

## **Telehealth Etiquette: Messy Room**

### **Overview of Project**

It is vital for students to understand telehealth etiquette/human factors when conducting a telehealth visit. In order to assist students in understanding telehealth etiquette, a messy room workshop can be conducted where teams of students are required to prepare a telehealth room for a session with a patient.

### **Objectives**

1. Students will gain knowledge of telehealth etiquette.
2. Students will demonstrate knowledge of telehealth etiquette.
3. Students will utilize critical thinking skills around telehealth etiquette as they encounter patients via telehealth.

### **Guidelines (including links to article, source document)**

The student will be provided with videos and modules to review on telehealth etiquette prior to the workshop. Each team of six students are sent to a telehealth delivery room that was set up with a computer for a videoconferencing session. The rooms are in turmoil with chairs out of place and food, drinks, and trash spread throughout. A sticky note was covering the camera and the lighting in the room is poor. The students are given 10 minutes to get the room set up for the telehealth visit while focusing on telehealth etiquette. At the end of the 10 minutes, the students started the videoconferencing session with a faculty member that is in another room. This videoconferencing session lasts 2 minutes. The student performance in the rooms can be videotaped along with the videoconferencing session. The tapes are then reviewed and the findings presented to the students.