NEW TO LEADING THE TELEHEALTH PROGRAM?

Where in the world do you start? gpTRAC

As a new telehealth provider, nurse leader, or program manager, how do you get up-to-speed quickly? Here are **six** focus areas that will be important to your overall success in moving telehealth forward.

6 AREAS OF FOCUS

1
Understand the Language
Telehealth is not just "one thing" and organizations may use different terms. Know the different modalities, how they are used, and in which specialties.

2
Know Your Organization's Goals
Determine how telehealth can help accomplish the strategic goals of the organization. Identify how telehealth can help other departments meet their goals as well.

3
Dig Into the Regulations
Policies, procedures, regulations, billing - these are all complicated and ever-changing. Learn as much as you can, stay current, and find some favorite and reliable resources.

4
Relationships are Important
Get to know the clinic team and their needs (providers, nurses, office staff, etc.). Your goal is to help them succeed. Staff turnover makes this an on-going effort.

5
Learn the Workflows
Understand your organization's documentation requirements. Learn the impact telehealth may have on clinic processes. Identify where it can be helpful.

6
Understand Basic Skills
Find or create good examples of various types of visits. (virtual hand-offs, good patient engagement/communication, etc.) Many learn by observing others.

CURATED SOURCES OF TELEHEALTH INFORMATION

START HERE

- **National Consortium of Telehealth Resource Centers (NCTRC)**
  Access to all TRCs and additional resources
  www.telehealthresourcecenter.org

- **Center for Connected Health Policy**
  www.cchpca.org

- **Telehealth Technology Assessment Center (TTAC)**
  www.telehealthtechnology.org

- **US Department of Health & Human Services**
  www.telehealth.hhs.gov

- **American Telemedicine Association**
  www.americantelemed.org

- **Center for Telehealth & eHealth Law**
  www.ctel.org

- **Federation of State Medical Boards**
  www.fsmb.org

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- **Great Plains Telehealth Resource & Assistance Center (gpTRAC)**
  www.gptrac.org   p: 888-239-7092

ADDITIONAL RESOURCES FROM TRCS ACROSS THE COUNTRY:

NETRC-Telehealth Library
www.netrc.org/resources.php

TTAC-Virtual Telehealth Technology Showcase
https://telehealthtechnology.org/toolkit/virtual-telehealth-technology-showcase-video-series/

NRTRC-Critical Access Hospital Telehealth Guide
https://nrtrc.org/resources/downloads/CAHTelehealthGuide.pdf

PBTRC-Videos for Patients & Providers
https://pbtrc.org/video-materials/

SETRC-Telehealth Education Sessions
https://setrc.us/telehealth-education/

CCHP-50 State Guides & Other Reports
https://cchpca.org/resources

SCTRC-Telehealth Etiquette
https://learntelehealth.org/telehealth-etiquette-series/

SWTRC-Digital Health Navigator
https://southwesttrc.org/resources/dhn

gpTRAC-Telehealth Billing Guides
https://gptrac.org/resources/billing-guides

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