

Telehealth Literate Providers

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Learning Objectives



Define four different models of telehealth

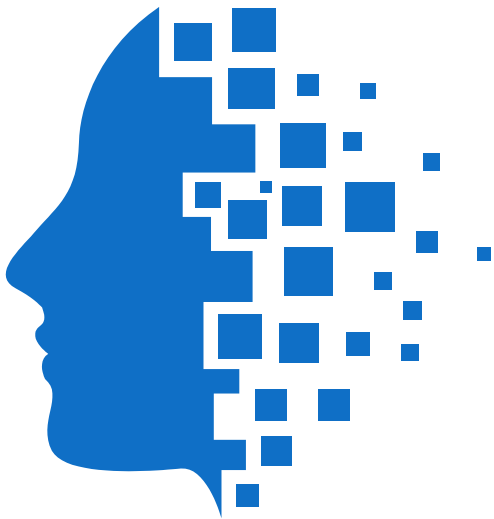


State 7 behaviors of a literate telehealth provider



Use strategies to build trust and rapport with a client during a telehealth encounter

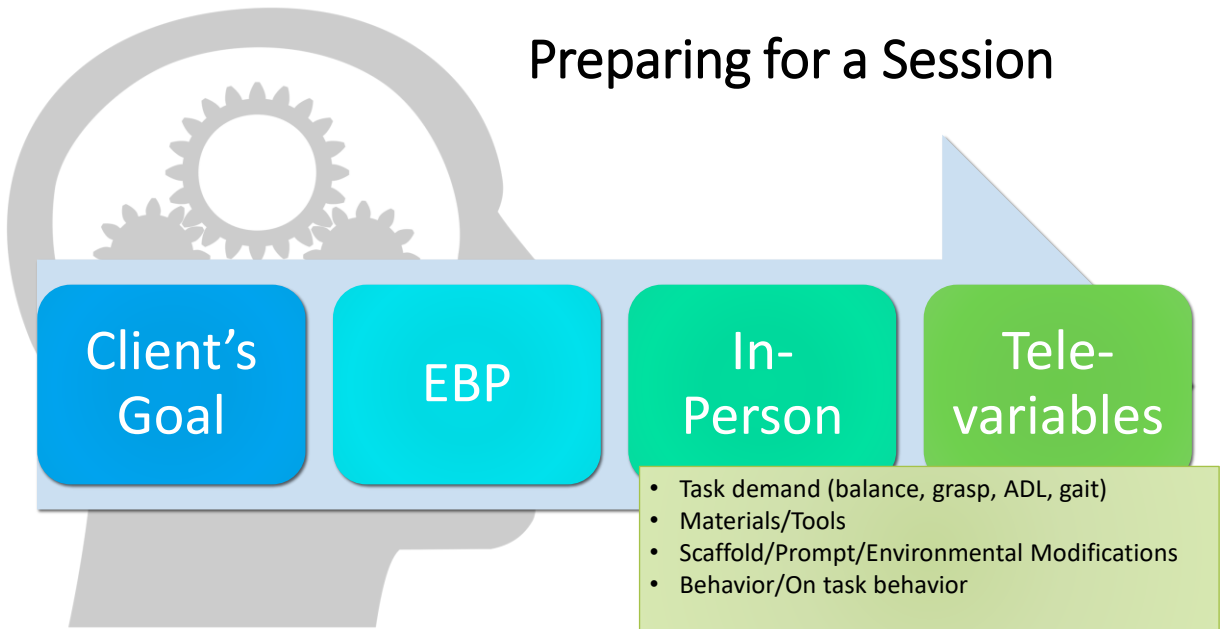
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01 EBP guides all decisions

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Preparing for a Session



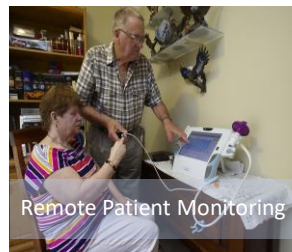
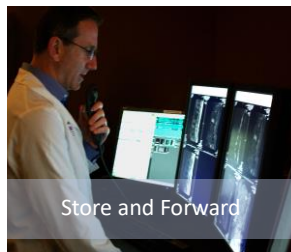
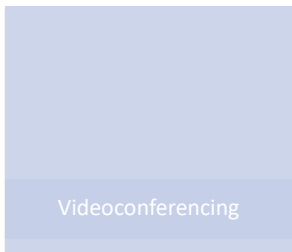
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02 Know Their Telehealth Options

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Forms of Telehealth



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SNF

Medical
CentersWork
settings

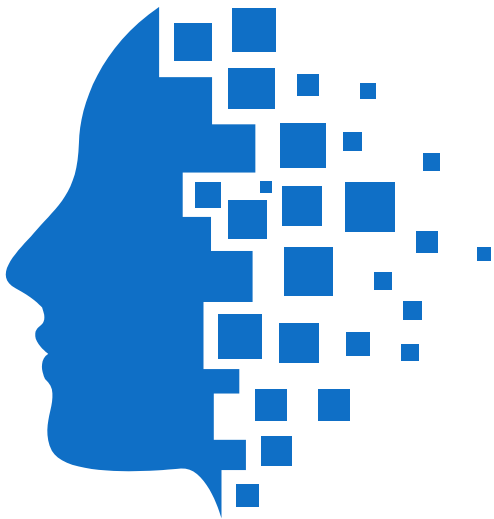
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Telehealth Services must

- Be equivalent to quality of in-person
- Observe professional Code of Ethics
- Occur within Scope of Practice
- Comply with state and federal laws

American Telemedicine Association (2010)

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03 Adhere to federal and state regulations

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Federal Regulations

U.S. Dept. of Health and Human Services

- HIPAA
- Medicare

Department of Education

- Every Student Succeeds Act (ESSA)
- Individuals with Disabilities Education Act
- FERPA

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Cardinal Rule

Licensed in state where provider and client are physically located at time of service.

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Select and use technology appropriate to the service

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Technology Requirements

- Services to be rendered
- Technology Competence/Comfort* (Henry et al., 2018)
- Available Support Personnel
- Physical Location
- Internet Connection
- Client characteristics



ASHA, n.d.; ATA, Greenhalgh et al., 2017

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Minimum Technology: Videoconferencing

HARDWARE

Computer
Webcam
Speakers/Headset
Microphone

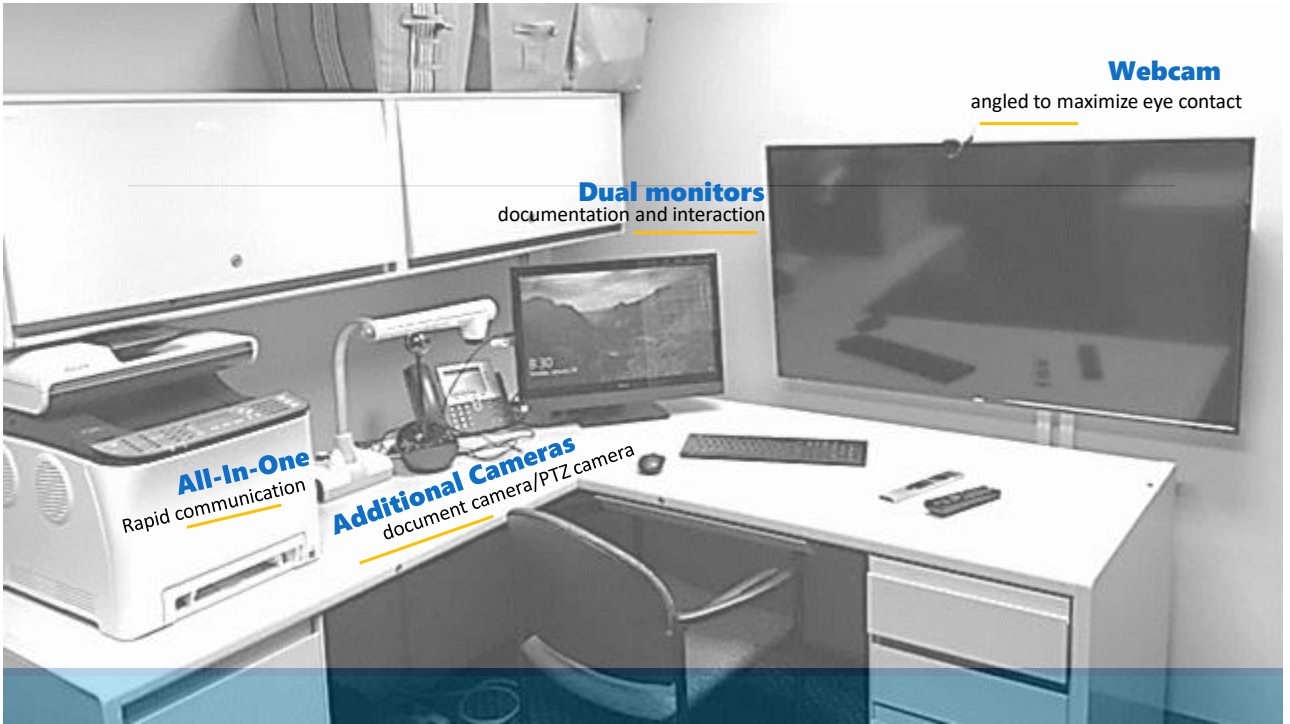
**No software is
100% HIPAA
Compliant**

SOFTWARE

Videoconferencing software

- Ease of use*
- Privacy and Security
- Screen share features
- Annotation features
- Tech support
- Device compatibility
- Bandwidth requirements
- Business Associates Agreement

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Additional Materials

Hardware

- External mouse
- Document camera
- Computer monitor
- Additional cameras

Software

- PowerPoint
- Word Document
- Adobe Acrobat

Non-tech

- Masking tape
- Sheet/towel
- Tape measure
- Furniture
- Books
- EPB requires

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Technology Savvy

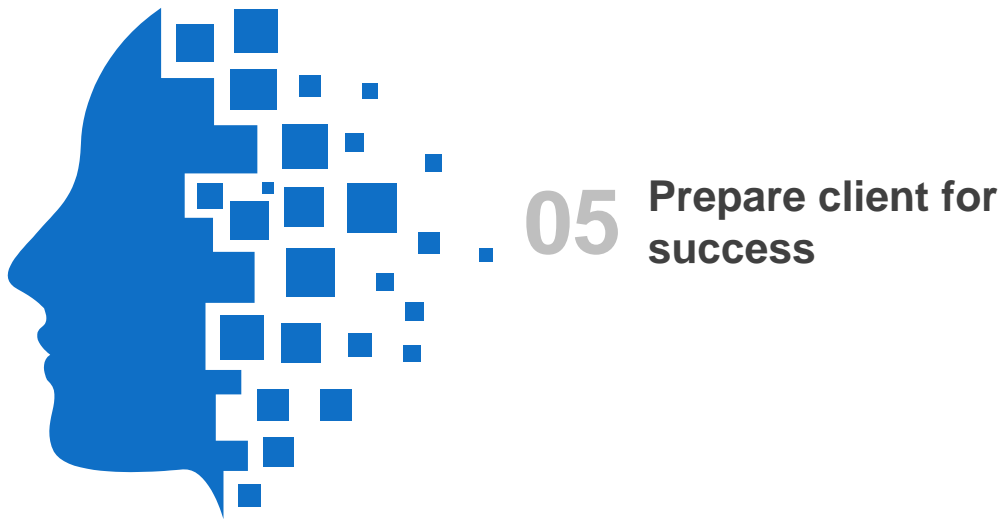
Building block of patient trust and satisfaction (LeRouge, Garfield, & Hevner, 2015, Van Velsen et al., 2016)

Troubleshooting Skills

Across platforms

Henry, Ames, Block & Vozenilek, 2018

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On Board Patient

Orientation materials

- Technology Requirements
- How to access tele-visit
- What to expect during a session
- Necessary information
- Arranging environment

Technology Troubleshooting

- Plan for dealing with technology troubles

Services

Patient Characteristics

Dissemination Method

Henry et al., (2018); Lowman (in prep)

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06 Practice tele-etiquette

- Environment
- Support personnel
- Encounter

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Tele-Exam Room Environment

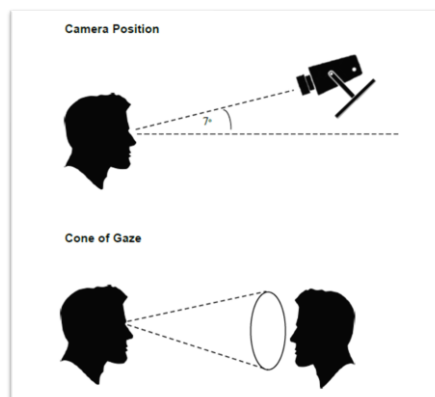
- Private and Secure Space
- Adequate lighting
- Professional background
- Neutral clothing

ATA (2017); Hughes, 2001; Langarizadeh, Moghbeli & Aliabadi (2017); LeRouge et al, (2015)

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Camera Placement

Shoulder	And up view
Avoid	Looking at self in camera
Remain	Centered in camera
Opt	Cameras with PTZ functions or group views



ATA (2016) A concise guide for telemedicine practitioners: Human factors quick guide eye contact

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Support Personnel

- Telepresenter, telefacilitator
- Role is to support provider
 - Assist with technology
 - Manage behavior, safety
 - Assist with service delivery
 - Assist with documentation, scheduling
- You are ultimately the provider



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Tele-etiquette

- Be present when client enters online room
- Greet, identify all persons in room, and verify physical location
- Educate client on telehealth procedures
- Communicate “back-up” plan



Hughes, 2001; LeRouge, Garfield, & Hevner (2015)

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Tele-etiquette

- Nonverbals/Eye contact
- Cue patient to actions
- Pause and Confirm
- Conclude with next steps*
- Leave screen last

Hughes, 2001; LeRouge, Garfield, & Hevner (2015)

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07 Focus remains on EBP
not the technology

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Summary

- 1 Define four different models of telehealth
- 2 State 7 behaviors of a literate telehealth provider
- 3 Use strategies to build trust and rapport with a client during a telehealth encounter

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