



Organization Guidelines and Tips for a Telehealth Visit

Telehealth not only transforms the way we deliver care to patients/clients – it also changes the way our teams integrate and communicate. These tips will help support your staff and patients as you utilize telehealth.

- Develop and elevate the telehealth visit to integrate other components of care and the client clinical pathway into a seamless visit and encounter.
 - Can staff consult and connect virtually?
 - Can providers screen share to maximize the capabilities of the electronic health record
- Utilize collaborative documentation skills to maximize efficiency and integrate patients into the virtual experience.
- Ensure staff are trained to utilize telehealth capabilities such as screen sharing or chat features.
- Telehealth may require new or on-demand staff duties or positions in information technology to address the operational components of telehealth software, equipment and maintenance for both staff and patients/clients (Wi-Fi, camera, audio).
 - Establish a contact person staff can reach in real time when telehealth breaks down.
 - Established back up plans if telehealth is offline, i.e., phone session
- Are protocols and procedures for emergency situations updated and adapted for the telehealth environment?
- Are patient and staff emergency contact information reliable?