

Protocols for Telehealth Assessments

Pre-Assessment Protocols

Assessment Unit

The Assessment Unit shall:

1. Identify recipient for telehealth assessment.
2. Check to make sure the recipient/representative submitted all required documents and picture of the recipient's identification card.
3. If any items are missing email/mail the recipient/representative to ask for the missing items.
4. Contact remote site to ask for 3 available dates and times that SDS can conduct a telehealth assessment with the recipient via video teleconferencing.
5. Contact the recipient/representative to see which of the dates and times they are available to conduct the telehealth assessment.
6. After receiving which date and time will work for the recipient/representative book the video teleconferencing room with the remote site.
 - a. Verify which personnel at the remote site that will initiate the video teleconferencing session.
 - b. Email the identified personnel at the remote site the secure video teleconferencing virtual meeting room instructions.
7. Contact the recipient/recipient and clinic at least one week prior to assessment to:
 - a. Confirm date and time for telehealth assessment.
 - b. Test the video teleconferencing connectivity between SDS and the remote site.
8. If there are any connectivity issues with the video teleconferencing equipment contact the IT department for assistance.

Assessment Protocols

Remote Clinic

The Equipment Technician shall:

1. Use the secured video teleconferencing virtual meeting room instructions to connect with SDS.
2. Ensure that the recipient and any additional participants will have privacy during the telehealth assessment.
3. The room is quiet and comfortable during the telehealth assessment
4. Troubleshoot the connectivity or the video teleconferencing equipment if needed.
5. Make sure that any exam table, bed or other furniture is arranged properly to ensure assessor has full view of the recipient's body.

Assessment Unit

The Assessor shall:

1. Conduct the telehealth assessment using the appropriate assessment tools.
2. Verify recipient's identity
3. Ask any additional participants to identify themselves before starting the telehealth assessment.
 - a. First and Last Name
 - b. What is their relation to the recipient?
4. Explain the telehealth assessment process.
5. Explain that the telehealth assessment may be stopped at any time if the recipient/representatives become uncomfortable with the telehealth assessment process.
6. Allow the recipient or participants to ask questions before and after the telehealth assessment.