

# Telehealth Workshop



Learn how to confidently use  
telehealth to manage your  
health care

# Workshop Objectives

- ❖ Understand what telehealth is with examples
- ❖ Learn how to use my Patient Portal
- ❖ Identify best practices for a telehealth visit

# Overview of Modules

1. “What is Telehealth?”
2. Walkthrough of an On-Demand Telehealth Visit
3. Using Your Patient Portal
4. Best Practices

# Ice-Breaker Activity

What is your goal with our workshop today?

# Module 1. “What is Telehealth?”

Definition, Profiles, Uses, Benefits & “Mythbusters”

# Module Opening Activity

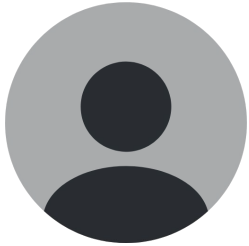
Using Post-It Notes, write a use, definition, or fact about telehealth.

We will use these during our  
“Mythbusters” activity!

# Defining Telehealth

“Using digital technology to access remote health care services and communicate with your provider about your health.”

# Profiles of People Who Use Telehealth



“After experiencing an illness that left me unable to drive, I started to use telehealth. Now I’m in the comfort of my own home, relaxed, and speaking with my provider in Brooklyn, NY!”



“I don’t feel comfortable using the internet, but I do have a phone. I used telehealth to have a FaceTime call with my veterinarian!”



“I used telehealth in a moment of crisis after feeling depressed from my caring for my husband with dementia. I have found telehealth to be helpful and a great comfort to me.”

# How Can I Access Telehealth?



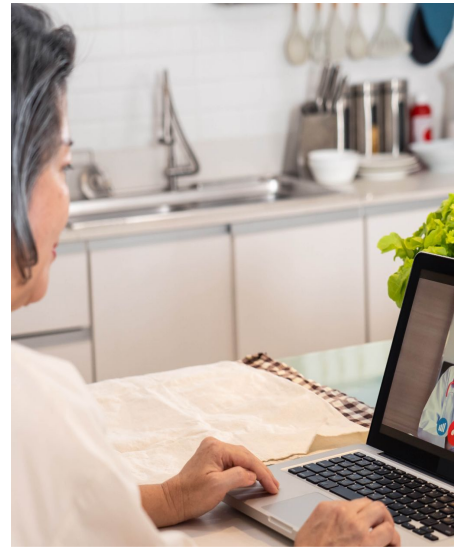
**Voice-Only**



**Phone**



**Tablet**



**Computer**

# Types of Telehealth

**Live Video:** Two-way interaction between a patient and provider in real time with video and audio.

**Voice-Only:** A telehealth visit over the phone with only audio.

**Remote Monitoring:** Medical data that is collected and sent to the provider electronically (blood pressure, blood sugar, weight).



# How Can I Access A Live Video Telehealth Visit?

It is important that in order to access telehealth you have a(n):

- Strong and reliable internet connection
- Active email address to receive the telehealth video link

# Other Uses for Telehealth

- Dermatology (skin care)
- General wellness visits
- Mental health counseling
- Treatment follow-up
- Prescription medications



# Types of Telehealth

Telehealth is **likely appropriate** for:

General wellness visits

Management of chronic conditions

Discussion of test results

Counseling about diagnostic and therapeutic options

Dermatology

Prescriptions for medicine

Nutrition counseling

Mental health counseling

Telehealth is **less appropriate** for:

Health concerns that require a procedure

Abdominal pain

Eye complaints

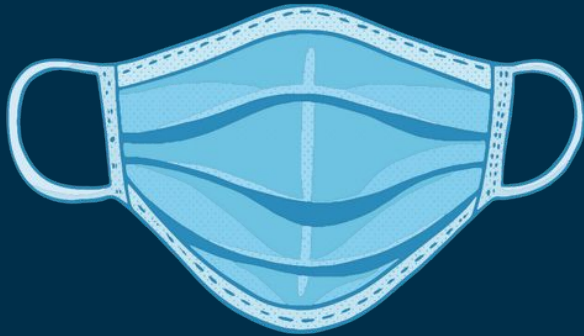
Gynecologic complaints

Dental complaints

Highly nuanced or multiple complex health concerns

Any situation in which a physical exam would change your recommendation

# Benefits of Telehealth



You may prefer telehealth if you...

- Have transportation barriers
- Have mobility issues
- Are immunocompromised
- Are an established patient

# Let's Review our Post-It Notes!

## “Mythbusters” Activity



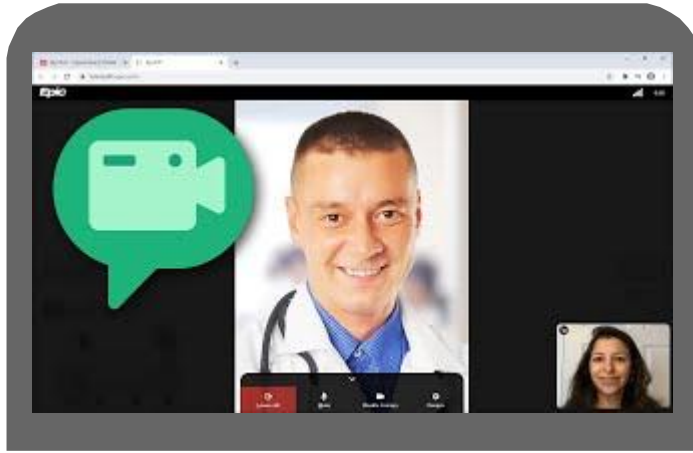
# End-Of Module Check-In

- How are you feeling about the content so far?
- What is something new that you learned?

# Module 2. On-Demand Telehealth Visit

Watch how to schedule a telehealth visit on MyChart,  
tips for internet safety

# Video: Scheduling a Telehealth Visit in the Patient Portal



Computer



Phone

# How to Stay Safe Online with Telehealth

- Make sure your internet connection is secure
- Do not click on any link that you do not trust
- You are not required to share your SSN with your provider





# End-Of Module Check-In

- What was helpful watching how to schedule a telehealth visit?
- What your current internet safety concerns?

Let's take a 5-minute break!

We will rejoin shortly

# Module 3. Using Your Patient Portal

Definition, Uses, & Video Walkthrough

# Module Opening Activity

With a show of hands, how many of you use a computer, phone, or tablet on a regular basis? Do you use these devices to access your health information?

# What is a Patient Portal?

“A website where a patient can see their personal health information.”

- Schedule appointments (including telehealth)
- View test results
- Message with your provider
- Request medication refills

# Types of Patient Portals

## **EHR: Electronic Health Records**

- MyChart is an Epic patient portal and currently used at:
  - SUNY Upstate Hospital
  - St. Joseph's Hospital
- Other patient portals will have similar features and layouts

# Types of Patient Portals: MyChart



Ver en Español



## Communicate with your doctor

Get answers to your medical questions from the comfort of your own home



## Access your test results

No more waiting for a phone call or letter – view your results and your doctor's comments within days



## Request prescription refills

Send a refill request for any of your refillable medications



## Manage your appointments

View details of your past and upcoming appointments



## Manage Your Appointments

View details of your past and upcoming appointments. Certain appointments can be scheduled directly online. For those appointments that cannot be scheduled directly online, you'll be able to submit an appointment request.



## Communicate with your doctor

Get answers to your medical questions from the comfort of your own home



## Access your test results

No more waiting for a phone call or letter – view your results and your doctor's comments within days



## Request prescription refills

Send a refill request for any of your refillable medications



## Donate Life Registry

If you would like to sign up online as an organ, eye and tissue donor, you can access the [New York State Donate Life Registry Enrollment Form](#).

Sign in

[Forgot username?](#) [Forgot password?](#)

New User?

SIGN UP NOW

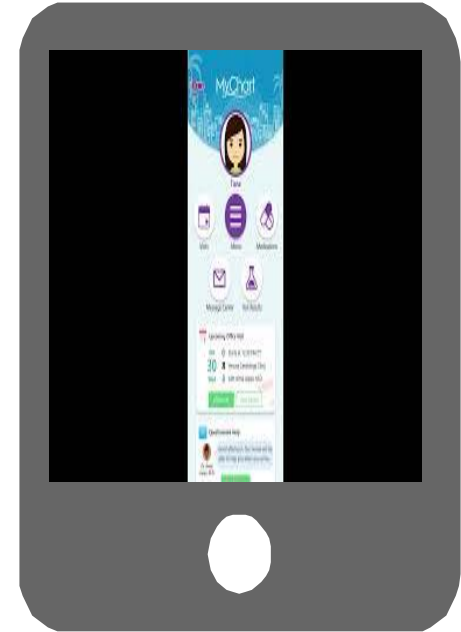
Are you a parent or guardian? [Request access to a minor's record.](#)

Technical questions about MyChart?  
Call the Help Desk at 1-(800)-231-6899

# Video: Accessing Your Patient Portal



Computer



Phone



# End-Of Module Check-In

- Show of hands, do you see yourself using your Patient Portal?
- What is something you learned about the Patient Portal that you are excited to try?

# Module 4. Best Practices

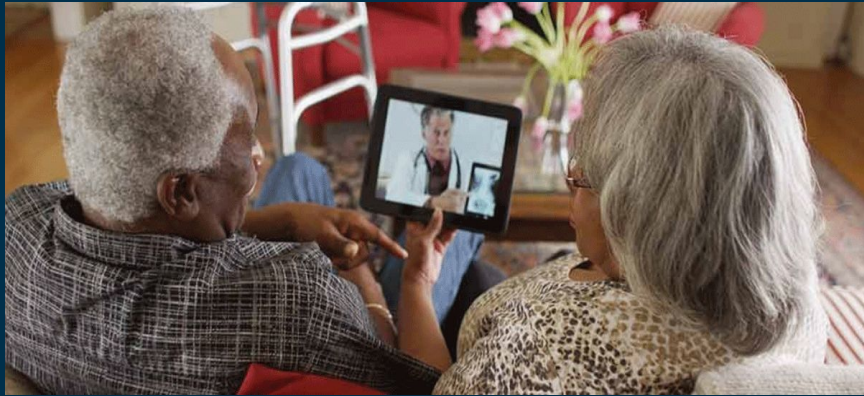
How to get the most out of your telehealth visit

# Before Your Telehealth Visit

- Practice using important functions (link, video, audio)
- Charge your device and find a well-lit, quiet area to have your visit
- Prepare any questions
- Remember your health information is private!



# During Your Telehealth Visit



- Introduce your aide and/or caregiver
- Describe any symptoms
- Answer and ask questions
- Next steps

# After Your Telehealth Visit

- Follow any next steps
- If you have concerns or are unsure about what to do next, contact your provider through your Patient Portal or call the office





## End-Of Module Check-In

- Which of the Best Practices stuck out to you?
- Do you plan to use any of these practices in your next telehealth visit?

# Closing Thoughts

Revisit objectives and discuss next steps

# I want to use telehealth, what's next?

- Ask others to share their experiences with telehealth
- Be comfortable with using your device
- Reach out to your provider and find out whether telehealth is right for you and your health care



# I am still not ready to use telehealth

- What concerns do you still have?
- Find an achievable goal in using technology
- Be mindful of how illnesses could impact your care in the future



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# About InterFaith Works of CNY

## **InterFaith Works of CNY's Mission Statement**

InterFaith Works affirms the dignity of each person and every faith tradition, builds racial and religious equity, and creates bridges of understanding among us.

## **Digital Inclusion Program for Older Adults**

Created through the Center for Healthy Aging, the Digital Inclusion Program is dedicated to helping older adults learn to use devices like phones, tablets, and computers to safely enrich their lives.

# Contact InterFaith Works of CNY

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