



Protocol for Telehealth Reassessment Pilot Project

Participant Scheduling

The SDS Telehealth Coordinator shall:

- Identify participant for Telehealth reassessment;
- Contact the participant's care coordinator/case manager or personal care assistant (PCA) provider to discuss potential Telehealth reassessment;
- If participant and healthcare team agree, email to care coordinator/case manager or PCA provider the web link to SDS "Pre-Tele-Assessment Packet;" the packet consists of:
 - *Consent for Telehealth Assessment*
 - *Telehealth Assessment Checklist*
 - *Recipient's Medication/Supplements*
 - *Telehealth Assessment Evaluation Survey*
- Contact clinic staff to schedule the telehealth reassessment;
- Identify and schedule SDS resources required for a tele-assessment, including the nurse assessor, facility and videoconferencing equipment.

The agency care coordinator or PCA provider shall:

- identify any assistance the recipient needs to access the remote telehealth site;
- identify personnel in remote site who will assist recipient access videoconferencing site;
- inform the recipient that a *Consent for a Telehealth Assessment* form must be signed before scheduling the assessment;
- submit complete "Pre-Tele-assessment Packet" to the SDS Telehealth Coordinator

The SDS Telehealth Coordinator shall:

- Contact, at least one week prior to reassessment, the participant, the participant's Care coordinator/case manager or PCA provider in remote telehealth site to:
 - confirm date and time for reassessment;
 - verify personnel in remote site who will initiate videoconference;
 - coordinate an escort or other assistance needed for recipient to access telehealth reassessment;
- Contact Tribal Health Clinic IT to assist with setting up the telehealth encounter and setting up the videoconferencing bridge.

Initiation

The Health Aide or Behavioral Health Aide in the remote site shall:

- Prepare the remote site appropriately and confirm that:
 - the videoconferencing equipment is placed to accommodate the needs and comfort of the recipient;
 - the room is quiet and comfortable;
 - any exam table, bed or other furniture is arranged to ensure assessor has full view of the recipient's body;
 - the entire room is visible to personnel in the remote site to ensure the recipient's privacy is maintained.
- Initiate the telehealth connection with SDS and trouble-shoot equipment or connectivity problems;
- Assist the participant and nurse assessor as needed to complete the technical aspects of the assessment.

Assessment

The SDS nurse assessor shall:

- verify ID, email and telephone contact information for the participant;
- explain the telehealth reassessment process;
- explain that the video assessment may be stopped at any time if the participant or any family member becomes uncomfortable with the video assessment process;
- allow the participant or family members to ask questions before and after the reassessment;
- Conduct the telehealth reassessment using the appropriate assessment tool;

Post Assessment

The care coordinator/case manager or PCA shall

- Conduct an evaluation of the participant's telehealth experience using the SDS *Telehealth Evaluation Survey*;
- Return the survey to the SDS Telehealth Coordinator by mail or electronically.