

Checking for Understanding

by Capella Healthcare



WHAT'S COVERED

In this lesson, you will learn how to check to see if your patients understand the program. Specifically, this lesson will cover:

1. Demonstrating the Telehealth Platform
2. Allowing for the Opportunity to Ask Questions

1. Demonstrating the Telehealth Platform

Once patients are able to see and utilize the telehealth platform for themselves, they will naturally feel more comfortable. You should demonstrate the platform and include step-by-step directions for the patient to follow. De-mystifying the process will make the patient more familiar with the process, help them to set their expectations, and increase the likelihood that they will try it out themselves.

Here are some example steps you may share with your patient and demonstrate when you meet:



STEP BY STEP

1. Obtain your login information from the office.
2. Visit the website.
3. Create your telehealth visit account.
4. Complete telehealth informed consent form, like the one shown below.
5. Complete any enrollment questions related to your medical history.
6. Schedule a telehealth appointment.
7. At the time of your scheduled appointment, log into the secure site provided. Turn your microphone and camera on!

2. Allowing for the Opportunity to Ask Questions

It is imperative to find ways to continue the dialog with your patients. You should provide a telephone number they can call to get their questions about telehealth, access, etc. answered. Having these resources available encourages patients to ask questions and helps alleviate any potential hesitations they may have. When patients have the opportunity to talk about options, they are more likely to feel comfortable utilizing telehealth.

If your portal has a chat feature, this could also be used.

Authored by Cindy Ebner, MSN, RN, CPHRM, FASHRM and Melissa A. Singer Pressman, PhD, MLIS

Support

If you are struggling with a concept or terminology in the course, you may contact **TelehealthSupport@capella.edu** for assistance.

If you are having technical issues, please contact **learningcoach@sophia.org**.