

Creating Resources to Support the Program

by Capella Healthcare



WHAT'S COVERED

In this lesson, you will learn about different resources you should create to support the program. Specifically, this lesson will cover:

1. Resource Characteristics
2. Resource Samples

1. Resource Characteristics

You should create resources to help communicate about your telehealth program. A variety of printed materials should be included. The materials should cover frequently asked questions as well as a “how-to” on accessing the platform. It is best to utilize all your practice’s modes of communication to disseminate these resources:

- Hand out in person
- Post on the website
- Email in the newsletter
- Post on social media or the patient portal



BIG IDEA

The goal is to educate and inform your patients.

2. Resource Samples

Below is an example of a printed resource that could be provided to established patients when they visit in person or shared online from the American Medical Association.

The Telehealth Resource Center also has a FAQ on *How Patients Can Engage in Telehealth*.

Caravan Health created a Patient Instruction Sheet for a Successful Telehealth Visit.

These examples can help you think of ways you can engage your patients for a successful telehealth encounter. When creating educational materials, it is always important to do so in collaboration with patients in the design. If that is not possible, have them review materials and provide feedback to ensure it is consumer-friendly and meets their needs.

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**.