GETTING STARTED WITH TELEHEALTH: PALTC

Healthcare providers are rapidly deploying new virtual workflows in response to COVID-19 to help reduce the risk of transmission. This telehealth implementation checklist is designed to help you manage the change - from getting your care team, patients and families comfortable with virtual consults, to technical guidance for rapid deployment.

ROLE	SETTING UP YOUR PROGRAM CHECKLIST – PALTC STAFF	✔
IT Admin	*Hardware/system requirements* 1. An internet connection – broadband wired or wireless (3G or 4G/LTE) 2. Speakers and a microphone (e.g. built-in, USB plug-in, or wireless Bluetooth) 3. A webcam or HD webcam (e.g. built-in or USB plug-in) *Ensuring secure telehealth consultations* • If possible, save contact information for your designated telehealth provider under "contacts" or "favorites" • Make sure you have a "lock meetings" function to prevent anyone else form joining a telehealth consult • **NOTE:** Passwords and locking meetings are strongly recommended, however not necessary *Communication* • Make sure you can securely transmit resident information using the preferred method by the telehealth provider • Identify key IT contacts and develop protocols for technical support and troubleshooting	
Care Team	1. Identify *Where* consults will take place, *When* consults can be scheduled based on availability of your local ED and make clearly visible when providers are available, and *Who* at the PALTC will be facilitating consultations 2. Make sure you have the appropriate contact information for the ED to request a consultation (i.e., phone number, email) 3. Make sure all staff who will be facilitating consults has received appropriate training 4. Ensure all staff has access to telehealth workflow and pre visit and post visit documentation	

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ROLE	FACILITATING A TELEHEALTH VISIT – PALTC STAFF	✔
Pre-visit	1. Complete pre-visit questionnaire 2. Send patient information via secure method as requested by local ED to register patient 3. Request telehealth consultation by preferred method of telehealth provider (e.g. telephone email) during pre-arranged times 4. Find a quiet location for telehealth consultation to reduce distractions and protect privacy 5. Ensure sufficient lighting to see each other clearly 6. Check for quality audio, video, and internet connectivity	
During visit	1. Open meeting platform and join designated meeting space at scheduled time 2. Introduce patient to the ED provider and reason for consultation 3. Help facilitate telehealth consultation based on direction from ED provider 4. During assessment make sure provider communicates treatment plan based on post-visit summary document	
Post-visit	1. Make sure you close the meeting 2. Document treatment plan in patients record 3. Conduct any follow-ups as instructed by ED provider	