**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:

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| --- | --- | --- |
| **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** |  |