

TELEMEDICINE

Resources for Providers



The Basics: How to Get Started and Technical Advice

- NCTRC (National Consortium of Telehealth Resource Centers): telehealthresourcecenter.org
- TTAC (National Telehealth Technology Assessment Resource Center): telehealthtechnology.org
- HCRC (Health Center Resource Clearinghouse) | Telehealth Learning Bundle: healthcenterinfo.org
- The Office of the National Coordinator for Health Information Technology Official Website www.healthit.gov
- CMS (Centers for Medicare and Medicaid Services)

Medicare Telemedicine Health Care Provider Fact Sheet | CMS:

www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet

FQHCs (Federally Qualified Health Centers):

- Telehealth Readiness telehealthresourcecenter.org/resources/videos/telehealth-for-fqhcs-rhcs-telehealth-readiness/
- Coding: www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes

Medicaid | Telehealth: www.medicaid.gov/medicaid/benefits/telehealth/index.html

- Telehealth Centers of Excellence | Examples of Successful Telehealth Programs: telehealthcoe.org

Rural and Urban Underserved

- Affordable Connectivity Program | Universal Service Administrative Company¹: usac.org

Supporting Rural Health Care Facilities: usac.org

Federal Benefit That Lowers the Cost of Phone/Internet Service | Lifeline: usac.org

Expanding Affordable Voice/Broadband Networks in Underserved Areas | High Cost: usac.org

- CDC | Telehealth in Rural Communities: www.cdc.gov/chronicdisease/resources/publications/

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Equity/Quality

- **HRSA (Health Resources & Services Administration) | Telehealth**

Direct Link: [hrsa.gov/library/telehealth](https://www.hrsa.gov/library/telehealth)

Rural Health | HRSA: www.hrsa.gov/rural-health

HITEQ Center (Health Information Technology, Evaluation and Quality Center): hiteqcenter.org

Harvard Business Review: The Pitfalls of Telehealth — and How to Avoid Them:
hbr.org.2020/11/the-pitfalls-of-telehealth-and-how-to-avoid-them

- **American Medical Association: Advancing Health Equity: A Guide to Language, Narrative, and Concepts:** www.ama-assn.org/about/ama-center-health-equity/

Legal (General):

- **Law Technology Today | Potential Legal Implications of Telemedicine and Telehealth:**
www.lawtechnologytoday.org/2021/01/implications-of-telemedicine-and-telehealth

- **Legal Considerations | Telehealth.HHS.gov:** telehealth.hhs.gov/providers/legal-considerations

- **Rural: Legal Considerations for Implementing a Telehealth Program | RHIhub Toolkit:**
ruralhealthinfo.org/toolkits/telehealth

Talk to Your Patients!

- Patients need to have a computer, tablet, or mobile device with camera and microphone that will work with your telehealth platform
- Patients need to have an internet connection with enough bandwidth for video (if required for the appointment)
- Patients need to be able to do the appointment from somewhere with secure internet (home, work, another location)
- Will the patient be using public WiFi and therefore need to understand how your telehealth platform handles security?
 - Patient may need help setting up an email account (if your telehealth platform requires it)
- Good to designate someone in your office to assist patients with some of this

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Preparing Patients for Telehealth:

- For Providers | Preparing patients for telehealth: telehealth.hhs.gov/providers
- For Your Patients | For patient: telehealth.hhs.gov/patients

Telehealth Basics/Policy/Privacy:

- CCHP (Center for Connected Health Policy²) | Understanding Telehealth Policy: cchpca.org
- Privacy | HIPAA for Professionals: hhs.gov/hipaa/for-professionals/index.html
- American Telemedicine Association: americantelemed.org

Things to Consider/Things to Learn:

- Telemedicine in rheumatology: a mixed methods study exploring acceptability, preferences and experiences among patients and clinicians: pubmed.ncbi.nlm.nih.gov/34698822/
- Telerheumatology: Before, during, and after a global pandemic: pubmed.ncbi.nlm.nih.gov/33741808/
- Managing patients using telerheumatology: Lessons from a pandemic: pubmed.ncbi.nlm.nih.gov/33526324/

1. USAC (Universal Service Administrative Co) administers the Universal Service Fund under the direction of the Federal Communications Commission (FCC).

2. CCHP (Center for Connected Health Policy): originally established in 2009 as a California-based telehealth policy organization; became federally-designated national telehealth resource center in 2012