

## Emory Post Training Telehealth Provider Assessment

### **Question 1**

Telemedicine covers a broader set of applications than telehealth.

- A. True
- B. False

Answer: B – False. Telehealth is the umbrella term for a variety of applications, while telemedicine applies primarily to clinical applications.

### **Question 2**

Which is not an example of telehealth?

- A. Two-way, real-time, audio / video communication for the purpose of the exchange of patient information from one site to another
- B. Patient calls a clinic to schedule an appointment while out of town
- C. Patient sends a picture of a rash to a provider for interpretation via store and forward methods
- D. Patient uses a remote physiologic monitoring system to send daily glucose levels to their physician.
- E. Patient receives instructions prior to surgery that are sent in a HIPAA compliant manner to their mobile device

Answer: B – Patient calls a clinic to schedule an appointment while out of town

### **Question 3**

What new legislation has made it possible for physicians to acquire a “telemedicine-only” license to practice only telemedicine in other states than where they hold their primary license?

- A. The Ryan Haight Act
- B. The Interstate Medical Licensure Compact
- C. The Georgia Telemedicine Act

Answer: B. The Interstate Medical Licensure Compact

### **Question 4**

Your patient asks you to see them for follow up via telemedicine. The patient vacations at their second home in Northern Florida and can go to a clinic with a telemedicine console near their home, but they are still in Florida. You are licensed to practice medicine only in Georgia. What should you advise your patient?

- A. I'd be happy to do the telemedicine visit using your Florida clinic.
- B. I'd be happy to do the telemedicine visit using FaceTime while you are in your Florida home – no need to go to the clinic.
- C. I can't do the telemedicine visit while you are in Florida as I am only licensed to practice medicine in Georgia, not Florida.

Answer: C. I can't do the telemedicine visit while you are in Florida as I am only licensed to practice medicine in Georgia, not Florida.

### **Question 5**

A psychiatrist is treating a patient for depression in Thomasville, GA. At the end of the telemedicine session, the patient asks for refills on Sertraline, Ambien, and Ativan. Which medication(s) is the psychiatrist allowed to fill?

- A. Sertraline
- B. Ambien
- C. Ativan
- D. All of them

Answer: A. Providers are not allowed to prescribe controlled substances via telemedicine; Ambien and Ativan are both controlled substances (schedule IV). Sertraline is the only substance that is not a controlled substance.

### **Question 6**

A patient's health information used during telemedicine encounters (including pictures, notes, videos, and other information) may be stored on unsecured devices, such as your mobile phone.

- A. True
- B. False

Answer: B – False. HIPAA regulations apply to telemedicine in the same manner as in-person encounters; so patient data and personal health information should be treated in the same manner.

### **Question 7**

Good practices for conducting a telemedicine examination involve:

- A. Sitting in front of bright window so the patient can only see your silhouette
- B. Making frequent eye contact with the patient
- C. Eating and drinking during the telemedicine visit
- D. Performing the visit in a noisy, busy environment where multiple people can see the interaction
- E. Wearing a white coat during the visit

Answer: B. The telemedicine environment should be carefully controlled to avoid distractions and permit optimal audio and visual communication. Frequent eye contact helps establish and maintain the patient-provider relationship. Elements that disrupt the view of your face (backlighting of a window and white coats) are discouraged.

### **Question 8**

During a telemedicine visit, a patient who is at a local telehealth clinic with a nurse presenter begins to complain of crushing chest pain and is noticeably diaphoretic and uncomfortable. What do you do?

- A. Instruct the nurse presenter to call 911 so that an ambulance can emergently come and assesses the patient for transport to an emergency room
- B. Tell the patient to ask the nurse presenter to call 911 and abruptly end the telehealth visit
- C. Tell the patient that they are most likely experiencing an anxiety attack and that the symptoms will pass
- D. Continue with the telemedicine visit as if nothing is happening

Answer: A. Instruct the nurse presenter to call 911 so that an ambulance can emergently come and assess the patient for transport to an emergency room

### **Question 9**

When beginning any telemedicine encounter, what should you not do:

- A. Introduce yourself including your name, specialty, location
- B. Summarize the conditions and limitations of telemedicine
- C. Note the possible need to end the encounter and refer to in-person care if necessary
- D. Share appropriate contact information in case your visit gets disconnected
- E. Have your IT engineer start the visit so you can jump on later and just prescribe medications

Answer: E – As the provider, it is your responsibility to establish the patient-provider relationship and set the boundaries and tone for the telemedicine encounter.

### **Question 10**

You would like to perform telemedicine encounters in your clinic. Which of the following is necessary?

- A. Define the exact use case for telemedicine visits (e.g., post-surgical follow up visits to address wound healing)
- B. Develop standard protocols in conjunction with the Emory Healthcare Telehealth Team and the Cerner / American Well team to facilitate the scheduling and delivery of telemedicine in your area
- C. Create standard documentation templates for the telehealth visits
- D. Receive training on the Cerner / American Well hardware and software necessary to conduct telemedicine visits
- E. All of the Above

Answer E. All of the above