

# Telehealth and Information Technology

by Capella Healthcare



## WHAT'S COVERED

In this lesson, you will learn about the relationship between information technology (IT) and telehealth. Specifically, this lesson will cover:

1. Defining Information Technology (IT)
2. Technology and Healthcare
3. Technology Used in Telehealth

## 1. Defining Information Technology (IT)

Following the brief discussion on telehealth and related activities, this lesson turns to preparation for telehealth engagements. Technology is the mode used for patient appointments, healthcare administration, and management of cases in the electronic health record (EHR)/clinical decision support systems (CDSS).

According to Merriam Webster Dictionary (2020), **information technology (IT)** is “the technology involving the development, maintenance, and use of computer systems, software, and networks for the processing and distribution of data.”

In the context of healthcare, this includes maintenance of electronic health records (EHR) and clinical decision support systems (CDSS), and technology used to communicate data. This communication medium includes mobile devices (tablets, smart phones, laptops), desktop computer systems, servers, applications, and networks (ONC).



### TERM TO KNOW

#### Information Technology (IT)

The technology involving the development, maintenance, and use of computer systems, software, and networks for the processing and distribution of data.

## 2. Technology and Healthcare

Through innovation, healthcare can be facilitated in more ways than traditional methods. These innovative methods include e-prescribing, telemedicine visits, creating electronic records, and the use of radiologic images for diagnosis and treatment (ONC). Benefits of IT include the following:

- Faster diagnosis and treatment with the collaboration of multiple providers
- Reduction in multiple tests by having information stored in the EHR and CDSS
- Reduction in paperwork for provider and patient
- Enhanced follow-up on case management
- Enhanced ability of the provider to follow up on cases (ONC)

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## 3. Technology Used in Telehealth

For the initial set up, both the HCP and patient need a reliable Internet connection and a computer system (tablet, laptop, phone) with webcam/video card/speaker/microphone. For privacy, the patient should be in an area where they cannot be disturbed for the duration of the appointment. The HCP is required to ensure a secure Internet connection (encrypted), a software application approved for storing and revising personal health information (PHI), and an acceptable videoconferencing application. Other interfaces include electronic messaging through the EHR system and corporate email.

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## 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**.



### TERMS TO KNOW

#### Information Technology (IT)

The technology involving the development, maintenance, and use of computer systems, software, and networks for the processing and distribution of data