

GME Operational Curriculum



Module 1

Let's Get Started!

Foundations

Goal

Understand key components of the pre-visit checklist and appropriate interactions for executing the Telehealth exam

Specific Learning Objectives

- Establish a therapeutic environment during video visits attending to background, lighting, sound, framing, attire, disruptions and privacy
- Comply with relevant legal, licensing, billing and privacy regulations for telehealth, including limits of e-prescribing for controlled and uncontrolled substances
- Obtain consent during a telehealth encounter, including limitations of care and privacy considerations
- Use the technology needed to deliver care via telehealth and troubleshoot common technology failures
- Recognize necessary components to close the Telehealth encounter

Outline

Prior to Telehealth Encounter

- Check computer audio / video / internet access
- Need private space with adequate lighting with no distractions
- Wear professional attire with name badge
- On your computer, close all unrelated tabs / programs for screen sharing with patient
- Review relevant items in patient chart
- Focus mind and listening skills on patient

Starting the Telehealth Encounter

- Warm greeting
- Introduce yourself (name and role) and identify patient's name and date of birth
- Small talk to build rapport with patient
- Inform patient that you are in secure / confidential space and inquire where they are, if anyone else is present, and confirm that patient is comfortable beginning encounter
- Obtain consent for Telehealth virtual encounter
- Technology disconnection plan
- Assess if patient can hear and see you
- Acknowledge that your gaze may shift to review chart and audio may lag
- Review and prioritize agenda for visit

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Closing the Telehealth Encounter

- Verbally summarize care plan
- Restate clinician and patient follow up actions
- Review all questions and answers
- Give guidance if problem worsens
- Instructions for follow up questions and concerns

Resources

[Telehealth Platform Information Amwell Now / Amwell](#)

[Patient Centered Telemedicine Visit Video / PDF \(Broughton/Lyon\)](#)

[Foundational telemedicine workshop for first-year medical students developed during a pandemic. \(Cornes, Gelfand & Calton, 2021\)](#)

[Starting a Telemedicine Encounter Video \(Cornes, Gelfand & Calton, 2021\)](#)

[Bad Example Telemedicine Video \(To be made\)](#)

[University of New Hampshire Telehealth Practice Center: Resources & Publications](#)

[Southeastern Telehealth Resource Center](#)

[Intro to Telemedicine: Skills Workshop](#)

[TELEHEALTH.HHS.GOV - Legal Considerations](#)

[Telehealth Visit Etiquette Checklist](#)