TEACHING TELEHEALTH ETIQUETTE: HOW & WHY

DR. TINA GUSTIN DNP, CNS, RN
ASSISTANT PROFESSOR OLD DOMINION UNIVERSITY
TELEHEALTH MANAGER CHILDREN’S HOSPITAL OF THE KINGS DAUGHTERS
WHAT IS TELEHEALTH ETIQUETTE

• What is telehealth etiquette?
  • “screen side manner”
  • The unique skills needed to interact between the technology and the human

• Why teach telehealth etiquette?
  • Simple yet often forgotten
  • One of the major reasons providers and patients abandon telehealth
BED-SIDE VS SCREEN-SIDE ETIQUETTE

• Despite training students and professionals do not transfer common skills from the bed-side to the screen-side.

• Research and experience demonstrates consistent errors.
COMMON STUDENT ERRORS

- Sidebar conversations
- Finger and pen tapping
- Not staying within the canvas
- Inappropriate clothing choices
- Laughing
- Drinking and/or chewing gum
- Looking down and/or taking notes
- Disinterested facial expressions
- Long periods of silence
- Disorganized interview
COMMON PROVIDER ERRORS

- Not checking equipment and starting on time
- Not following common HIPAA guidelines
- Not checking background
- Staying within the screen
- Inappropriate clothing choices
- Charting and looking down
- Forgetting the “small talk”
TRAINING STRATEGIES

• Online course work
• Didactic content in class
• Two instruments:
  • Telehealth Etiquette Knowledge Scale (TEKS)
  • Performance Scale
• Video
• Practice
• Real-time feedback
TRAINING VIDEOS

HRSA Funded

1. Behavioral Health Consult
2. ER Consult
3. Interprofessional Team Visit
4. Series of “real life” Bloopers