Telehealth Education and Resources

This document provides educational resources to support sites in the development of their telehealth program. Topics include workflow, documentation, consent, etiquette, policy, and assessment.

Topic	Title	Source	Length/Modality
Workflow	Tele-emergency Care	Telehealth.HHS.gov	Webpage
	What is Workflow?	Agency for Healthcare Research and Quality	Webpage
	Mapping and Designing Telehealth Clinic Workflows	National Consortium of Telehealth Resource Centers	Webinar
Consent	Obtaining informed consent	Telehealth.HHS.gov	Webpage
	Telehealth & Informed Consent: How Informed Are You?	Southwest Telehealth Resource Center	Webpage
	Informed Consent	Center for Connected Health Policy	Webpage
Documentation	Documenting a Telehealth Visit	Mid-Atlantic Telehealth Resource Center	Webpage
	Medicare Learning Network - Telehealth Services	Centers for Medicare & Medicaid Services	6-page PDF
	Coding Scenario: Coding for Telehealth Visits	American Academy of Family Physicians	Webpage
Etiquette	Telehealth Etiquette Checklist	National Consortium of Telehealth Resource Centers	1-page PDF
	Telehealth Appendix-G-4 - Telehealth Visit Etiquette Checklist	American Medical Association	1-page PDF
	Telehealth Etiquette Video Series	South Central Telehealth Resource Center	Video series
Policy	Model Policy for the Appropriate Use of Telemedicine Technologies in the Practice of Medicine	Federation of State Medical Boards	9-page PDF
	Sample Telehealth Policies and Procedures	Mid-Atlantic Telehealth Resource Center	44-page PDF
	HIPAA Compliance and Security	Telebehavioral Health Center of Excellence	Webpage
Assessment	Mastering Virtual Patient Engagement: Four Telehealth Tips for Healthcare Providers	Healthcare Innovation	Webpage
	Online Patient Assessment in Telehealth	Telehealth.Org	Webpage

Other Resources –
- Telehealth.HHS.gov – [3 Ways Health Care Providers Can Sustain a Telehealth Practice](#)
- HIMSS – [Four Best Practices for Data Privacy and Telehealth](#)
- MedPro Group – [Overcoming Telehealth Barriers and Engaging Older Adults in Virtual Care](#)

Playbooks/Toolkits:
- American Medical Association – [Telehealth Implementation Playbook](#) – 128 pages
- CMS – [Telehealth Providers: What You Need to Know](#) – 17 pages
- CMS – [General Provider Telehealth and Telemedicine Toolkit](#) – 6 pages