

Telehealth Implementation Patient Communications Matrix



Timing	Modality	Objective
Prior to Telehealth Services Implementation	Mail letters with inserts to patients	<ul style="list-style-type: none"> • Communicating transition to visits from home via telehealth with resources: <ul style="list-style-type: none"> - Telehealth How To (tip sheet insert about connection and session expectations) - Coping with Stress Through the COVID-19 Public Health Emergency
	Email to patients	<ul style="list-style-type: none"> • Communicating transition with link to resources
During Telehealth Services Implementation	Office visit WHENEVER POSSIBLE depending on clinic's access realities during COVID-19	<ul style="list-style-type: none"> • Assisting patients to download the VCP software, and demonstrating what they will do for their telehealth visit so they successfully accomplish this prior to their first appointment
	Telephone call to schedule appointment	<ul style="list-style-type: none"> • Confirming receipt of letter and sharing concern for patient • Reviewing highlights, listening to concerns, and answering questions • Scheduling telehealth appointment
	Telephone call to confirm appointment	<ul style="list-style-type: none"> • Completing the steps necessary to access the VCP with the patient, and successfully testing It prior to patient's first appointment
	Email to patients	<ul style="list-style-type: none"> • Promoting telehealth appointments and "how tos"
	Videoconference	<ul style="list-style-type: none"> • Providing patient care via telehealth
	Telephone	<ul style="list-style-type: none"> • Following up on provider's instructions and gaining feedback on the patient's experience with telehealth