



- 🌱 Identify staff to conduct telehealth interactions with patients.
- 🌱 Develop protocols so that staff can triage and assess patients quickly.
- 🌱 Practice using technology first with other staff before you use with a patient.
- 🌱 Create a backup plan and establish protocols in case escalation of care is required or technology fails.
- 🌱 Document a complete and accurate record of all telemedicine services performed in member's medical record based on your interaction, including any assessments or treatment plans at the time of the visits.
- 🌱 Check in with patients to find out if and where the trouble areas are for them.