**Rubric: Protocol for Conducting a Telehealth Visit**

**Group #:**

Protocol for conducting/providing a telehealth visit to address a specific healthcare issue (include what happens if the connection is poor or broken, how reimbursement will change if it becomes a phone call visit, etc. ***(see examples of protocols for disease management in readings***). This deliverable should include content that:

|  |  |  |
| --- | --- | --- |
| **Required Content**(how the following is done, when and who is responsible) | **Score** | **Comment** |
| Pre-Telehealth Visit  |  |  |
| * Equipment check
* Environment check
* Surroundings check
* Consent obtained
* Telehealth session sign on door
* Information sent to patient
* Check need for interpreter
* Assure both sites are secure
* Check lightning
* Mute microphone
* Check clothing (may put on lab coat)
* Information on the patients that should be available prior to the visit
 | /2.5 |  |
| At the Start of the Visit  |  |  |
| * Provider identification
* Consent check
* Assure that both ends have audio
* Assure visibility on both ends
* Check seating if multiple providers are on (same location)
* Begin visit with relationship building communication
* Assure the patient visit is not recorded
* Discuss security
 | /2.5 |  |
| During the visit/examination |  |  |
| * Provider Responsibilities
* How assessment conducted
* Information obtained
* Documentation
 | /2.5 |  |
| At the Conclusion of the visit: |  |  |
| * End visit with a wrap up
* Education/prescribing
* Discuss next appointment
* How will information be delivered
* Referral – How handled
 | /1.5 |  |
| Protocol is clear and easy to follow | /1 |  |
| **Total Score** | **/10** |  |