



Health Care Remote First Workbook

Welcome to our Remote First workbook for Health Care. This is a short exercise in relooking at your organization in terms of the services you provide and the population that you serve. Using our workbook, you may come up with some do-it-yourself strategies to steer your company in new directions. Some may require more planning, resources, or other support. Please feel free to reach out if needed at the links at the bottom.

Remote First Planning Topics

1. Identify patients who are eligible for telemedicine sessions based on their medical conditions, accessibility to technology, and willingness to participate.

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2. Obtain informed consent from patients for telemedicine sessions, explaining the process, the equipment needed, and the risks and benefits.

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3. Train staff on telemedicine technology, including how to use the equipment, how to troubleshoot common issues, and how to maintain privacy and security.

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4. Provide clear instructions to the patient on how to prepare for the telemedicine session, including how to connect to the system, how to prepare any necessary medical equipment, and how to find a quiet, private location.

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5. Ensure that the telemedicine system is secure and compliant with relevant regulations, such as HIPAA.

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6. Schedule telemedicine appointments in advance, and ensure that the patient receives a reminder notification prior to the session. Schedule follow-up appointments as needed.

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7. Conduct the telemedicine session in a professional and respectful manner, addressing the patient's concerns and questions, and documenting any medical information obtained during the session.

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8. Ensure that the telemedicine session is integrated into the patient's overall care plan, and that the patient's medical records are updated with any relevant information obtained during the session.

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9. Evaluate the effectiveness of telemedicine sessions in improving patient outcomes, and make adjustments as needed to improve the process and outcomes.

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10. Provide technical support to patients who may have difficulty connecting to the telemedicine system or using the equipment.

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11. Consider any accessibility issues that may affect patients' ability to participate in telemedicine sessions, such as hearing or vision impairments, and provide appropriate accommodations as needed.

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12. Address language barriers that may prevent patients from fully understanding the telemedicine process or medical information shared during the session, and provide interpretation services as needed.

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13. Ensure that patients are adhering to their medication regimens and provide reminders or assistance as needed.

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14. Coordinate with caregivers or family members who may be assisting with the patient's care to ensure that they are aware of the telemedicine sessions and can provide support as needed.

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15. Evaluate patient satisfaction with telemedicine sessions and gather feedback to improve the process and address any concerns or issues that arise.

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16. Anticipate potential technical issues that may arise during telemedicine sessions and develop a plan for addressing them, such as ensuring backup equipment is available or providing alternate communication methods if needed.

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17. Address privacy concerns patients may have about telemedicine sessions, such as ensuring that conversations cannot be overheard by others and that medical information is kept confidential.

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18. Consider financial barriers that may prevent patients from participating in telemedicine sessions, such as lack of insurance coverage or the cost of equipment, and provide resources or assistance as needed.

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19. Provide patient education on telemedicine, including how it works, what to expect during a session, and how it can benefit their health.

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20. Coordinate with other healthcare providers who may be involved in the patient's care, such as primary care physicians or specialists, to ensure that they are aware of the telemedicine sessions and that the patient's care is coordinated across all providers.

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