

Patient: \_\_\_\_\_

Date: \_\_\_\_\_

Assessment completed by: \_\_\_\_\_

### PATIENT TELEHEALTH READINESS ASSESSMENT TOOL

NCFH’s Patient Telehealth Readiness assessment tool is intended to assist healthcare providers to identify a patient’s willingness or need for resources and/or skills to engage in Telehealth services. The tool will help health center staff enhance the delivery of telehealth services to their patient population by providing the necessary support.

**Instructions:** Please read each of the following questions and check the response that most accurately reflects your patient’s current needs and resources to determine how ready he/she is to engage in telehealth services. This tool is intended to be used in electronically. Health center staff may fill in the corresponding patient information and upload the tool to an electronic medical record.

Based on the final score of the assessment, recommendations have been provided for health center staff in the “Score Sheet.” These recommendations will help staff develop next steps in creating a plan to engage the patient in telehealth for future healthcare appointments.

**Answer Value: (Yes = 1, No = 0)**

#### A. Patient Willingness/Need

*(Please check one box in each row)*

	Yes	No
1. Does the patient have an understanding of how telehealth works and the services he/she could receive using this service delivery method?	<input type="checkbox"/>	<input type="checkbox"/>
2. Does the patient express a desire, asks questions or demonstrate interest in utilizing telehealth services?	<input type="checkbox"/>	<input type="checkbox"/>
3. Does the patient have a need for telehealth services due to lack of transportation, distance to health center or after hour appointments?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are there other barriers/challenges the patient has that prevent him/her for accessing on-site health services? <i>If Yes, what are they?</i>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Access to Equipment <input type="checkbox"/> Cost of Service <input type="checkbox"/> Language <input type="checkbox"/> Work Schedule <input type="checkbox"/> Digital Literacy <input type="checkbox"/> Other: _____ <input type="checkbox"/> Health Insurance <input type="checkbox"/> Other: _____ <input type="checkbox"/> Lack of Support <input type="checkbox"/> Other: _____		

#### B. Access to Internet and Devices

*(Please check one box in each row)*

	Yes	No
1. Does the patient own a technological device with internet access? <i>If yes, select one below and continue to question 2.</i> <b><i>If no, skip to question 5.</i></b>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Desktop/Laptop computer <input type="checkbox"/> Tablet/iPad <input type="checkbox"/> Smart Phone		

<p>2. Does the patient have private access to this device?  <i>Note the times the patient has private access below:</i></p> <p><input type="checkbox"/> Morning, _____</p> <p><input type="checkbox"/> Afternoon, _____</p> <p><input type="checkbox"/> Evening, _____</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>3. Does the patient have consistent internet access at home?  <i>If yes, select what kind below and continue to question 4.</i></p> <p><input type="checkbox"/> Dial up internet services</p> <p><input type="checkbox"/> High Speed Internet (optic, fiber, DSL, satellite, etc.)</p> <p><input type="checkbox"/> Mobile or cellular data</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>4. Is the internet service (broadband or cellular) strong and stable in their residential area?</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>5. Can the patient afford internet access?</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>6. Does the patient need to access internet or devices in public, shared spaces? (friends or family, library, school, community, hotspot, public Wi-Fi)?</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>C. Digital Navigation Skills</b></p>		
<p><i>(Please check one box in each row)</i></p>	<p><b>Yes</b></p>	<p><b>No</b></p>
<p>1. Has the patient participated in telehealth services before?</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>2. Does the patient know how to navigate their technological device?</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>3. Does the patient have access to a camera on their device?</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>4. Does the patient know how to enable the camera and use it?</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>5. Does the patient have access to a microphone on their device?</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>6. Does the patient know how to enable the microphone and use it to speak?</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>7. Does the patient have access to a headset or headphones?</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>8. Does the patient know how to download and access platforms/applications to engage telehealth services?</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Answer Value: (Yes = 1, No = 0)</b></p>	<p><b>Total Score:</b> <input style="width: 80px; height: 20px;" type="text"/></p>	

## SCORE SHEET & RECOMMENDATIONS

<b>Score 0-5</b>	<b>Provide patient additional education and telehealth resources</b>
<p>Patient seems to not be ready to engage in telehealth services at this time due to lack of resources and/or need for additional patient education on telehealth. It is recommended that health center staff take inventory of the patient’s technological needs to participate in telehealth (i.e., device, internet service, skills) and identify available resources that may be able to provide assistance. Health Center staff can provide referrals in the community on where a patient can obtain technological devices and/or provide a list of locations where the patient can access free internet in the community.</p> <p>To ensure the patient can access or download telehealth platforms/apps in public spaces where there could be download restrictions (library, schools, community centers, etc.), health center staff should communicate with patient and select a public space near the patient location and do an initial approach. Health center staff should coordinate with public space staff to assess if there are all the tools and privacy procedures needed to perform telehealth calls with patient. If the patient is unable to access such resources, health center staff should develop a plan with the patient for them to go onsite at the health center and receive telehealth services and training there. Health center staff may also need to provide additional patient education on the benefits of telehealth and how such services remain confidential. It is recommended that patients learn how to access their medical records, look for information on the health center website and make appointments in order for them to get more familiar and comfortable with the process.</p>	
<b>Score 6-12</b>	<b>Provide patient additional training to build digital literacy skills</b>
<p>Patient needs more education and training to increase digital literacy and start engaging telehealth services. Health center staff can first work with the patient to identify internet services available and the device expected to be used for telehealth and provide assistance in setting up internet connection and device for appointments. If the device is shared with someone else, plan for a time when the patient can access the device in private. If patient does not have a private device, the provider should not follow-up or send additional information to that device. Health center staff can schedule an in-person appointment to help the patient with this and help them practice using audio and video features for telehealth services. This may be done by having the patient practice with technology he/she may already be familiar with (FaceTime, Facebook Messenger, Video calls, WhatsApp, voice messages, etc.).</p> <p>Health Center staff should teach the patient how to enable privacy features, such as private browsing and clearing any stored information or files after the appointment; how to download and delete an application or patient portal if necessary; and how to delete related browser history. The patient should also be informed how to set up and use the camera, the microphone, and headphones for additional privacy, this can be accomplished by scheduling a trial run to practice and answer any questions. Health Center staff may provide referrals for available internet and/or technological devices resources or discounts to fulfill patient needs (see list of resources on next page).</p>	
<b>Score 13 -18</b>	<b>Prepare patient to engage in telehealth services</b>
<p>Patient may be ready to start telehealth services and has the necessary resources to do so. Health center staff may simply need to orient the patient to the telehealth platform and provide assistance in setting up the appointment time and date, and platform to be used. Health center staff should ensure the patient has a private accessible device, and a strong and stable internet connection. Health center staff should further review privacy settings; review how to properly utilize the device camera, microphone, and headphones; and should confirm how the patient prefers to receive follow-up information after their appointment.</p>	

## TELEHEALTH FOLLOW-UP PLAN FOR PATIENT

### HELP CONNECT YOUR PATIENTS WITH THESE RESOURCES!

#### TECHNOLOGY

- **Universal Service Administrative Co.:** <https://www.lifelinesupport.org/>
- **Digital Health Directory:** <https://www.techhealthdirectory.com/>
- **Connect Home USA:** <https://connecthomeusa.org/resident-resources>
- **Access internet services:** <https://www.highspeedinternet.com/resources/are-there-government-programs-to-help-me-get-internet-service>
- **Access technological devices:** <https://www.pcsforpeople.org/get-technology/>

#### COMMUNITY

- **Aunt Bertha (Findhelp):** <https://www.findhelp.org/>
- **211:** <https://www.211.org/>
- **AAFP Neighborhood Navigator:** <https://navigator.aafp.org/>

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