
Ball State University

Athletic Training

Telemedicine Encounter Instructions (Clinician)

Learning Objectives

- To engage and apply clinical skills in a virtual environment.
- Incorporate clinical expertise, patient values, and the evidence in the wellness and continued care of a patient.
- Guide patients to appropriate and reliable health-related information.
- Develop patient care plans for continued health

Description

The purpose of this document is to lay out the requirements for telemedicine patient encounters. You will find a list of instructions and resources to help guide you through the telemedicine process and the expected pre and post-encounter tasks. Understand that these encounters are meant to further your knowledge, enhance your skills, allow you to think critically, and to practice engaging with patients.

Directions

1. Setting Up the Telemedicine Encounter:

- a. You, as the clinician, will be in charge of setting up the telemedicine encounter appointment time and platform used (encourage the use of Zoom or Google Meets).
- b. Use the email provided to contact the patient formally to schedule an appointment.
- c. Email your patient the week before the encounter is to take place in order to make sure you have enough time to schedule the encounter.
- d. Provide the patient with a link to the meeting, meeting time, and a description of what will occur during the session and appropriate dress needs.

2. Pre-Telemedicine Encounter Checklist:

- a. Test out all equipment before you start.
 - i. Webcam, sound/video quality, computer, internet, etc.
- b. Set camera at eye level.
- c. Plug in computer.
 - i. To power and internet (if possible).
- d. Find a quiet space free of distractions.
 - i. This includes noise, people, poster, etc. distractions.
 - ii. A plain white wall behind you is best.
 - iii. Adjust your lighting to make sure you are easily seen.
- e. Join the session early.
 - i. Five to ten minutes early to ensure all items are working.
- f. Remember to **record the session**.

3. Conducting the Telemedicine Encounter:

- a. Telemedicine Encounters will be a maximum of 30 minutes in length.

- i. Instructors will stop watching after 30 minutes.
- b. During these encounters your goal will be to complete a full evaluation, patient education, and to provide a brief home treatment plan.
 - i. Ensure that you suspend reality.
 - 1. From the second the camera comes on you are the clinician and they are your patient.
- c. During the encounter you may engage with the patient in any way you see fit to complete the evaluation. Feel free to ask them to move, palpate, read, watch, etc. throughout the encounter. You may also want to share your screen to aid in the patient education process.
- d. Make sure you are providing feedback to the patient if you can't see what they are doing ask them to move the camera angle.
- e. It is your responsibility to instruct your patient fully on what you want them to do to get the aspects you need from the evaluation
- f. **As the clinician, you must ensure that you record your telemedicine encounter.**
 - i. The recorded video will be used to assess your proficiency for the case.
 - ii. Upload your video into your Box folder

4. Post Telemedicine Encounter Tasks:

- a. Debriefing:
 - i. When your encounter is over, you can stop the recording and then do a debrief with your patient
 - 1. What did you do well?
 - 2. What can you improve on?
 - 3. What are things you should continue to do in the future?
 - 4. What do you need to do differently in the future?
 - ii. Provide feedback to the patient as well in terms of how they portrayed the case
- b. Documentation:
 - i. You are required to complete a detailed SOAP note at the completion of each telemedicine encounter in ATS.
 - 1. You will need to enter your patient information first and then create an evaluation for that patient. Make sure you are saving your patient information in ATS.
 - 2. Use AT 494 for your team in ATS
- c. Reflection:
 - i. Complete a video reflection about the experience of being a clinician for a telemedicine case
 - ii. The video should be between 3-5 minutes in length
 - iii. Address these questions in your reflection
 - 1. How did you feel during the encounter?
 - 2. Did the encounter go as you expected it to?
 - 3. What went well during the encounter?
 - 4. What did not go well during the encounter?

5. What did you learn to help you for future encounters?
 6. How do you foresee this encounter impacting your patient care in the future?
- iv. Upload your reflection video into your Box folder
- d. Debriefing:
- i. Once you have completed the encounter and your reflection video set up a meeting to debrief with Dr. Hankemeier
 - ii. This meeting will take less than 30 minutes and should occur within 1 week of completing the encounter