



# LEVELING UP YOUR COMPUTER GAME: MASTERING TELEHEALTH TECHNIQUES

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# DISCLOSURES

- None



# EDUCATIONAL NEED / PRACTICE GAP



- Practice Gap
  - The COVID-19 pandemic forced many providers to integrate telehealth into their medical practice without any formal education or training.
  - Telehealth remains a part of many medical practices with many patients electing to use telehealth for some of their medical needs.
- Educational Need
  - Providers need to know proper telehealth techniques in order provide the best clinical care while ensuring patient satisfaction with telehealth encounters.



## OBJECTIVES

- Participants will be able to describe best practices in telehealth communication.
- Participants will be able to perform a more complex physical exam by telehealth.
- Participants will be able to solve common technology problems that arise during telehealth encounters.



# TELEHEALTH COMMUNICATION





# KEY'S TO BETTER TELEHEALTH COMMUNICATION

- Prepare the physical environment
  - Good lighting with a neutral, non-cluttered background
  - Make sure equipment is working and peripherals are plugged in
  - Private space
  - External camera is best
  - Two monitors is ideal

# KEY'S TO BETTER TELEHEALTH COMMUNICATION

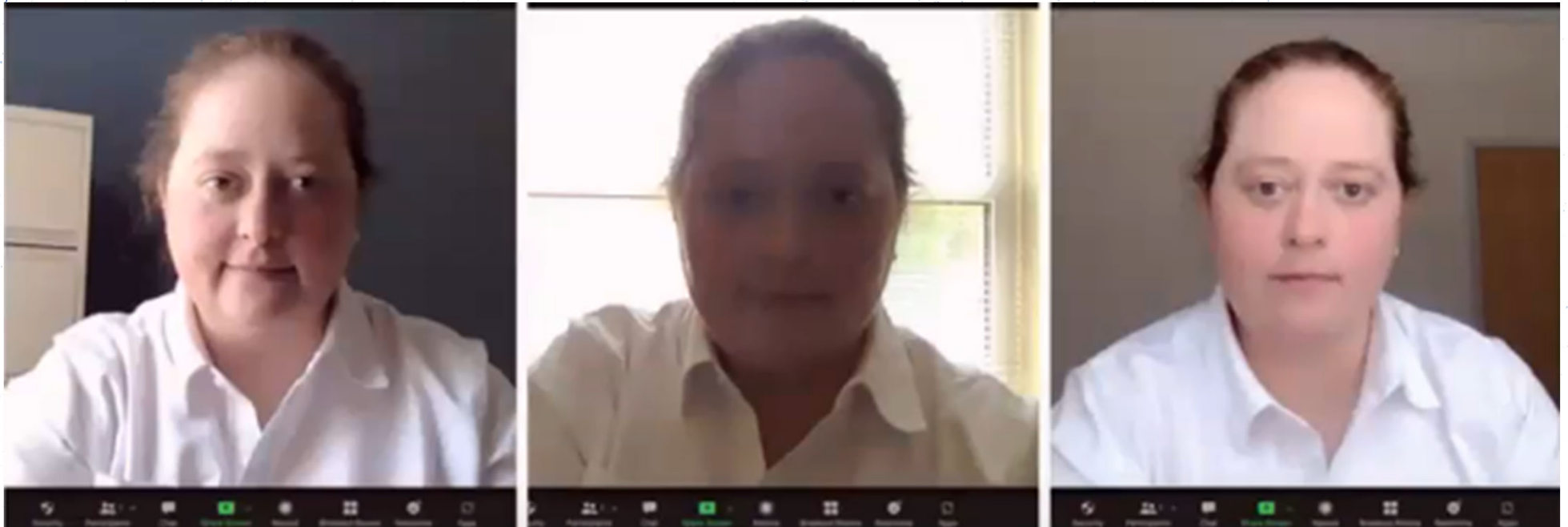


# KEY'S TO BETTER TELEHEALTH COMMUNICATION





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- Introducing the telehealth encounter
  - Smile and greet the patient and any other persons present
  - Introduce yourself and establish privacy
  - Confirm audio and video are working properly
  - Telehealth limitations and verbalize consent
  - Technology plan
  - Verify physical address
  - If using two screens then inform patient
  - Make sure you tell patient's what is going to happen next at the end of the visit



# THE TELEHEALTH PHYSICAL EXAM



# KEY'S TO A BETTER TELEHEALTH PHYSICAL EXAM



- Realize you can do a physical exam
- Have patience
- Demonstrate on yourself
- Ask for help
- Use what you have available





# ORGAN SYSTEMS BY TELEHEALTH

- General
- HEENT
- Pulmonary
- Cardiovascular
- Gastrointestinal
- Musculoskeletal
- Neuro
- Skin
- Psychiatric



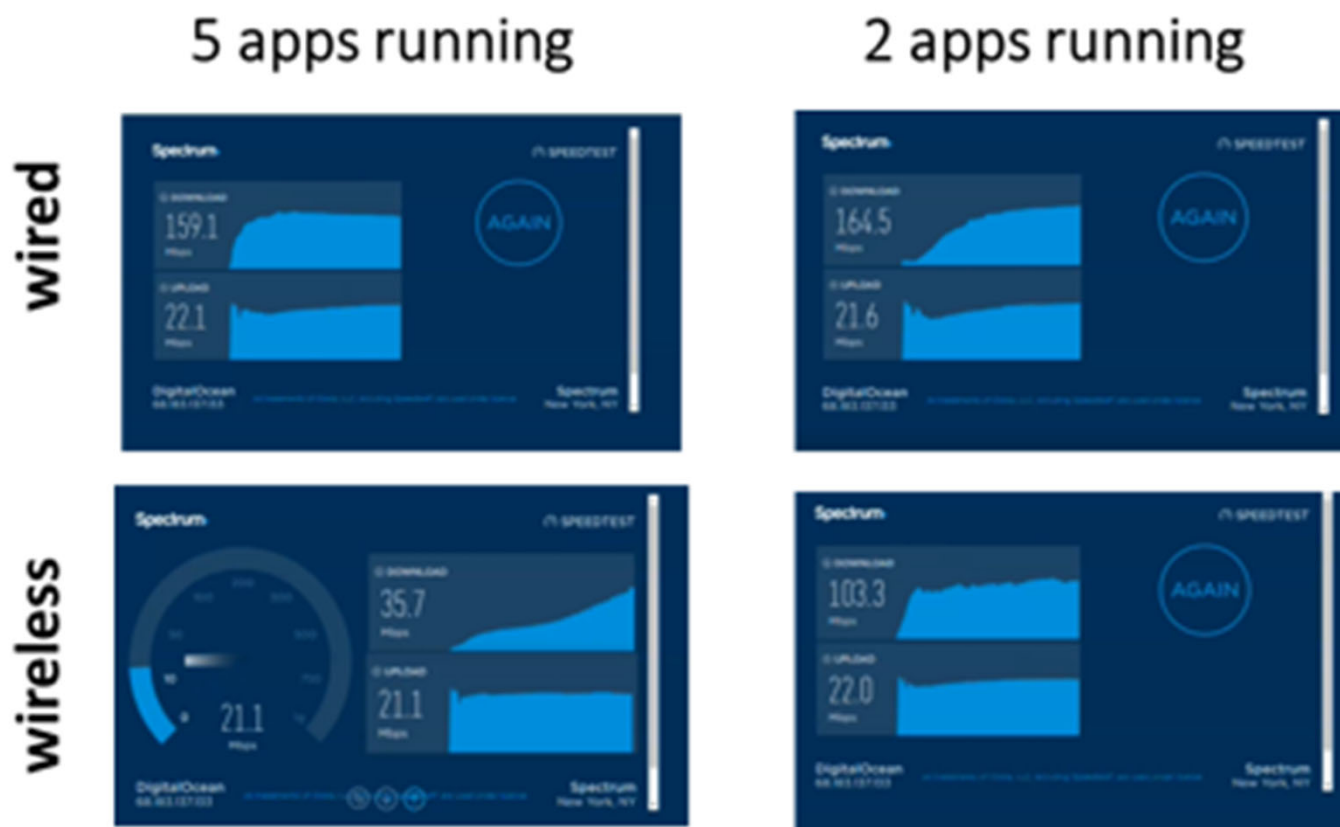
# **TROUBLE SHOOTING THE TELEHEALTH ENCOUNTER**



# TROUBLE SHOOTING TELEHEALTH ENCOUNTERS

- Preventing Problems
  - Make sure the computer is updated to latest versions
  - Restart and close out all apps (including other video platforms)
  - Use a hard wired internet connection over wireless
  - Check to make sure audio and video selections are accurate and working

# TROUBLE SHOOTING TELEHEALTH ENCOUNTERS





# PUTTING IT ALL TOGETHER



# PUTTING IT ALL TOGETHER

- Sample video



## CONCLUSION AND DISCUSSION

- Questions?

# THANK YOU

