AMERICAN BOARD OF TELEHEALTH

TELEPRIMARY CARE CERTIFICATE SYLLABUS

Course Description:

This online certificate program will engage the primary care professional in a focused curriculum that gives best practices from highly regarded experts in the field. Telehealth will become an increasingly essential modality of care delivery across the spectrum of primary care. Consideration for how telehealth can support existing objectives for a primary care practice are important to determining how best to use this technology in providing effective and efficient care.

Course includes:

- Introduction, Barriers and Opportunity of Teleprimary Care
- Operations, Workflow and Productivity in Ambulatory Setting
- Legal, Regulatory and Ethical Considerations
- Telepresence
- Clinical Application, Physical Examination and Documentation via a Remote Medium

Register for this course at:

https://www.intelligohub.org/coursedetails/69?detailsBreadCrumbTitle=Portfolios&portfolioId=13

Introduction, Barriers and Opportunity of Teleprimary Care

Virtual health is an expanding modality of care. It has demonstrated benefits including increasing access to care, decreasing geographic health disparities, increasing consumer convenience and compliance and decreasing professional isolation, just to name a few. These benefits are not met without challenges such as reimbursement parity, regulatory barriers and infrastructure costs. In this module, we will look at the evolution of telehealth in the primary care setting, consider evidence that supports the use of telehealth in providing primary care, look at innovative models in providing teleprimary care and discuss the opportunity and risks teleprimary care presents.
1. Describe the evolution of telehealth and teleprimary care.
2. Summarize evidence supporting the use of telehealth in the primary care setting.
3. Differentiate models of providing primary care via telehealth.
4. Identify common benefits and barriers of providing primary care via telehealth.

Operations, Workflow and Productivity in the Ambulatory Setting

Telehealth will be an essential part of care delivery moving forward. Consideration for how telehealth can support the objectives already identified for a primary care practice will be important. Telehealth technology solutions should be determined by clinical requirements with the goal of keeping the patient as the first priority, not the technology. The technology being used by clinicians should be applied without significant workflow modifications. When the patient is at the center of implementation and ongoing workflow, benefits of telehealth create connectedness and optimization of resources. This course will engage the learner in operational considerations to create telehealth workflow that provides productivity while maintaining standard of care.
1. Identify the infrastructure requirements to implement telehealth services for management of patients in the primary care setting.
2. Identify important protocols to provide clarity and structure to the care team while considering the entire telehealth workflow in the primary care setting.
3. Use practical approaches to the healthcare environment to create an adaptable band functional workflow design when utilizing telehealth for the primary care setting.
4. Utilize scheduling options in the ambulatory care setting that can optimally integrate telehealth care.

Legal, Regulatory and Ethical Considerations

Individual states have governance to oversee telemedicine practice within that state. Not only do individual states define telehealth and telemedicine differently, but states also have their own requirements regarding reimbursement, scope of practice, licensing and consent. State variances in telehealth definitions within law and regulation often make strategic, operational and clinical challenges abundant. Teleprimary care providers and stakeholders must ensure regulatory compliance, traverse risks in implementation of telemedicine, and deliver high quality, ethical health care services to minimize liability. This module will take a look at the legal and regulatory challenges both at a federal and state level that create complexities to the teleprimary care landscape.
1. Recognize variability in requirements and procedures from each state licensing board and facility in regards to telehealth licensing, credentialing and privileging.
2. Describe differences in the identification and informed consent process when providing teleprimary care services.
3. Review dispensing and prescribing via telebehavioral health in accordance with state regulations and local protocols.
4. Discuss state regulations regarding telehealth reimbursement policies.
5. Examine CMS, Medicare, Medicaid requirements for telehealth services.
6. Describe the ethical responsibilities associated with a primary care provider's scope of practice when utilizing telehealth.

Telepresence

Along with safety and effectiveness, patient experience is a fundamental part of healthcare quality measurement. Creating an excellent experience helps foster a sense of trust with the healthcare system. A trusting patient-provider relationship can lead to better patient engagement, compliance and outcomes. Telepresence is the ability for the teleprimary care professional to create an environment to build positive patient-provider rapport and create a meaningful encounter through valuable patient-provider virtual interaction. This module will review the unique aspects of building positive patient-provider rapport and a meaningful encounter through telehealth technology. The module will review preparations for a virtual visit that can set expectations for a meaningful encounter, verbal and non-verbal communication that build therapeutic relationships and best practices in care coordination and follow up.
1. Describe preparation for a telehealth visit to set expectations for a meaningful encounter.
2. Identify skills that build patient-provider relationship through remote mediums.
3. Identify best practices in care coordination and follow-up after a telehealth encounter to ensure an excellent patient experience.

Clinical Application, Physical Examination, and Documentation via a Remote Medium

Clinical considerations for a teleprimary care encounter focus on maintaining the same standard of care and quality of service as an in-person visit. This module will review the unique aspects of providing clinical care via a remote medium including criteria to assess patient appropriateness for telehealth, techniques for providing a physical examination over the camera and best practices management of a hybrid patient-provider relationship.
1. Describe criteria to assess appropriateness of a patient for telehealth.
2. Review techniques for providing a physical examination over audio-video interaction.
3. Review management of a hybrid patient-provider relationship that includes an in-person and virtual clinical relationship using technologies by providers working individually or in teams.

We are here to support your telehealth education needs. For questions, feedback, or more information, please email:
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