

# GETTING STARTED WITH TELEHEALTH: PROVIDER

Healthcare providers are rapidly deploying new virtual workflows in response to COVID-19 to help reduce the risk of transmission. This telehealth implementation checklist is designed to help you manage the change - from getting your care team, patients and families comfortable with virtual consults, to technical guidance for rapid deployment.

ROLE	SETTING UP YOUR PROGRAM CHECKLIST – PROVIDER	✓
<b>It Admin</b>	<p><i>Hardware/system requirements</i></p> <ol style="list-style-type: none"> <li>1. An internet connection – broadband wired or wireless (3G or 4G/LTE)</li> <li>2. Speakers and a microphone (e.g. built-in, USB plug-in, or wireless Bluetooth)</li> <li>3. A webcam or HD webcam (e.g. built-in or USB plug-in)</li> </ol> <p><i>Ensuring secure telehealth consultations</i></p> <ul style="list-style-type: none"> <li>• If possible, make sure each PALTC you are providing service for is saved under “contacts” or “favorites”</li> <li>• Check to see if there is a “lock meetings” function to prevent anyone else from joining a telehealth consult</li> <li>• <b>NOTE:</b> Passwords and locking meetings are strongly recommended, however not necessary</li> </ul> <p><i>Communication</i></p> <ul style="list-style-type: none"> <li>• Identify preferred method for PALTCs to securely share patient information for registration purposes</li> <li>• Engage billing department on how automate billing for completed visits</li> <li>• Identify key IT contacts and develop protocols for technical support and troubleshooting</li> </ul>	
<b>Provider</b>	<ol style="list-style-type: none"> <li>1. Identify <i>Where</i> consults will take place, <i>When</i> consults can be scheduled based on availability of providers, and <i>Who</i> will be facilitating consultations (e.g. Nurses, Physicians, PA’s, etc.) <b>NOTE:</b> Ideally telehealth visits should occur within 24 hours of being requested by the PALTC</li> <li>2. Make sure all providers who will be facilitating consults has received appropriate training</li> <li>3. Determine how PALTCs will contact your ED to schedule a consultation (i.e., telephone, email)</li> <li>4. Determine how you will contact PALTCs to confirm scheduled consultations (i.e., telephone email)</li> <li>5. Inform PALTC of preferred method for secure communication (e.g. fax) for sending information to register a patient</li> <li>6. Ensure all providers have access to telehealth workflow and pre/post visit documentation</li> </ol>	

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ROLE	FACILITATING A TELEHEALTH VISIT – PROVIDER	✓
<b>Pre-visit</b>	<ol style="list-style-type: none"> <li>1. Ensure patient is registered prior to consultation</li> <li>2. Review pre-visit questionnaire</li> <li>3. Determine if telehealth consultation is appropriate or if other action should be taken (e.g. immediate transfer to ED)</li> <li>4. Find a quiet location for telehealth consultation to reduce distractions and protect privacy</li> <li>5. Ensure sufficient lighting to see each other clearly</li> <li>6. Check for quality audio, video, and internet connectivity</li> <li>7. Contact PALTC via preferred method to verify patient and staff readiness for telehealth consultation</li> </ol>	
<b>During visit</b>	<ol style="list-style-type: none"> <li>1. Open patient record for information and documentation purposes for the visit</li> <li>2. Open meeting platform and join designated meeting space at agreed upon time</li> <li>3. Obtain verbal consent from patient prior telehealth consultation</li> <li>4. Engage patient and PALTC staff member on reason for consultation</li> <li>5. Conduct assessment</li> <li>6. Communicate treatment plan with patient and PALTC staff, complete post-visit summary to ensure patient and PALTC staff are aligned on treatment plan and any necessary follow-ups</li> </ol>	
<b>Post-visit</b>	<ol style="list-style-type: none"> <li>1. Make sure you close the meeting</li> <li>2. Document treatment plan in patients record and sign visit note</li> </ol>	