Best Practices for Clinical Telemedicine

A Training Perspective
Agenda

- OTN Training Objectives
- Formal Learning Opportunities
- Informal Learning Opportunities
- Key OTN Links
- Best Practices for Clinical Consultations
- Best Practices for Education/Administration
- Future Training Initiatives
OTN Training Objectives

At OTN, we develop training:
- To give you the tools you need to succeed in telemedicine
- That is quick and easy to access, but comprehensive in content
- That is based on adult learning principles including flexibility of delivery and addressing various learning styles

Key: Identifying what courses fit your telemedicine objectives and staff
Formal Learning: Online Courses

- TM 100 Courses
  - TM 101: Introduction to Telemedicine
  - TM 102/3 Equipment Training
  - TM 104 Ncompass Non Clinical

- TM 200 Courses
  - TM 200: One-day workshop
  - TM 201: Ncompass Clinic
  - TM 202: Clinical Consultations
  - TM 203: Webcasting

- TM 300 Courses
  - Medical Peripherals
Formal Learning: Online Courses

http://training.otn.ca
Formal Learning: Online Courses

TM 303 - Telesteth Training Course

My Home  Course Home  Content  Classlist  Grades  Surveys  Quizzes

Course Material

Telesteth Equipment  Clinical Appointments  Telesteth Best Practices  Final Quiz and Survey

Telemedicine Series

Course Completed

Bookmark Links

My Bookmarks
No bookmarks have been added.
Formal Learning: Live Training

- Private Sessions
  - Topic: Videoconference equipment use for new sites or new learners
  - Accessed through eClasses schedule and your Regional Manager
Formal Learning: Private Sessions

Welcome

Username Update:
Please note that effective August 30th your Desire2Learn (D2L) username is now your email address. Your password remains unchanged. If you have any questions or encounter any difficulties logging in, please call the Contact Centre or Service Desk at 1-866-454-6861.

If you are using a group email address:
D2L cannot be accessed using a group email address. You will need to provide an individual email address that will become your username. Please email your name, contact phone number and email address to customersupport@otn.ca in order for your individual D2L account to be activated.

The OTN e-Training Centre provides Members with access to on demand telemedicine training and resources. To access Telemedicine Training Programs, which include interactive modules, online videos and training reference guides, please log-in using the space provided on the left hand side of this screen.

http:training.otn.ca
Formal Learning: Private Sessions

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http://training.otn.ca
Informal Learning: Lunch and Learns

- Lunch and Learns
  - Remote control review
  - Ncompass Scheduling
  - Clinical Best Practices
  - Education/Administration Best Practices
  - Peripherals: Telesteth, Patient Camera, ENT Scope
  - Telederm
  - Webcasting

- Access: Learning Centre or Ncompass Calendar
Informal Learning: Lunch and Learns

https://learning.otn.ca/
Personal Learning Alerts

https://learning.otn.ca/
Personal Learning Alerts

https://learning.otn.ca/
Personal Learning Alerts

https://learning.otn.ca/
Informal Learning: Webcasting

What is a webcast?
- A videoconference that is streamed as it happens (live) to personal computers, or a videoconference that is taped (archived) to be accessed later

Access to:
- Archived Events
  - Public
  - Private
- Live Events
  - Public
  - Private
Informal Learning: Webcasting Centre

http://webcast.otn.ca/
Informal Learning: Webcasting Centre

http://webcast.otn.ca/
Informal Learning: Webcasting Centre

http://webcast.otn.ca/
Key OTN Links

Ncompass Scheduling: 
https://schedule.otn.ca/tsm/logon/get.do

Webconferencing Centre: 
http://otn.ca/mywebconference/

Telemedicine Resource Guide 
https://training.otn.ca/shared/portal/private/index.html
Welcome to the Telemedicine Resource Guide.
A message from Dr. Ed Brown, CEO.
Best Practices for Clinical Consultations

Pre-Consultation

- Reserve the room/system at your site location following your local policies/procedures.
- Prepare any peripherals required for the appointment and ensure you know how to use them.
- Hang “Private: Telemedicine Session in Progress” sign on the door.
- Review the consent checklist with the patient.
- Familiarize the patient with the videoconference system.
- Have all appropriate phone and fax numbers (e.g. Pharmacy, OTN Service Desk).
Best Practices for Clinical Consultations

During the Consultation

- Unmute the microphone and introduce everyone in the room. Provide the patient’s date of birth to the consultant for verification purposes.
- Facilitate consultation using all peripheral devices and cameras as required.
- Provide the consultant with the fax number for the patient’s pharmacy if a prescription is required.
- Arrange any follow-up lab work through a consultant note that goes back to the patient’s primary physician.
- End the call and shut down the system or place it on the privacy preset.
Best Practices for Clinical Consultations

Post-Consultation
- Arrange the follow-up appointment for the patient
- Turn off and clean any peripherals used during the appointment
- Leave the remote control on the main camera input.
- Hide or store the remote control if it is used in a multi-purpose room.
- Remove the privacy sign from the door.
Best Practices for Education or Administration Meetings

Pre-Meeting

- Reserve the room and system (event scheduled) at your site location following your local policies/procedures.
- Make sure you have your Ncompass Event ID number and participant list.
- Hook up your laptop computer to your videoconference system and complete a pre-test to ensure that the system is working.
- Ensure presenters have prominent seats in the room.
Best Practices for Education or Administration Meetings

Pre-Meeting

- Assign a “director” to be in charge of the remote control during the meeting.
- Ensure that the microphone is properly placed.
- Set up and test at least three presets:
  - a shot of the whole room;
  - a close-up of a presenter; and
  - a close-up of the site sign.
Best Practices for Education or Administration Meetings

During the Meeting
- Perform a roll call and introduction
- Mute appropriately
- Engage the remote audience
- Keep the picture and picture on at all times, so that you know what is being broadcast to the other sites.
- Avoid unnecessary tapping, rustling of papers, and side conversations when your site is speaking.
- When possible, avoid rapid movements or erratic hand gestures.
- Avoid wearing clothing with loud patterns, or solid red and white.
- Be aware of the start and end time scheduled.
Best Practices for Education or Administration Meetings

**Post-Meeting**

- Disconnect the videoconference
- Secure the remote control
  - When the telemedicine platform is a shared resource (i.e. being used in a boardroom or meeting room), consideration should be given to securing the remote control in a locked cabinet or in a location with limited access.
- Turn off the system
  - Where possible ensure the videoconference system is turned off and un-plugged. If this is not practical ensure the camera is left pointed to a place where a person will not be in view when a call comes in.
Future Training Initiatives

- Clinical and Education/Administration Simulations
  - Video Podcasts
  - Audio Podcasts
  - PDF Guides
  - Lunch and Learns
- Avatar Hosts
- Video Scenarios
Thank You!

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