROGRAM

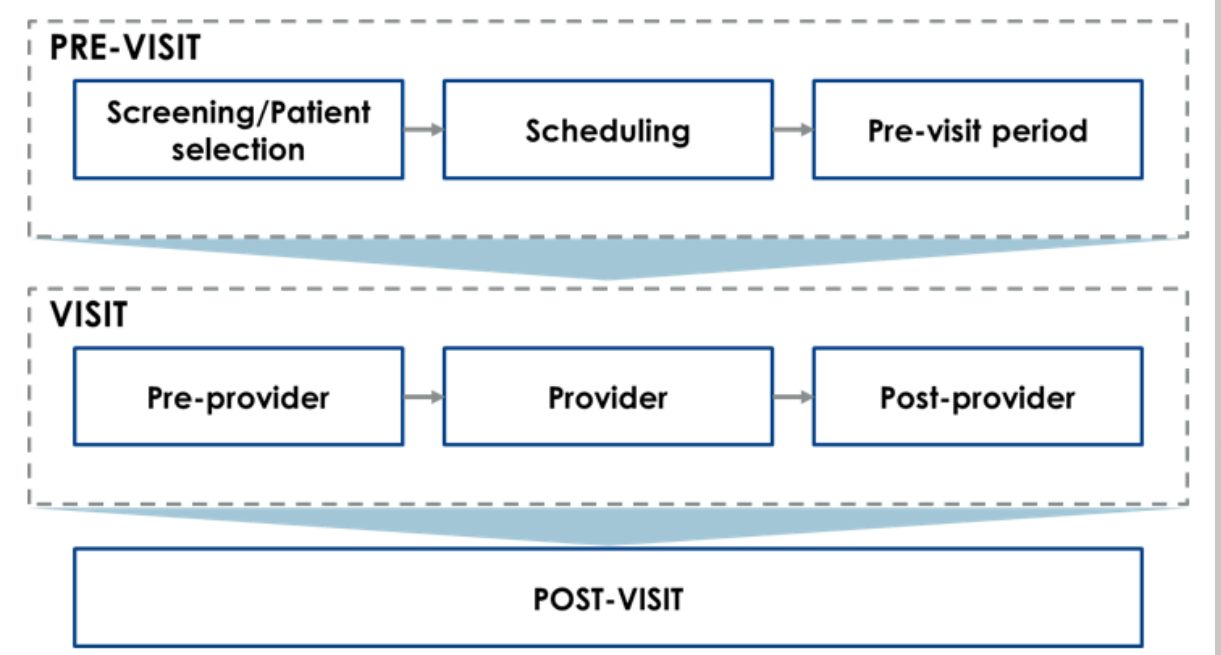
SOUTHWEST TELEHEALTH RESOURCE CENTER

EMORY UNIVERSITY

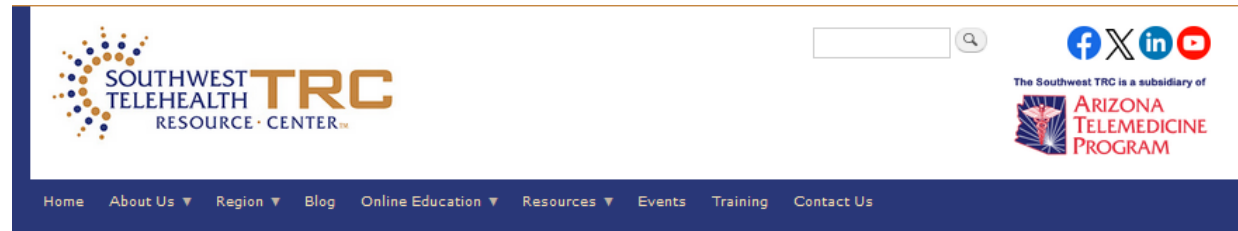


SOPS & WORKFLOW

- Plot out current vs telemed visits from start to finish – who, what, where, why & when
- Talk with others in similar settings/practices
- Consult with professional society, go to annual meeting
- Practice, practice, practice



DIGITAL HEALTH NAVIGATORS



Digital Health Navigators

Digital Health Navigators are individuals who address the whole digital inclusion process — connectivity, devices, and digital skills — to support community members and provide access to healthcare. The digital health navigator model draws from volunteers, librarians, social services or healthcare staff who offer remote and in-person guidance.

Digital Navigation Toolkit

[Telehealth Navigator Program Ups Video Visit Adherence in Primary Care](#)

[Link Health: Leveraging the health sector to connect patients to the Affordable Connectivity Program](#)

[Telehealth Readiness: Developing Northstar's Digital Literacy Assessment](#)

[Patient Engagement HIT: Is the Digital Divide the Newest Social Determinant of Health?](#)

The US Department of Education funded RTI International to develop Building the Technology Ecosystem for Correctional Education: [Brief and Discussion Guide](#)

Digital Privacy / Security Resources

[Tips to protect electronic health data](#)

[Your Health Data and HIPAA](#)

[Health Data Confidentiality Requires Health Information Literacy](#)

<https://southwesttrc.org/resources/dhn>



Virtual Healthcare

Quality, cost-effective care and education delivered via smartphones, tablets, desktop computers, kiosks, portals, remote monitoring devices and other new and emerging technologies.



What Should I Know?

May include instant access to a health care provider, personal health information, lab results, prescription refills, appointment scheduling, care reminders and other resources to help you manage your health.

3 Reasons For its Growing Popularity

Care when and where you need it, offered through your employer, health system, health plan, primary care provider and others...



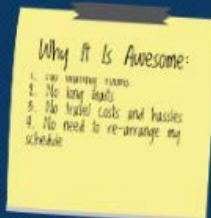
1. More Convenient



2. Better Patient Experience



3. Lower Cost



Who Pays for Virtual Visits?



Many insurance companies and employer sponsored health plans will pay



Patients often choose to pay out-of-pocket



In some situations, Medicaid and Medicare may pay

You will find that more and more payors are deciding that it is worth their while to pay for virtual visits because it lowers the cost of care! Don't be surprised if your health plan or employer has a contract with a virtual visit provider!

What Technology Is Needed?



Desktop/laptop computer, tablet, or smartphone



Internet connection with at least 384 Kbps down and up



A Wired Connection is Preferred to WiFi

Good quality camera and microphone



To Improve Image Quality, Reduce Lighting from Windows and From Behind You

You are responsible for establishing a private space, controlling the lighting, letting the provider know if others are in the room with you, checking your image on the camera to ensure clarity and making sure you have updated anti-virus software..

Should I Use a Virtual Care Provider?

Virtual Care may not be the best option for everyone. Here are some things to consider when deciding whether Virtual Care is the right fit for you.

Potential Challenges/Risks

Your virtual care provider may not know you, your medical history or have access to your medical record. If there is something important for your provider to know, it becomes your responsibility to share it. However, you may not know what is/isn't important for your virtual care provider to know.

You may experience connectivity and/or other technology challenges. If the quality of the video/audio is insufficient, your virtual care provider may miss some subtle cues. You and/or your provider may choose to discontinue the visit if there are video and/or audio quality issues.

Your virtual visit is often disconnected from your medical record. Therefore, you are responsible for reporting your virtual care visit to your primary care provider (PCP) to make sure there is coordination of care.

Other Considerations

Virtual care providers may not be able to order lab tests to confirm your diagnosis/condition.

Virtual care providers may choose not to file insurance claims through your insurance company, so you will need to pay for the services up front and submit the claim yourself.

In some states, virtual care providers may not be able to prescribe medications. If they do prescribe, it is your responsibility to notify your PCP.

You may or may not get the same virtual care provider each time you request a virtual visit.

If the alternative to virtual care is getting no care at all, then by all means, get care virtually!

How Can I Be Prepared for a Virtual Visit?



If you've decided that Virtual Care might be a good option for you, here are some things to help you be prepared for your first visit!

Consider asking your provider:

- ❓ What city and state are you located in? (you may need this information if you will be submitting for reimbursement)
- ❓ What is your name and what are your credentials (type of license, area of specialty/subspecialty, state of license)
- ❓ Will there be any kind of follow-up visit, and if so, what is the process for that? How and how often may I contact you if it is needed?
- ❓ What should I do if there is an emergency?
- ❓ Will you be communicating with my PCP? If not, what would be most important for me to tell my PCP about this visit?

Be ready for your provider to tell/ask you:

- 🗂 How to comply with privacy and confidentiality laws, including computer security arrangements and limitations
- 🗂 If/how personal healthcare information will be used, stored and shared
- 🗂 If the encounter will be recorded, whether you consent to being recorded, and if those recordings would be available to you upon request
- 🗂 To verify your name, contact information, location and show a government issued photo ID
- 🗂 To provide the name and contact information for someone in case of emergency

Have Questions or Need More Information?



<http://www.TelehealthResourceCenter.org/>

La tecnología actual se está aprovechando para:

- Supervisar a distancia el estado de salud y el comportamiento de los pacientes.
- Reunirse cara a cara con los pacientes usando videoconferencias para hablar y dar tratamiento.
- Obtener imágenes para hacer diagnósticos usando miras y cámaras especializadas.
- Capturar, guardar y luego enviar imágenes a proveedores que están lejos y que pueden dar un diagnóstico y recomendaciones de tratamiento.
- Educar a pacientes y proveedores mediante aplicaciones y videoconferencias.
- Supervisar el efecto de las actividades diarias de los pacientes en el estado de su salud.
- Darles a los pacientes herramientas para ayudarlos a adoptar conductas que fomenten su salud.

¿Cuáles son sus objetivos en telesalud?

¿Espera...

- ▶ darles más **acceso** a los pacientes?
- ▶ aumentar el **mercado** para los proveedores?
- ▶ **reducir costos**?
- ▶ mejorar los **resultados** médicos?
- ▶ mejorar la **satisfacción de los pacientes**?
- ▶ mejorar la **satisfacción de los proveedores**?

Actualizado a septiembre de 2017

Factores que se deben considerar sobre las autorizaciones

- Los proveedores deben consultar las directrices de sus juntas autorizadoras. Sin embargo, se aplican estas normas generales:
 - ▶ Los proveedores deben estar autorizados para prestar servicios en el estado donde esté el paciente.
 - ▶ La telesalud puede ser una herramienta valiosa que le permite a todo tipo de proveedores de atención médica trabajar al máximo de su autorización, pero no más allá que esta.
- ▶ Los acuerdos de autorizaciones para varios estados se han visto como una solución para los obstáculos de las autorizaciones, aunque los métodos varían. El Acuerdo de autorización para enfermeros ofrece una autorización que es válida en varios estados. El Acuerdo de autorización médica interestatal para médicos ofrece un proceso rápido para obtener una autorización en un estado que haya firmado el acuerdo.

Factores que se deben considerar sobre las credenciales

En julio de 2001, la decisión final de los Centros de Servicios de Medicare y Medicaid sobre la emisión de credenciales y privilegios estableció un proceso para que los hospitales del lugar de origen (ubicación del paciente) confiaran en las decisiones sobre credenciales y privilegios del hospital en el lugar distante (ubicación del especialista) para los proveedores de telesalud.

Los hospitales también deben verificar las políticas de Medicaid de su estado para asegurarse de que no tienen requisitos adicionales.

Medicare



Medicare es un programa federal administrado a ese nivel. Medicare ofrece algunos reembolsos por servicios de telesalud. El programa tiene requisitos específicos en tres áreas importantes: la ubicación física del paciente, el servicio clínico que se está prestando y las credenciales del proveedor. La publicación de los CMS, [Telehealth Services](#) (Servicios de Telesalud), ofrece un excelente resumen de políticas de Medicare relacionadas con estos servicios.

Puede saber si su ubicación cumple con los requisitos de elegibilidad rural usando el [análizador de elegibilidad para pagos de la HRSA](#).

Cómo reducir sus gastos por adelantado

Compra de equipo

- ▶ Haga coincidir cuidadosamente lo que elija con sus necesidades clínicas
- ▶ Cree modelos construidos sobre opciones de tecnología de bajo costo cuando sea posible
- ▶ Busque oportunidades de subvenciones para pagar la inversión (p. ej., el programa de subvenciones de RUS para el aprendizaje a distancia y la telemedicina)

Costos administrativos

- ▶ Optimice el uso de los reembolsos disponibles para servicios
- ▶ Adapte soluciones de planes de negocios de programas eficientes y eficaces
- ▶ Busque oportunidades de subvenciones de la HRSA para el desarrollo de programas (las subvenciones para el desarrollo de redes de la Oficina de Salud Rural del ORHP y de la OAT)

Costos de conectividad

- ▶ Verifique su elegibilidad para participar en los subsidios de Universal Service Administrative Company
- ▶ Analice las posibilidades de conseguir tarifas reducidas mediante los proyectos piloto regionales de la FCC y los programas a nivel estatal de Healthcare Connect Fund

Cubetas de reembolsos

Medicaid



Medicaid es un programa federal que se administra a nivel estatal. Algunos estados tienen leyes para regular las políticas de Medicaid sobre reembolsos por servicios de telesalud y otros estados no. Los reembolsos de Medicaid varían mucho entre estados.

Para obtener más información sobre las políticas de Medicaid en su estado, comuníquese con su Centro Regional de Recursos de Telesalud o visite [Cchpca.org](#).

Seguro privado



Como Medicaid, los seguros privados se administran a nivel estatal. Algunos estados tienen leyes para regular las políticas de reembolsos por servicios de telesalud y otros estados no. Los reembolsos de los seguros privados varían mucho entre estados.

Para obtener más información, comuníquese con su Centro Regional de Recursos de Telesalud o visite [Cchpca.org](#).

Cómo elegir equipo y proveedores

Las organizaciones están integrando diferentes tecnologías a sus programas de telesalud, desde cámaras web/computadoras portátiles, tabletas y teléfonos inteligentes de venta en cualquier tienda, hasta kits de campos especializados, carritos móviles, estaciones que se instalan en la pared y quioscos. Muchos sistemas integran dispositivos periféricos, como cámaras para exámenes, estetoscopios, otoscopios, dermatoscopios, entre otros. Los programas informáticos para telesalud continúan mejorando rápidamente y ahora incluyen videoconferencias en la nube, herramientas para la administración del flujo de trabajo y los consultorios médicos, e integración de historias clínicas electrónicas (EHR). Para obtener consejos sobre cómo elegir equipo, comuníquese con su Centro Regional de Recursos para Telesalud o visite [TelehealthTechnology.org](#).

Factores que se deben considerar sobre la HIPPA/privacidad

La tecnología por sí misma no puede hacer que uno cumpla con la HIPPA. Se necesita la intervención humana para satisfacer el nivel de cumplimiento requerido. La HIPPA no tiene requisitos específicos relacionados con la telesalud. Por lo tanto, un proveedor de telesalud debe cumplir con los mismos requisitos que serían necesarios según la HIPPA si los servicios se prestaran en persona.

Además, los estados podrían tener sus propias leyes de privacidad y seguridad que los proveedores deben conocer. La HIPPA es el estándar mínimo para proteger la información médica y algunos estados podrían tener un estándar más alto que los proveedores deben cumplir para operar conforme a la ley. Los estados también podrían tener leyes específicas para proveedores por Internet que podrían no estar dirigidas hacia los servicios médicos; no obstante, los afecta porque son servicios que se venden por Internet. Si un proveedor ofrece servicios en otro estado, sería prudente que revisara las leyes estatales que abarcan esas áreas.

Factores que se deben considerar sobre las recetas médicas

La ley Ryan Haight establece cómo se puede usar la telesalud (en la ley se usa el término telemedicina) para recetar sustancias controladas. La ley incluye escenarios específicos sobre cómo debe ser la interacción entre el paciente y el proveedor.

Los estados controlan cómo se receta todo lo demás cuando se usa la telesalud y las políticas varían en cada estado. Algunos estados tienen normas específicas para el uso de la telesalud para las recetas, mientras que otros son más ambiguos o no dicen nada. Algunas de las normas se centran en si la telesalud es adecuada o no para establecer una relación entre proveedores y pacientes, y esas normas, de nuevo, varían en cada estado.

Para obtener más información sobre leyes y reglamentos estatales, comuníquese con su Centro Regional de Recursos para Telesalud o visite [Cchpca.org](#).



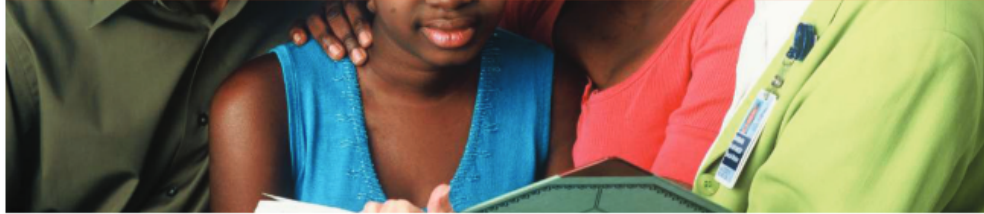
Obtenga este documento en formato interactivo (con enlaces) en nuestro sitio web, o use este código QR para ir directamente al archivo.

¿Necesita ayuda para dar el siguiente paso?
¡Podemos ayudar!

TelehealthResourceCenters.org

Los Centros de Recursos para Telesalud reciben financiamiento federal para proveer recursos y ayuda técnica para la creación de programas de telesalud.

Encuentre su Centro Regional de Recursos o uno de los dos centros nacionales que se centran en la evaluación de tecnología y políticas de telesalud en TelehealthResourceCenters.org.



Béesh Nitsikeesi Binikáá' Góne' Ak'i Adéest'í'íi Hait'áo Bil Nidanilnishdo

Béesh Nitsikeesi Binikáá' Góne' Ak'i Adéest'í'íi dūgi át'égo oonish dooleel. T'áadoo nighandóo dah diná hí éi Béesh Nitsikeesi Binikáá' Góne' Ak'i Adéest'í'íi, béesh nitsikeesi, nidaajaa híi, éi doodago béesh bee hane'é biyi'jji' naalkidgo ne'azee' íl'íni bil alhil náhónih dooleel.

Díi t'áá bitséedi kwe'é éi bina'idilkid dooleel t'ahdo Béesh Nitsikeesi Binikáá' Góne' Ak'i Adéest'í'íi chiinil'ijhgo:

Haalá yit'éego díi Béesh Nitsikeesi Binikáá' Góne' Ak'i Adéest'í'íi bee hahodoolzhizh lá?

T'áá íidáá' t'óo ahayóigó azee' ádaal'í díi Béesh Nitsikeesi Binikáá' Góne' Ak'i Adéest'í'íi bee da'ínísh. Haashíi yit'éego azee' ál'íigóo alnánidáhíi binah'jji' éi díi béesh nitsikeesi binikáá' bóne' ak'i adéest'í'íi choonil'íi dooleel. Binah'jji' hane' éi dikwiigoshíi yini nitsikeesíi binah'jji' ájoot'eelí dahóló, ach'í' yádaati' éi doodago azee' bich'í' naa'níil.

Ha'át'íishá' shee hólóqgo t'éiyá?

Béesh nitsikeesi bá nił yah íit'igo dóo béesh nitsikeesi, nidaajaa híi, éi doodago béesh bee hane'é éi díi béesh nitsikeesi binikáá' góne' ak'i adéest'í'íi dooleel. Níléi azee' ál'í ádahoohts'ísíi, azee' íil'íni bíł haz'áadi, azee' ál'í hóttaa, éi doodago ats'íis bik'i da'déest'í'íi gó díi béesh nitsikeesi binikáá' góne' ak'i adéest'í'íi biniyé díníyáago éi doo díiléhída.

Da' Shits'íis Nánél'ijgo Naaznilísh T'áá Baa Ádahayá?

T'áá íidáá' t'áá át'é asts'íis baa ádahayáago éi díi nits'íis anít'ehíi ninaaltsoos éi baa ádahayá dóo hashte' naaznil. Díi béesh nitsikeesi binikáá' góne' ak'i adéest'í'íi – éidó' t'áá ákwát'é. Ninaaltsoos nanideehígíi baah nine'go ne'azee' íl'íni nabídíilíkił hait'áo ninaaltsoos baa áháyáníi.

Ha'át'íishá' shee hólóqgo t'éiyá?

Béesh nitsikeesi bá nił yah íit'igo dóo béesh nitsikeesi, nidaajaa híi, éi doodago béesh bee hane'é éi díi béesh nitsikeesi binikáá' góne' ak'i adéest'í'íi dooleel. Níléi azee' ál'í ádaq hoohts'ísíi, azee' íil'íni bíł haz'áadi, azee' ál'í hóttaa, éi doodago ats'íis bik'i da'déest'í'íi gó díi béesh nitsikeesi binikáá' góne' ak'i adéest'í'íi biniyé díníyáago éi doo díiléhída.

Kwe'é béesh nitsikeesi biyi' éi t'áá hodina'í Federation of State Professional Boards'gi bik'idíníitáá: <https://www.fsmb.org/contact-a-state-medical-board>.



T'áá Á'égo Baa Nahane'

Béesh Nitsikeesi Binikáá' Góne' Ak'i Adéest'í'íi 'ishá' ha'át'íi óolyé?

- Béesh Nitsikeesi Binikáá' Góne' Ak'i Adéest'í'íi éi t'áá hodina'í daho'dinél'í. T'áá hooghandi jzdáa nidi dóo t'áá hats'íis bik'i adéest'í'íi dooleel.

Ha'át'íish biniyé éi Béesh Nitsikeesi Binikáá' Góne' Ak'i Adéest'í'íi nisin?

- Béesh nitsikeesi bá nił yah íit'igo dóo béesh nitsikeesi dóo béesh bee hane'é nee hólóqgo ná ahóót'í'.

Da' Béesh Nitsikeesi Binikáá' Góne' Ak'i Adéest'í'íi T'áá Baa Hodzódlí?

- Béesh Nitsikeesi Binikáá' Góne' Ak'i Adéest'í'íi k'ad kéyah t'áá náhwis'áá nit'ée' dūgi át'égo ats'íis danél'í dóo t'óo ahayó azee' ádaal'í dahóttaa, azee' ál'í ádahoohts'ísíi, dóo azee' íil'íni bíł nahaz'á béesh nitsikeesi binikáá' góne' ak'i adéest'í'íi ákqó kót'égo diné deiníł'í. Díi kqó da'íníshíi t'áá át'é éi nik'í' adéest'í'íi bee ninaaltsoos naaznilíi baa ádahayá.

Díi béesh nitsikeesi binikáá' góne' ak'i adéest'í'íi gíi lá' hózhó shíi béenááhódzin dooleelgo kwe'é díníit'íid www.telehealthresourcecenter.org.

Díi Naaltsoos bik'ehgo hane' 14 díits'áadahgo Béesh Nitsikeesi Binikáá' Góne' Ak'i Adéest'í'íi Yil Deilnishií Bil Nahaz'áni dóo yideelnishií díi béeso #G22RK30365 wolyégo Náasdi Hódahgo Béesh Nitsikeesi Binikáá' Góne' Ak'i Adéest'í'íi, Wáashindoon Hadahwisdzo Nahaz'áadi Bibee Haz'áani, Ats'íis Bee Bik'i Adéest'í'íi Yil Deilnishií Bil Nahaz'áni dóo Yideelnishií, Ats'íis Bik'i Adéest'í'íi dóo Diné Bee Biká' Aná'wo'go Bil Oohnishií.

[HTTPS://TELEHEALTH.HHS.GOV/PATIENTS](https://telehealth.hhs.gov/patients)

- Why use telehealth?
- What are the different types of telehealth?
- What can be treated through telehealth?
- How do I schedule a telehealth appointment?
- How do I pay for telehealth?
- What do I need to use telehealth?
- What should I know before my telehealth visit?
- What if I'm having trouble using telehealth?
- What happens after my telehealth visit?
- Additional resources: children with special needs, data privacy, behavioral health care, emergency numbers

What are different types of telehealth?

There are many ways you can use telehealth to connect to your health care provider.



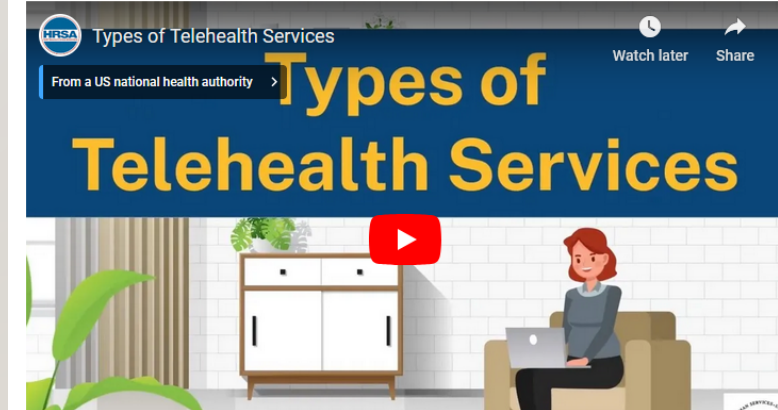
On this page:

- [What are the types of telehealth?](#)
- [What is remote patient monitoring?](#)

What are the types of telehealth?

There are different ways to use telehealth:

- Talk to your health care provider on the phone or using video.
- Send and get messages from your health care provider.
- Use tools to collect your health data. You can use technology to track and share health data with your provider. This is often called [remote patient monitoring](#).





Can I Use Telehealth For My Child With Special Health Care Needs?

For patients

[Why use telehealth?](#)

[What are different types of telehealth?](#)

[What can be treated through telehealth?](#)

[How do I schedule a telehealth appointment?](#)

[How do I pay for telehealth?](#)

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[What should I know before my telehealth visit?](#)

[What if I'm having trouble using telehealth?](#)

[What happens after my telehealth visit?](#)

Additional resources

[Telehealth care on demand](#)

[Telehealth at school](#)

Can I use telehealth for my child with special health care needs?

Telehealth can be used to support children and families with unique health care needs.



On this page:

- [What should I know about telehealth if my child has special health care needs?](#)
- [How can telehealth help with family-centered care?](#)
- [What can I expect during my child's telehealth exam?](#)
- [How can I support my child during a virtual visit?](#)

What should I know about telehealth if my child has special health care needs?

Connecting for Health: The Importance of Broadband in Digital Health

Reliable and affordable internet access is a critical requirement for consumers and patients that need to access digital health resources. This Fact Sheet provides a starting point for consumer questions about broadband internet.

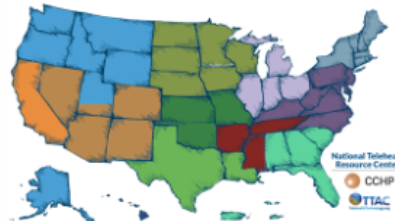
This was made possible by 14 Telehealth Resource Centers and administered through grant #U6743496 from the Office for the Advancement of Telehealth, Health Resources and Services Administration, Department of Health and Human Services. The information and tools presented should not be considered legal advice. The NCTR is not guaranteeing that any information provided will result in reimbursement from a payer. All materials are strictly for informational and educational purposes only.

TRC RESOURCES

How do you check your connection for better health?

1. Take a Speed Test
2. Find Broadband Resources
3. Learn More about Telehealth

Find resources for all of these here at:
<https://telehealthresourcecenter.org/resources/fact-sheets/consumer-broadband-fact-sheet/>



TELEHEALTH RESOURCE CENTERS (TRCs) PROVIDE FREE RESOURCES FOR TELEHEALTH PROGRAM DEVELOPMENT AND SUSTAINABILITY.

TRCs are funded by the U.S. Department of Health and Human Services' Health Resources and Services Administration (HRSA) Telehealth Innovation and Services Division, Office for the Advancement of Telehealth. Nationally, there are a total of 14 TRCs which include 12 Regional Centers, all with different strengths and regional expertise, and 2 National Centers with focus on areas of technology assessment and telehealth policy.

Visit Website for More



WHAT IS BROADBAND?

Definition

Broadband is Internet access that is always on and faster than the traditional dial-up access.



Broadband Speed

- The FCC measures broadband speeds in megabits per second (Mbps) for both Download and Upload speeds
- FCC Broadband Definition:
 - 100 Mbps Download Speed: How fast you can get information from the internet (like videos or files)
 - 20 Mbps Upload Speed: How fast you can send info to the internet (like videos or files.)

Broadband

Broadband is the internet connection from an internet service provider (ISP).



VS

Wi-Fi



Wi-Fi is a wireless connection that lets you use the internet on different devices at home, work, school, or anywhere Wi-Fi is available.

What is Digital Health?

Digital Health uses technology like apps and devices to track exercise, check heart rate or blood pressure, and even have video calls with your healthcare providers. All of these tools require connectivity for the following reasons.

Internet Connectivity that is stable, fast, and high-quality allows digital health to work well.

Broadband Connected Devices

enable virtual visits, providing access to clinicians who may not be geographically nearby.

Good Internet is crucial for just in-time services like emergency consultations, urgent care, and mental health visits.

Examples of Digital Health include Telehealth, Mobile Health, Remote Patient Monitoring, Wearable Devices and more!



Is My Internet Fast Enough?

Speed Test

Use the QR code to take this speed test so you can see if you're getting the upload and download speeds you expect, along with important quality measures like loss and latency.



How Fast Should My Internet Be?*

*These values represent suggested safe speeds for live video connection



Safe speeds for 2 people:

- 5 Mbps Download
- 3 Mbps Upload

Safe speeds for multiple people:

- 10 Mbps Download
- 5 Mbps

Speed isn't the only consideration

Does your internet:

- Slow down or stop working?
- Get worse at certain times of the day?
- Cost more than you can afford?
- Get shared across multiple people?

If your connection often stops working or has other problems, it might make it hard to use digital health services. Consider all instances of Internet use that may be happening all at once in your home like streaming, gaming and browsing.

— DEVICES FOR — DIGITAL HEALTH

Computer, Phone, or Tablet

This is the internet equipped device that connects to the service.



Modem, Router, or Cellular Connection

A modem and router allow you to connect to the internet for Digital Health. These are often provided by the Internet Service Provider (ISP)



Headphones

Headphones help to create more privacy during your virtual visit.

Other Digital Health Devices

Other tools like smart watches, fitness trackers, and digital peripherals like blood pressure cuffs and glucometers can enhance your visit.



RESOURCES FOR

BROADBAND ACCESS & EDUCATION



QR CODE LINKS

Follow this QR code to access more information & helpful resource links.

WHAT IF I DON'T HAVE INTERNET?

- Check with Local Libraries and Social Service Organizations in your area
- FCC Lifeline Program
- NDIA Free & Low-Cost Internet Plans

DIGITAL SAFETY

Digital Safety is about keeping your online identity and communications safe. Some good habits include using secure websites, creating strong and unique passwords, updating your software, and using extra security steps like multi-factor authentication and cybersecurity tools.

BROADBAND LABELS

Just like nutrition labels on food packages, these useful labels provide important details about the internet plans that service providers offer.

<https://www.fcc.gov/broadbandlabels->

Broadband Facts

Service	Price
Basic Service	\$15.00
Standard Service	\$20.00
Advanced Service	\$25.00
Ultra Service	\$30.00
Special Service	\$35.00
Priority Service	\$40.00
Elite Service	\$45.00
Platinum Service	\$50.00
Diamond Service	\$55.00
Emerald Service	\$60.00
Sapphire Service	\$65.00
Ruby Service	\$70.00
Gem Service	\$75.00
Jewel Service	\$80.00
Crystal Service	\$85.00
Amethyst Service	\$90.00
Opal Service	\$95.00
Peridot Service	\$100.00
Spinel Service	\$105.00
Garnet Service	\$110.00
Malachite Service	\$115.00
Obsidian Service	\$120.00
Onyx Service	\$125.00
Quartz Service	\$130.00
Topaz Service	\$135.00
Turquoise Service	\$140.00
Amber Service	\$145.00
Jade Service	\$150.00
Agate Service	\$155.00
Flint Service	\$160.00
Obsidian Service	\$165.00
Onyx Service	\$170.00
Quartz Service	\$175.00
Topaz Service	\$180.00
Turquoise Service	\$185.00
Amber Service	\$190.00
Jade Service	\$195.00
Agate Service	\$200.00
Flint Service	\$205.00
Obsidian Service	\$210.00
Onyx Service	\$215.00
Quartz Service	\$220.00
Topaz Service	\$225.00
Turquoise Service	\$230.00
Amber Service	\$235.00
Jade Service	\$240.00
Agate Service	\$245.00
Flint Service	\$250.00
Obsidian Service	\$255.00
Onyx Service	\$260.00
Quartz Service	\$265.00
Topaz Service	\$270.00
Turquoise Service	\$275.00
Amber Service	\$280.00
Jade Service	\$285.00
Agate Service	\$290.00
Flint Service	\$295.00
Obsidian Service	\$300.00
Onyx Service	\$305.00
Quartz Service	\$310.00
Topaz Service	\$315.00
Turquoise Service	\$320.00
Amber Service	\$325.00
Jade Service	\$330.00
Agate Service	\$335.00
Flint Service	\$340.00
Obsidian Service	\$345.00
Onyx Service	\$350.00
Quartz Service	\$355.00
Topaz Service	\$360.00
Turquoise Service	\$365.00
Amber Service	\$370.00
Jade Service	\$375.00
Agate Service	\$380.00
Flint Service	\$385.00
Obsidian Service	\$390.00
Onyx Service	\$395.00
Quartz Service	\$400.00
Topaz Service	\$405.00
Turquoise Service	\$410.00
Amber Service	\$415.00
Jade Service	\$420.00
Agate Service	\$425.00
Flint Service	\$430.00
Obsidian Service	\$435.00
Onyx Service	\$440.00
Quartz Service	\$445.00
Topaz Service	\$450.00
Turquoise Service	\$455.00
Amber Service	\$460.00
Jade Service	\$465.00
Agate Service	\$470.00
Flint Service	\$475.00
Obsidian Service	\$480.00
Onyx Service	\$485.00
Quartz Service	\$490.00
Topaz Service	\$495.00
Turquoise Service	\$500.00
Amber Service	\$505.00
Jade Service	\$510.00
Agate Service	\$515.00
Flint Service	\$520.00
Obsidian Service	\$525.00
Onyx Service	\$530.00
Quartz Service	\$535.00
Topaz Service	\$540.00
Turquoise Service	\$545.00
Amber Service	\$550.00
Jade Service	\$555.00
Agate Service	\$560.00
Flint Service	\$565.00
Obsidian Service	\$570.00
Onyx Service	\$575.00
Quartz Service	\$580.00
Topaz Service	\$585.00
Turquoise Service	\$590.00
Amber Service	\$595.00
Jade Service	\$600.00
Agate Service	\$605.00
Flint Service	\$610.00
Obsidian Service	\$615.00
Onyx Service	\$620.00
Quartz Service	\$625.00
Topaz Service	\$630.00
Turquoise Service	\$635.00
Amber Service	\$640.00
Jade Service	\$645.00
Agate Service	\$650.00
Flint Service	\$655.00
Obsidian Service	\$660.00
Onyx Service	\$665.00
Quartz Service	\$670.00
Topaz Service	\$675.00
Turquoise Service	\$680.00
Amber Service	\$685.00
Jade Service	\$690.00
Agate Service	\$695.00
Flint Service	\$700.00
Obsidian Service	\$705.00
Onyx Service	\$710.00
Quartz Service	\$715.00
Topaz Service	\$720.00
Turquoise Service	\$725.00
Amber Service	\$730.00
Jade Service	\$735.00
Agate Service	\$740.00
Flint Service	\$745.00
Obsidian Service	\$750.00
Onyx Service	\$755.00
Quartz Service	\$760.00
Topaz Service	\$765.00
Turquoise Service	\$770.00
Amber Service	\$775.00
Jade Service	\$780.00
Agate Service	\$785.00
Flint Service	\$790.00
Obsidian Service	\$795.00
Onyx Service	\$800.00
Quartz Service	\$805.00
Topaz Service	\$810.00
Turquoise Service	\$815.00
Amber Service	\$820.00
Jade Service	\$825.00
Agate Service	\$830.00
Flint Service	\$835.00
Obsidian Service	\$840.00
Onyx Service	\$845.00
Quartz Service	\$850.00
Topaz Service	\$855.00
Turquoise Service	\$860.00
Amber Service	\$865.00
Jade Service	\$870.00
Agate Service	\$875.00
Flint Service	\$880.00
Obsidian Service	\$885.00
Onyx Service	\$890.00
Quartz Service	\$895.00
Topaz Service	\$900.00
Turquoise Service	\$905.00
Amber Service	\$910.00
Jade Service	\$915.00
Agate Service	\$920.00
Flint Service	\$925.00
Obsidian Service	\$930.00
Onyx Service	\$935.00
Quartz Service	\$940.00
Topaz Service	\$945.00
Turquoise Service	\$950.00
Amber Service	\$955.00
Jade Service	\$960.00
Agate Service	\$965.00
Flint Service	\$970.00
Obsidian Service	\$975.00
Onyx Service	\$980.00
Quartz Service	\$985.00
Topaz Service	\$990.00
Turquoise Service	\$995.00
Amber Service	\$1000.00

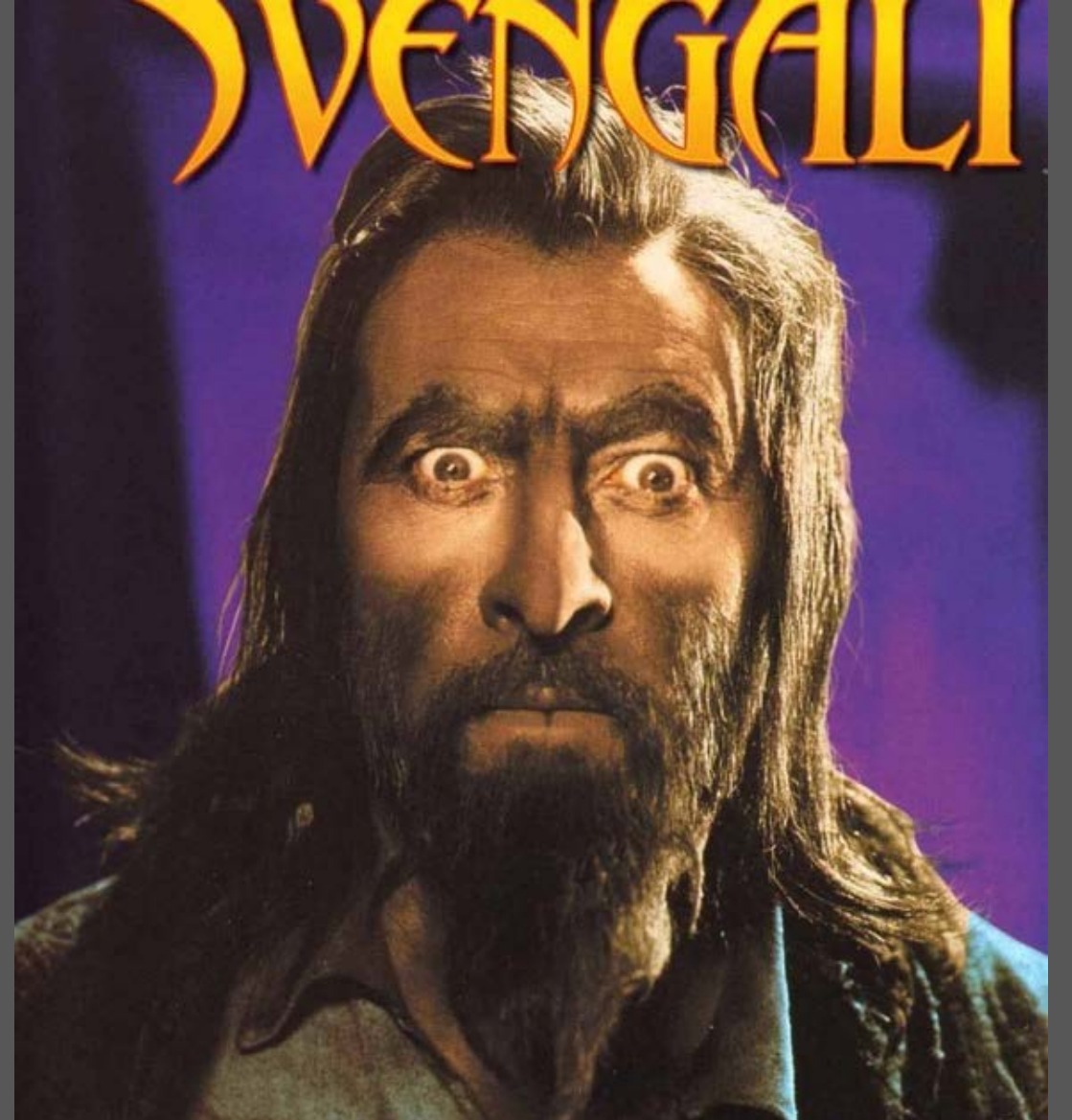
PREPARE IN ADVANCE

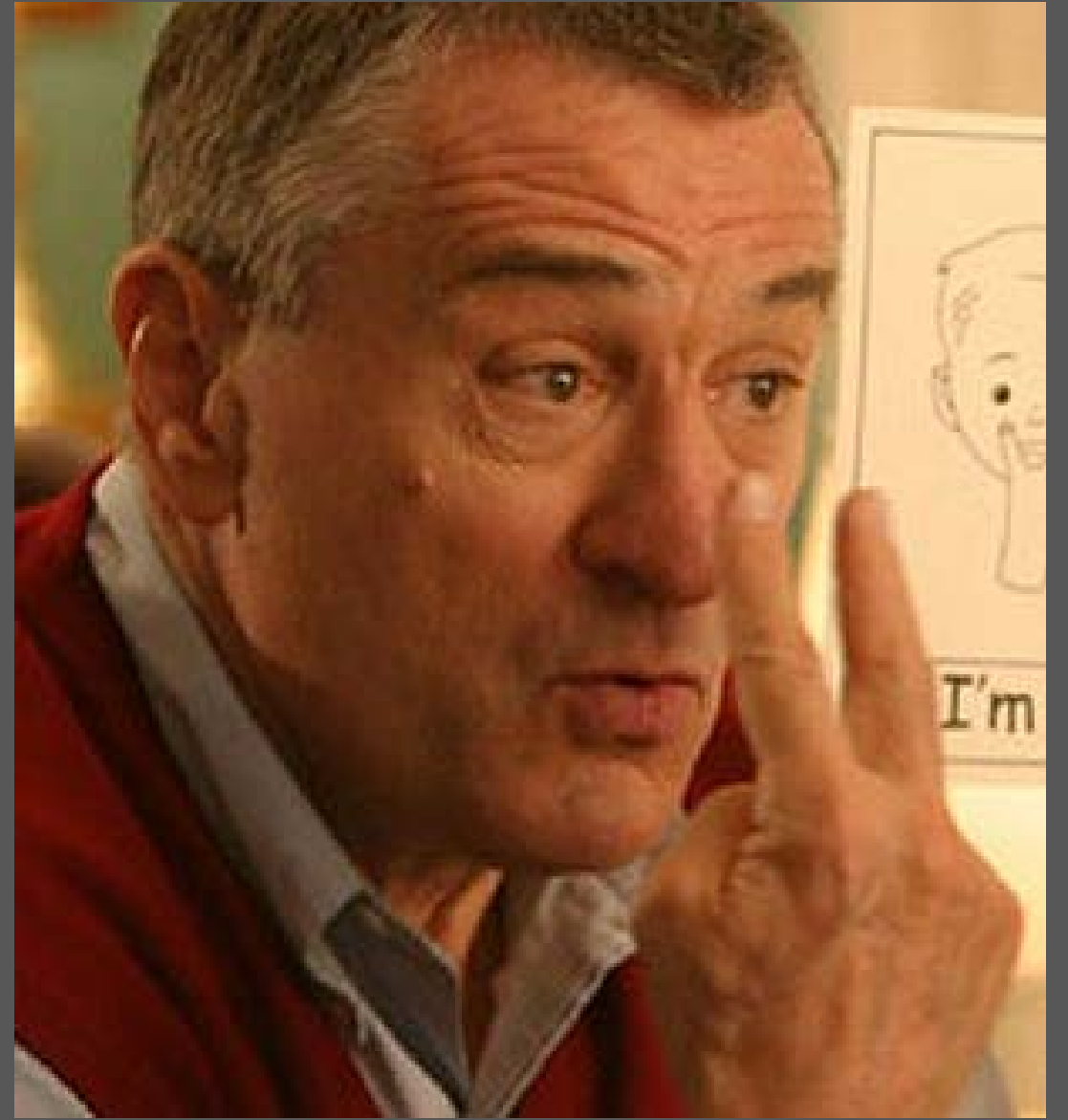
- **Equipment**
- **Physical space (noise, lights, etc.)**
- **Your appearance**
- **Information**
- **Provide similar guidance to patients**





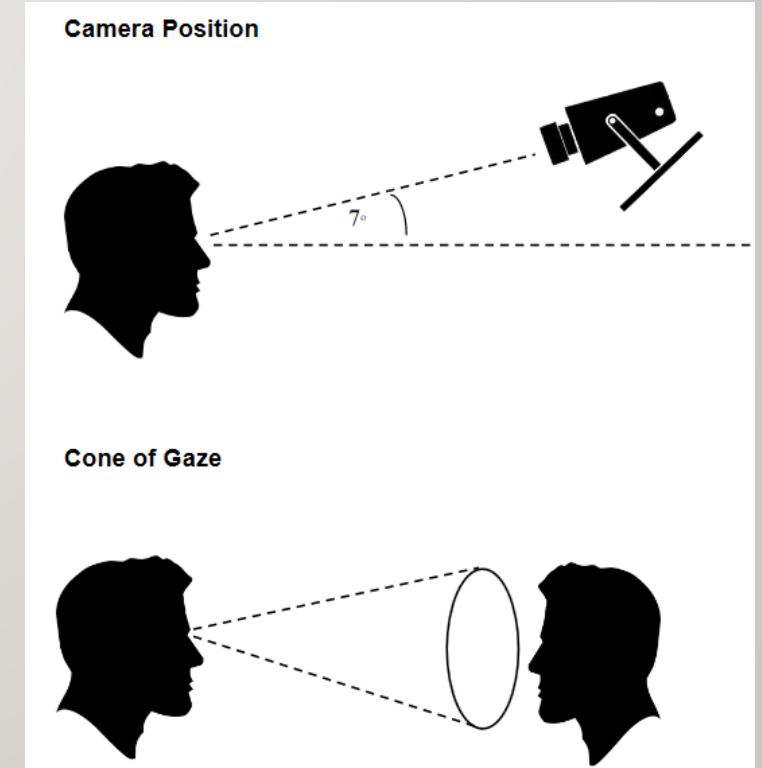






USEFUL TIPS & GUIDES

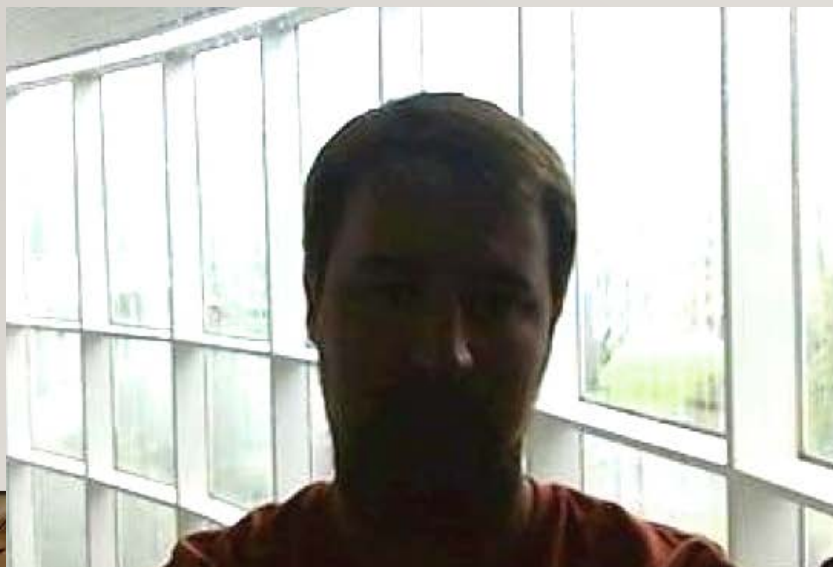
- **NAMSS-ATA Credentialing by Proxy Guidebook**
- **Human Factors Quick Guide Eye Contact**
- **Quick guide to Telemedicine Lighting**
- **ATA State Telemedicine Toolkit**
- **ATA Medical Board: Talking Points & FAQ**
- **Telehealth Resource Center Toolkits**
- **AMA Telehealth Quick Guide**
- **AMA Implementation Playbook**
- **Lots more!**



Bad Lighting

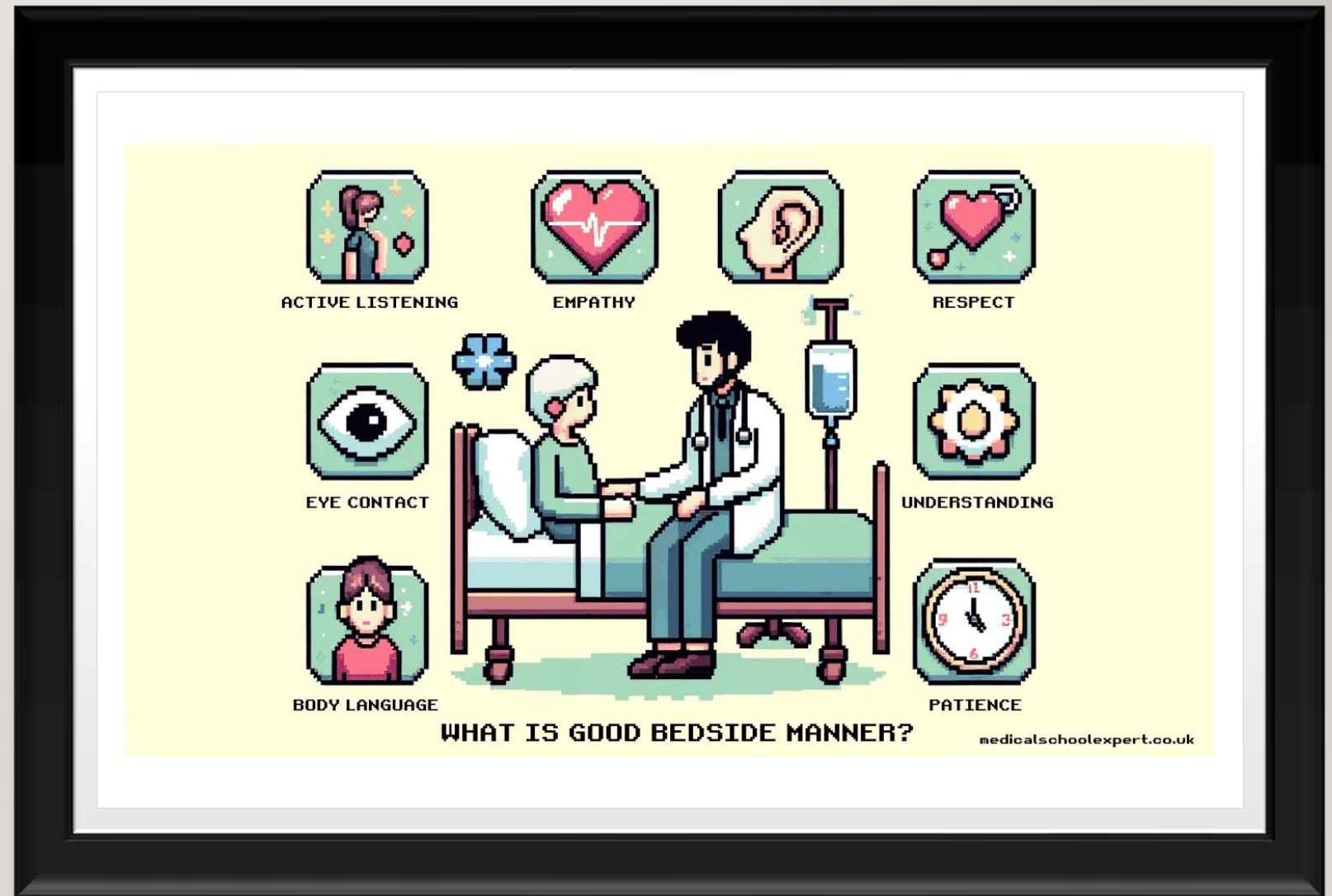


Good Lighting





BEDSIDE MANNER VS WEBSITE MANNER



WEBSITE MANNER REQUIRES A BIT MORE EFFORT

**Your space is smaller &
2-dimensional**

**Learn to make eye
contact – frequently**

Use hand gestures

**Soothing tone of voice –
but may need more
“oomph”**

**Monitor your language &
gauge
reaction/comprehension**

**Ask questions, confirm
symptom, explain
treatment, explain FU**



-
- **Avoid assumptions**
 - **Establish clear communication**
 - **Accommodate & educate**
 - **Build trust early**
 - **Be aware of your own biases**

PRACTICE GUIDELINES

- Every specialty has & many adapted to telemedicine
- **American Telemedicine Association**
 - **Ocular Telehealth Diabetic Retinopathy**
 - **Videoconferencing-Based Telepresenting**
 - **Lexicon Assessment & Outcome Measures**
 - **Core Operational Guidelines**
 - **TeleICU**
 - **Telepathology**
 - **Live, On Demand Primary & Urgent Care**
 - **Teleburn**
 - **Telestroke**
 - **Telerehabilitation**
 - **Videoconferencing-Based Telemental Health**
 - **Store-Forward & Live-Interactive Teledermatology**
 - **Telemental Health with Children & Adolescents**

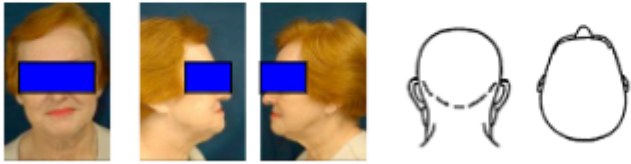


<https://www.americantelemed.org/>

Teledermatology Imaging Sets

Show entire anatomic unit (e.g. trunk) if a lesion or rash is within this unit.

Head



Trunk



Legs



Arms



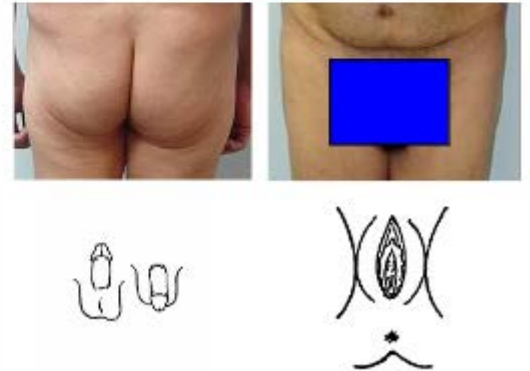
Knees / Elbows



Axilla



Genitals/ Buttocks



Hands / Fingernails



Feet / Toenails



	Step 1: Vital Signs -Weight, blood pressure, pulse, oxygen saturation, temperature
	Step 2: Skin assessment -New bruises, rash, swelling
	Step 3: Head, Eyes, Ears, Nose, and Throat -Assess vision, hearing, sense of smell; observe throat, swallowing
	Step 4: Neck -Assess pain with rotation, jugular venous distension, Corrigan's pulse
	Step 5: Lungs -Deeply inhale and hold; observe wheezing and tachypnea
	Step 6: Heart -Assess pulse; incorporate data from wearables
	Step 7: Abdomen -Assess if abdomen is firm, tender, or distended
	Step 8: Extremities -Press thumb into pre-tibial area and assess edema; perceived temperature
	Step 9: Neurological -Speech, gait, Romberg, stand from seated position
	Step 10: Social Determinants of Health -Diet, physical activity, sleep, stress, housing, transportation, safety, mood

Figure Ten-step checklist for a patient-assisted physical examination.

Telemedicine in the Era of COVID-19

The Virtual Orthopaedic Examination

Optimizing your telemedicine visit during the COVID-19 pandemic: Practice guidelines for patients with head and neck cancer

How to Conduct an Outpatient Telemedicine Rehabilitation or Prehabilitation Visit

The Virtual Spine Examination: Telemedicine in the Era of COVID-19 and Beyond

The Telemedicine Musculoskeletal Examination

Clinical Examination Component of Telemedicine, Telehealth, mHealth, and Connected Health Medical Practices

The Telehealth Ten: A Guide for a Patient-Assisted Virtual Physical Examination. Benzinger et al. Am J Med 2021; 134: 48-51.

DURING VISIT:

- Obtain History of Present Illness, Chief Complaint, Review Medications, etc.
- Check Vision
 - Options: Checking near vision by reading a newspaper/magazine with spectacle correction is quickest. Have the patient show you their reading material and then read aloud to you.

20/400



20/200



20/60



20/40



- Alternatives: Vision chart displayed on your screen or ask patient to use a printed or electronic vision chart
- Consider checking for metamorphopsia with Amsler grid (printable or electronic) if applicable

Telehealth Resources for Eye Care During COVID-19

Telehealth Guidance and Resources: Communication Access for Deaf, Hard of Hearing and DeafBlind Patients and their Providers

The use of telehealth has greatly increased. Patients that are Deaf, Hard of Hearing, and DeafBlind often do not have the communication accommodations needed for successful visits. This resource center was created to provide patients, healthcare providers, and American Sign Language interpreters the tools and resources that they need to have a successful telehealth appointment.

Patient Guidance



Deaf
Guidance and resources for Deaf patients.



Hard of Hearing
Guidance and resources for Hard of Hearing patients.



DeafBlind
Guidance and resources for DeafBlind patients.

Professional Guidance



Healthcare Providers
Guidance and resources for healthcare providers.



Interpreters
Guidance and resources for American sign language interpreters.

Resources



Telehealth Glossary
Glossary of telehealth resources.



Communication Accommodations Request Letter
Fillable letters to send to your healthcare providers.



General Healthcare Resources
General healthcare resources and publications.

<https://www.who.int/publications/i/item/9789240094161>



Implementation toolkit for accessible telehealth services

9 September 2024 | Toolkit

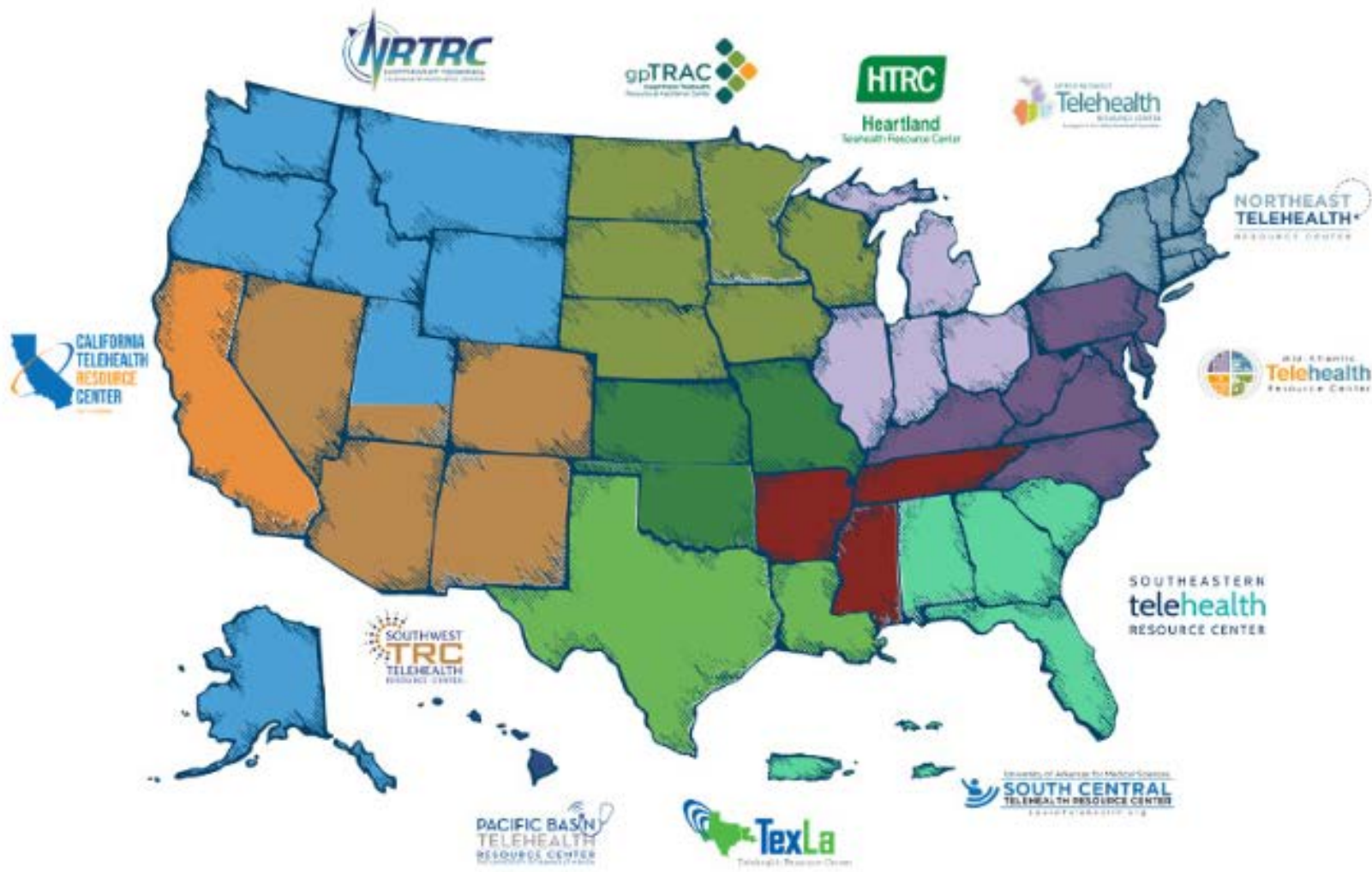


Download (1.2 MB)

Overview

The Implementation toolkit for accessible telehealth services provides practical guidance to support governments, industry partners, health service providers and civil society groups in the use and implementation of the WHO-ITU Global standard for accessibility of telehealth services. The toolkit is the result of a collaboration between the World Health Organization and the International Telecommunication Union, and was developed in response to the growing challenges that persons with disabilities and other marginalized populations experience when accessing and using telehealth platforms around the world.

<https://www.ncdhhs.gov/dsdhh/telehealth-resources>



NRTRC	gpTRAC	NETRC
CTRC	HTRC	UMTRC
SWTRC	SCTRC	MATRC
PBTRC	TexLa	SETRC
12 REGIONAL RESOURCE CENTERS		

 TTAC TelehealthTechnology.org	 CCHP
2 NATIONAL RESOURCE CENTERS	



<https://southwesttrc.org/>

<https://telehealthresourcecenter.org/>

<https://telehealthresourcecenter.org/>

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