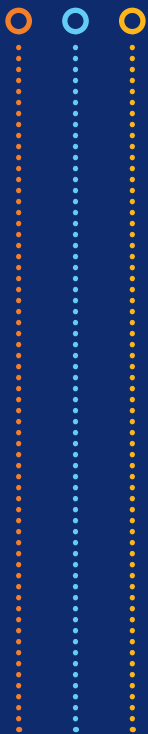




Remote Client Engagement

A Resource for Telehealth Professionals



What is Telehealth?

Telehealth is an umbrella term that spans telemedicine and a variety of services, including telenursing and telepharmacy.

The American Telemedicine Association defines **telemedicine** as, “the use of medical information exchanged from one site to another via electronic communications to improve a patient’s clinical health.”

The utilization of telehealth options in lieu of the COVID-19 pandemic is a unique way to **engage clients virtually**. Remote work also presents challenges for client engagement. This overview provides best practices for virtual services.

All communication modes should comply with **HIPAA regulations** when used by healthcare providers to interact with patients.

Setting Policies

MCO guidelines may already exist for telehealth services. Policies and procedures should address the following topics:

- Licensure
- Physician-patient relationship
- Evaluation and treatment
- Informed consent
- Continuity of care
- Referrals for emergency services
- Medical records
- Privacy and security of patient data
- Disclosures of online services
- Prescribing rules



Remote Client Engagement

Telehealth Checklist



Screen the client before starting telehealth services to be sure this is the best treatment. High-risk clients should have in-person appointments when feasible.



Define client eligibility criteria and refine as necessary to ensure that telehealth services are available for all clients.



Always obtain verbal and written consent from the client.



Consider what modalities and interventions are ethically suitable to conduct virtually.



Patient Education

Education **empowers patients** and enables them to understand information related to their condition, ultimately preventing potential health problems while improving their overall wellness.

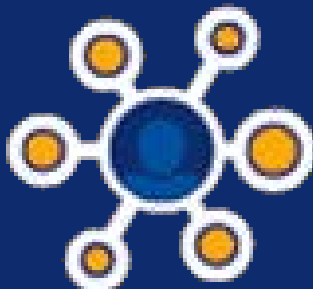
During the COVID-19 pandemic, the benefits of a patient education telehealth platform include:

- **Prevent complications** of disease and chronic condition management.
- Foster **patient independence** and allow patients to make informed decisions with regard to their health.
- Build a **relationship of trust** and empathy with the client that allows them to be an active participant in their ongoing telehealth care.

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- Schedule a practice session before the first meeting so the client will know what to expect.
- Practice muting when someone walks in the room.
- To secure privacy, close all other applications on device during the session. Remember that HIPPA rules still apply during all remote telehealth sessions.
- Discuss ahead of time what to do if technical difficulties arise. Internet connectivity can be sporadic at times due to weather.
- Use a mobile friendly platform for virtual services.
- Allow time for feedback to be sure information is understood.

The more patients understand what to expect, the more likely they will reach their goals.



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- 1 Send a reminder 24 hours before the next session.
- 2 After the session, have the client complete a satisfaction survey so you are aware of any problems.
- 3 Inform the client that follow up care is available between appointments.
- 4 Allay any concerns by telling the client it may take a few sessions to get used to this new format.
- 5 End the session on a positive note by affirming the success of the process and the value of the client relationship.



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Please consider sharing with PERU your feedback on the Remote Client Engagement resource by completing a brief survey: https://pitt.co1.qualtrics.com/jfe/form/SV_eXl6I2u54VajnKd



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