Best Practices for Providing Quality Telehealth Care

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Wyoming Telehealth Network Webinar Series

Welcome to the Telehealth Best Practices Webinar

- Today's topics: importance, best practices, case studies, takeaways
- Goal: Equip rural providers with actionable telehealth strategies

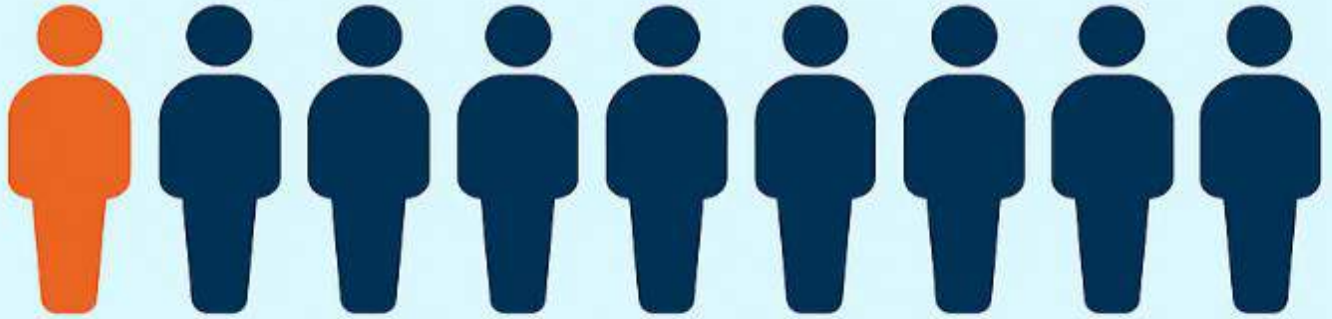
Why Telehealth Matters in Rural Healthcare

Improves access in underserved areas

Reduces patient travel time and delays

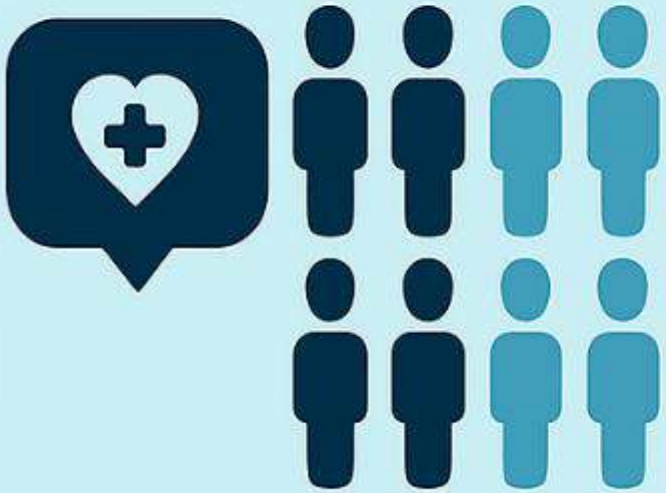
Enhances continuity of care and outcomes

Where Are the Doctors?



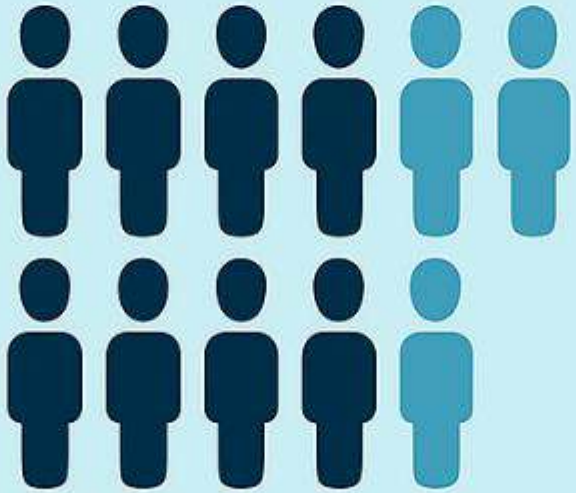
- Nationwide, only **8%** of physicians work in rural areas
- Rural communities have one-ninth the number of specialists
- Rural areas have **2.4** times fewer primary care physicians compared to urban areas

Critical Gaps in Rural Health Access



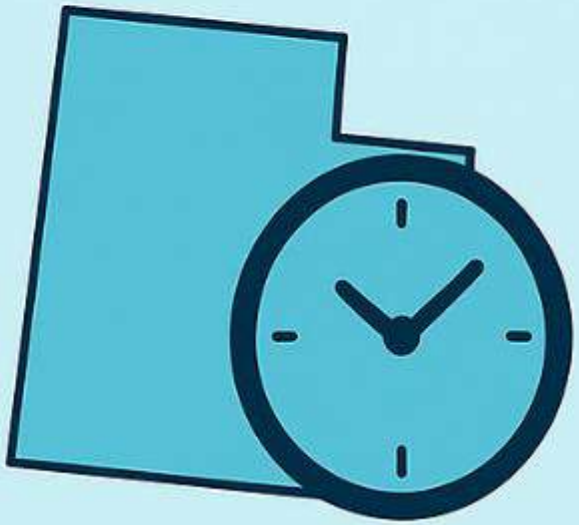
60%

of rural Americans live in a mental health shortage area



70%

live in a county with no practicing oncologist

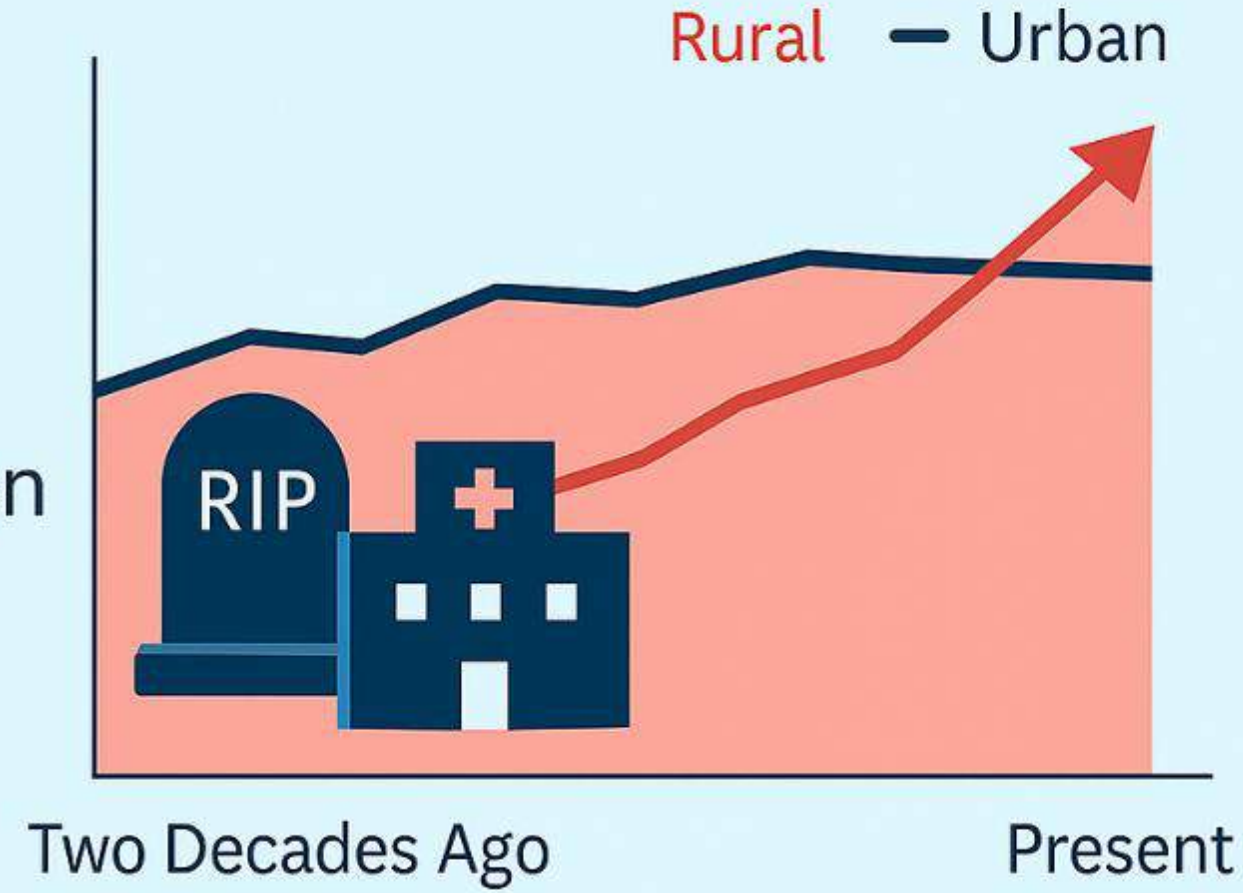


17 minutes

is the median travel time to the nearest hospital in rural areas, but up to **2 hours** in the Mountain West

The Rural Health Crisis

- Rural Americans have higher mortality in every leading cause of death
- The mortality gap between rural and urban populations has nearly tripled in the last two decades



From Challenges to Solutions

Telehealth is not a silver bullet, but it is a powerful bridge—connecting rural patients to the care they deserve.

Key Takeaways

- Rural health disparities are real, rising, and urgent
- Telehealth expands access and equity
- Quality care is possible — even from a distance

BEST PRACTICES IN TELEHEALTH DELIVERY

PROFESSIONALL AND EMPATHY

USE RELIABLE, SECURE TECHNOLOGY

BUILD RAPPORT AND MANAGE EXPECTATIONS

Actionable Tips
for Clinicians

- Prepare carefully for each visit
- Optimize your telehealth setup
- Practice active listening
- Provide clear instructions

Building Rapport Virtually

Set up a well-lit, quiet space

Smile, maintain eye contact via camera

Use active listening and empathetic tone

Ensuring Privacy and Confidentialitity

- Use HIPAA-Compliant Platforms
- Conduct Visits in Private Spaces
- Educate Patients About Privacy

Managing Expectatiions and Logistics

- Set visit agenda upfront
- Triage telehealth-appropriate cases
- Provide backup contact methods

Tailoring Telehealth for Mental Health

- Ensure patient privacy
- Use calm tone and support resources
- Have emergency contacts ready

Telehealth in Chronic Care Management

For Chronic Health Conditions:

- Assess Health Status Remotely
- Monitor and Adjust Treatment Plans
- Provide Education and Support

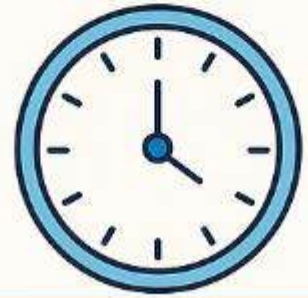
Pediatric Telehealth Tips

Engage the Child and Guardian

Use Child-Friendly Language

Manage Technical Aspects

Keep Sessions Short



Case Study

Rural Urgent Care

COVID Response

Case Study

SameDay Urgent Care

KEY TAKEAWAYS

Telehealth improves rural healthcare access

Best practices ensure quality care

Blend telehealth and in-person care effectively

Your Role in the Future of Rural Healthcare

Champion telehealth in your community.

Train your teams. Build rapport. Protect privacy.

Deliver quality care — anywhere.

Q&A and Wrap-Up

- Ask your questions!
- Share your experiences!
- Thank you for advancing telehealth in rural communities!