



# TELEHEALTH RECOMMENDATIONS FOR GERIATRIC CLINICIANS

With the recent increase in the utilization of telehealth services, we recommend the following to clinicians to successfully implement telehealth visits in geriatric care:

## KNOW

- If your patient has secure and reliable internet access. Connect them to resources if they do not.
- Any limitations the patient has (i.e., vision, hearing, cognition, linguistic) that may impact their ability to engage in telehealth.
- The goal of the patient's telehealth visit; confirm this with the patient and their family/caregiver beforehand.

## ASK

- The patient and their family/caregiver who is present for the visit.
- During the visit, observe the patient's environment and ask questions about their access to fresh food, electricity, and internet.

## DO

- Clearly explain the benefits and limitations of telehealth to the patient and their family/caregiver.
- Conduct a practice visit, to resolve any technical issues or questions about accessing the visit beforehand.
- Decide on a back-up plan with the patient and their support system if technology issues arise.
- Protect your patient's health information by conducting all telehealth visits in a quiet and private area. Encourage your patient to do the same.
- Connect the patient with additional care services (i.e., Office for the Aging, Social Services, respite for caregivers) if there are any concerns.
- Verify that the patient and their family/caregiver understood their next steps. Conduct a follow-up (i.e., a phone call) in the days after.

## REFERENCES

- Wardlow L, et al. Development of telehealth principles and guidelines for older adults: A modified Delphi approach (2023). *J Am Geriatr Soc.* 71(2), 371-382. <https://doi.org/10.1111/jgs.18123>.
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- Choi, SL, Carr D, and Namkung, EH (2023). Telehealth Use Among Older Adults With Sensory, Cognitive, and Physical Impairments: A Substitute or Supplement to Traditional Care?, *J Gerontol B Psychol Sci Soc Sci*, 78(10), 1735-1746. <https://doi.org/10.1093/geronb/gbad098>