



UNIVERSITY OF NEW ENGLAND  
Center for Excellence  
in Collaborative Education

# “Telehealth for Dummies: A Novice’s Guide to Interprofessional Telehealth”



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## Abstract

This project provides a foundation for future interprofessional cohorts to navigate the complexities of telehealth for a team-based approach. We used a retrospective review of our interprofessional team immersion project (IPTI) to determine what we would continue in the future and what we would do differently to provide the best care for our patient.

## Meet the Patient

Amanda is a 39 year old woman who lives at home with her husband and two children. She has been experiencing long COVID symptoms for a full year now. Some of her symptoms include excessive fatigue, cough, brain fog, migraine headaches, and loss of taste and smell. These symptoms have extremely impacted her abilities to work, her family life, and overall quality of life. Amanda wishes to decrease her symptoms to be able to work and spend quality time with her family without experiencing any pain, such as her migraines.

## What We Did

During our Telehealth meetings, we met briefly before hand to discuss our roles. We assigned 1-3 people to talk to the patient as well as other jobs such as time keeper, pre-briefer, and debriefer. Having less people talking directly to the patient allowed for a more comforting environment and more information to be gathered. The call was broken up into two, twenty minute sessions with breaks before and after each session. This allowed for more people to be involved in the Telehealth call without overwhelming the patient. These breaks also allowed for us as an inter-professional team to discuss and adjust how we were going to approach each session depending on the patient.

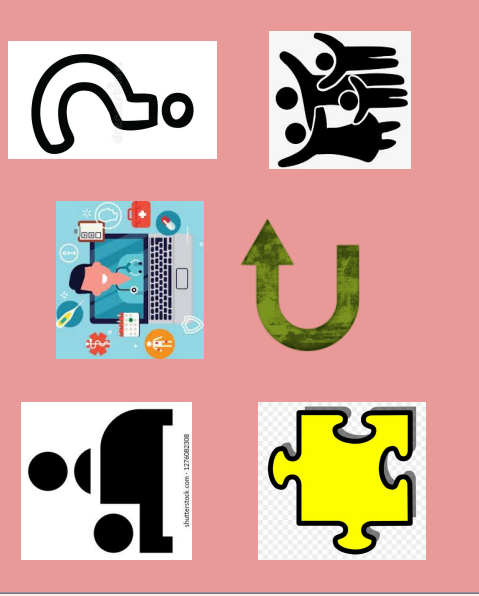
## Methodology

Inspiration for this poster came from the self reflection and feedback we received from each other during the immersion experience. Along with reflecting with each other, we also went back to listen to the critiques from the actors and facilitators. We incorporated previous workshops from the IPTI orientation and the feedback to make a comprehensive guide for future interprofessional teams to learn from and build off.

## Our Do's

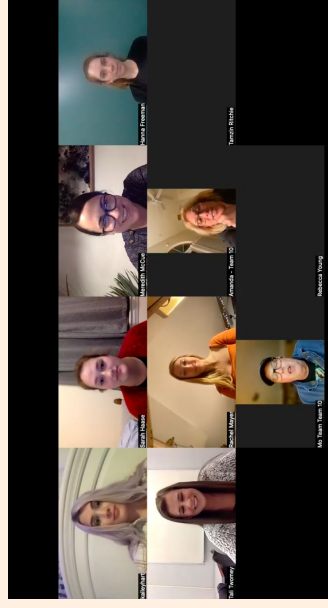


## Our Don'ts



## Who Are We?

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## Our Guide:

- Do:**
1. Use a questionnaire before meeting the patient to gather info
  2. Ensure privacy
  3. Know your team and introduce them
  4. Actively listen
  5. Make actionable goals that are patient-centered
  6. Be flexible

**Don't:**

1. Don't make assumptions
2. Don't forget your bedside manners
3. Don't forget you are on a team
4. Don't ask close ended questions
5. Don't forget to use the family
6. Don't be afraid to redirect

## Acknowledgements

Special thanks to our project volunteer actors:  
Michelle Arcand - "Amanda" and Michael Toohar - "Mo"  
We also acknowledge the contributions of Dr. Rachel Mayer for advising our team and to the University of New England Center for Excellence in Collaborative Education.