

Telemedicine: Preparation and Workflow

Office-based telemedicine

- Patient arrives at office/community hospital and checks in at recommended time (at least 15 minutes before start of telemedicine visit).
- Nurse or medical assistant (if medication does not need to be administered by injection) trained in telemedicine brings patient to room with telemedicine cart or computer equipped for patient visit.
- Nurse/MA collects urine sample, checks temperature of sample, and submits it to lab.
- Nurse/MA initiates telehealth visit and stays with patient during visit in case of questions.
- Provider starts visit from remote location and meets with patient.
- Provider documents visit (may be needed at patient site as well, if billing is done separately).
- Scheduling of subsequent appointment.
- Provider sends prescription to pharmacy at end of visit when follow-up interval is discussed.

Home-based telemedicine

- Program coordinator/staff member in practice counsels patient on how to use Zoom Professional or other HIPAA-approved platform from their smart phone or computer.
- Patient is informed about how payment/copays for telehealth appointments work.
- Patient is advised to finding private setting for appointments.
- Patient learns about downloading application, installing updates, and arriving in virtual waiting room in advance; has opportunity to practice.
- Staff are available to update patient if provider is running more than 10 minutes late. (Patient should remain logged in.)
- Provider starts visit from remote location and meets with patient.
- Provider documents visit and schedules follow-up with patient.
- Provider sends prescription to pharmacy and sends requisition for subsequent urinalysis to lab.
- *Note: Since nurse/MA cannot check temperature of urine sample when visit is not in person, home-based telemedicine (outside of the COVID-19 pandemic) should be used only for very stable patients.*

General tips

- Provider “locks” meeting after patient joins (precaution against “Zoom bombing”).
- Provider has patient’s phone number and can switch to phone visit if technical/internet issues occur.
- Recommended: Provider schedules follow-up appointment with patient during visit.

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