

## CHW Telehealth FAQ and Resources for Patients

*March 19, 2021 CTC-RI Training: Strategies for Community Health Workers & Patient Navigators to Support Clients in Using Technology and Telehealth*

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### **Part 1: Frequently Asked Questions**

#### **1. What is Telehealth? Why is it important for my clients?**

Telehealth is a form of healthcare which uses technology to provide remotely-accessed healthcare delivery. The simplest forms of telehealth allow a client to connect via video call or phone call with a healthcare provider from the patient's home or other location. The term "telehealth" also encompasses a wide variety of technology that can be used to collect and transmit health information remotely.

Telehealth has created new opportunities for patients and clients to connect with providers in a way they prefer, enabling access to care when and where is it needed most, particularly during the COVID-19 pandemic. This "[Telehealth Perspectives](#)" video shows a variety of ways telehealth can continue to be a vital part of our healthcare system as we move forward.

What about use of telehealth in behavioral health? [This factsheet](#) from the Upper Midwest Telehealth Resource Center is a good overview of tele-behavioral health.

## 2. What if a client has privacy concerns? Are there resources to help them understand privacy concerns in telehealth?

The best source of information for patients concerned about privacy/security will be their provider's office, who can give them more information about their policies and the platform that they'll be using for any given appointment.

Family Voices provides a "barrier buster" fact sheet for clients who have privacy concerns here: [BB-Secure-Info.pdf \(familyvoices.org\)](#)

This one-page sheet from SAMHSA, "[Tips to Keep your Telehealth Visit Private](#)" lays out steps clients can take on their own behalf to protect their privacy when using telehealth services.

## 3. Are there additional privacy considerations for clients who are domestic violence victims/survivors?

Telehealth can present additional privacy concerns for clients who are domestic violence victims/survivors. Telehealth appointments are typically conducted from the home, and healthcare providers are not able to be certain that clients are alone in the room. Because abusers may have access to victims'/survivors' phones or computers, there are additional concerns stemming from using personal devices to transmit information.

It is especially important that healthcare teams comprehensively screen for domestic violence in telehealth services. If domestic violence is confirmed or suspected, [support clients to create a safety plan for telehealth visits](#). Healthcare teams should also consider developing a code word so that clients can let them know if a perpetrator is within earshot.

Victims/Survivors should also take steps to ensure that their devices are secure before using them for telehealth appointments. The National Network to End Domestic Violence provides tips for creating a [technology safety plan](#), and also maintains a more in-depth toolkit for tech safety [here](#).

## 4. Are there special considerations for suicidal patients?

Basic guidelines for initiating telehealth contact when your client may be suicidal:

- Request the person's location (address, apartment number) at the start of the session in case you need to contact emergency services.
- Request or make sure you have emergency contact information.
- Secure the client's privacy during the telehealth session as much as possible
- Prior to contact, develop a plan for how to stay on the phone with the client while arranging emergency rescue, if needed

*Guidelines Taken from the Center for Practice Innovation's "[Telehealth Tips: Managing Suicidal Clients During the COVID-19 Pandemic](#)."* More information, including adaptation of safety plans, can be found in the linked document.

Also available is this recorded webinar from the Suicide Prevention Resource Center: "[Treating Suicidal Patients During COVID-19: Best Practices and Telehealth](#)."

## 5. How can I support my clients with language barriers to access telehealth?

Patients with limited English proficiency continue to face barriers to telehealth. Some practices have access to translation services that they can use for telehealth appointments. [This fact sheet](#) from HITEQ provides an overview of the issue and some resources for health care teams working with Limited English Proficiency patients.

See Part 2 of this document for patient education resources in Spanish for telehealth and bilingual tutorials for using specific applications and portals.

## Part 2: Telehealth Resources for RI Community Health Workers

### 1. Client Education- Preparing for/Understanding Telehealth

#### Telehealth Client Education- English:

- ['What to Expect from a Telehealth Visit'](#)- This six-minute animated video for patients is an introduction to telehealth and how to prepare for a telehealth appointment.
- [8 Tips for a Successful Telehealth Visit](#)- This PDF from NETRC is a quick overview of tips for setting up technology and space for a telehealth visit.
- [Sample Video Visit Technology Screening Form](#)- This form can help clients check their technology prior to a telehealth visit.

#### Telehealth Client Education- Spanish:

- ["Cómo usted se puede preparar para un encuentro en video"](#)- ("How to prepare for a telehealth appointment," written guide.)
- [¿Qué es la telesalud?](#) ("What is Telehealth?" Video)
- [Prepárese para su cita de telesalud](#) ("Prepare for your telehealth appointment" Video)

#### Other Useful Telehealth Education Resources:

- Northeast Telehealth Resource Center, who partnered with us on this webinar: [www.netrc.org](http://www.netrc.org)
- Family Voices Telehealth Curriculum: <https://familyvoices.org/telehealth/curriculum/>
- National Consortium of Telehealth Resource Centers: [National Consortium of Telehealth Resource Centers | Home](#)
- [Example Telehealth Etiquette](#) Sheet—tips for providers

## 2. Resources for Older Adults

- [Age-Friendly RI Virtual Community Center](#)
- [URI Cyber Seniors](#) – Personal Tech Help
- [The POINT](#) – Hotline for older adults and adults living with disabilities; connections to healthcare, employment, housing, legal assistance, and other resources - 401-462-4444
- [Be Kind RI](#) – Volunteer Grocery and Pantry Delivery
- [Office of Healthy Aging](#) – Report Elder Abuse or Self-Neglect online or by phone at 401-462-0555
- [Telehealth for Seniors](#) -- National Organization offering toolkits and a hotline to support seniors in using telehealth, hotline for tech support is +1 475 675 0564
- [Technology for Aging in Place and Digital Equity](#)-- Fact sheet on useful mobile apps for older adults managing their health and well-being

## 3. Helping Clients Access Internet/Devices:

- [digiAGE Collaborative](#) –Device Access & Internet Connectivity resource list for older adults in RI; list maintained by the RI Office of Healthy Aging. Some resources are also applicable to adults who are low income or living with disabilities.
- [FALL 2020 Internet Access Options for Schools - Google Docs](#)—this resource from the RI Department of Education lists low cost and free options for mobile hotspots and home internet for children, families and individuals in RI.
- [FCC Lifeline Program](#)-Since 1985, the Lifeline program has provided a discount on phone service for qualifying low-income consumers to ensure that all Americans have the opportunities and security that phone service brings, including being able to connect to jobs, family and emergency services.

## 4. Tutorials for Specific apps/desktop programs:

**General/multipurpose** - [ENGLISH, WRITTEN GUIDE] [Telehealth Access Guide](#): NETRC, in partnership with Telehealth for Seniors, developed the following text guide which helps guide clients through a range of tech access tasks, including setting up email, getting on zoom, and connecting to Wi-Fi.

### • **Using Zoom**

- Mobile:
  - [ENGLISH, VIDEO] How to use Zoom on Mobile- [How to Use Zoom - YouTube](#)
  - [SPANISH, VIDEO] How to use Zoom on Mobile- [Como usar Zoom - YouTube](#)
- Computer/Desktop:
  - [ENGLISH, VIDEO] [Guide from Age Friendly RI for Installing and Using Zoom](#)
  - [ENGLISH, WRITTEN GUIDE] [Guide for Installing Zoom on Computer](#)
  - [SPANISH, VIDEO] Install and Use Zoom- [Instalar Zoom y Unirse a una Reunion](#)

### • **Using Doxy.me (Mobile)**

- [ENGLISH, VIDEO] How to use Doxy.me: [How to use Doxy me - YouTube](#)
- [SPANISH, VIDEO] How to use Doxy.me: [Como usar Doxy me - YouTube](#)

- **Doximity**
  - [ENGLISH, SPANISH, CHINESE; VIDEO] List of patient resources for Doximity: [Dialer Video Patient Experience – Help Center \(doximity.com\)](#)
  
- **Using Facetime (Mobile and Desktop)**
  - [ENGLISH, VIDEO] [Video Guide from Age Friendly RI](#)
  
- **My Chart Portal**
  - Computer/Desktop:
    - [ENGLISH, WRITTEN GUIDE] Text Guide for Desktop: [MyChart Guide for Desktop Users.pdf - Google Drive](#)
  - Mobile App:
    - [ENGLISH, WRITTEN GUIDE] Text Guide for Mobile App: [MyChart App Guide.pdf - Google Drive](#)
  
- **Healow portal (Used by some practices with eclinical works)**
  - [VIDEOS, ENGLISH AND SPANISH] Playlist with videos in English and Spanish guiding patients through initiating a telehealth visit and accessing their records-- [healow Telehealth - Info for Patients - YouTube](#)