

Lummi Tribal Health Center Telemedicine Program Internal Training Guide for Appointment Schedulers

- Make sure the medical concerns fit a telemedicine visit
- Does pt have a smart phone or tablet that they can download apps onto? OR Does pt have a desktop computer with a webcam and a microphone?
 - People need to have a good cell phone connection to do telemedicine, even if they don't have Internet access

- IF THEY HAVE A PERSONAL DEVICE TO USE FOR TELEMEDICINE:
- Please confirm an ACTIVE email and a WORKING phone number and spell the email back for accuracy
- Please place the email and phone number in the moonwalk "other info" section when you schedule. This helps the Zoom onboard team return calls and test run accounts efficiently.
- Let the patient know that someone will call them from an unfamiliar number to help set up their account and do a test run of audio/visual. It is very important that they answer this call.

- IF THEY DO NOT HAVE A PERSONAL DEVICE TO USE FOR TELEMEDICINE:
- They may be a good ipad candidate IF they live in an area that gets good cell phone service on Verizon.
- If people live in an area that never gets good cell phone service (whether or not they own a phone) they will not be a good candidate for an ipad
- These patients can come to the clinic for an ipad visit in the parking lot (see below)
 - The ipads and hotspots work off of cell service just like a cell phone
 - If they are a good ipad candidate, please schedule the patient and note the WORKING phone number and that they need an ipad in the "other info" section on Moonwalk. For these cases, it is ok if they do not have a working phone number.
- If they have a working number, please inform them that someone will be calling them from an unfamiliar number to orient them to the ipad process.

- (last resort) IF THEY ARE OPEN TO TELEMED BUT DO NOT HAVE INTERNET OR A GOOD CELL PHONE CONNECTION AT HOME:
- These individuals can still receive telemed through the ipad IN THEIR CAR in the parking lot of LTHC. The confirmed location for parking lot iPad Appointments is in the main clinic parking lot (east side/MCH side) in front of the signs "IPAD APPOINTMENTS." They are easily identified when individuals drive in as long as they hang a Right when they enter the parking lot.

- Medical, PT, and Psych appointments are sharing three ipads total, so be mindful of this related to scheduling. Physical Therapy will not be scheduling LTHC parking lot appointments but are still scheduling home visits w/ ipads
- Please schedule the patient w/ the appropriate provider, note the WORKING phone number, a description of their car, and that they need an ipad at LTHC in the “other info” section on Moonwalk. My team will still do the formal ipad invitations thru our process. You will not be responsible for tracking if and when patients arrive for these ipad appointments.
- If they have a working number, please inform them that someone will be calling them from an unfamiliar number to orient them to the ipad process.
- I am going to leave it up to your discretion if patient is a good candidate for this process when you are “screening” people for telemed. We’d like to try and keep this as a less used option so as not to inundate the ipad runners as well as reduce the number of people at the clinic overall (even in their cars).