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| Tele-Teaching | Last Revision:  | April 2018 |
| Last Reviewed | April 2018 |
| Applies to the following THA Group of companies:  | * Island Health Care
* Right Health
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| Included in the following THA Manual: | Administrative Policies and Procedures Provision of Care, Services & Treatment  |

POLICY

THA Group will provide medication and disease process education to patients with identified needs in the most efficient and effective way possible.

PURPOSE

This document outlines the process for achieving disease and medication specific patient education in cases where nursing is not an “ordered” discipline.

PROCEDURE

1. All therapy-only patients are identified during Risk Stratification as requiring specific education on medicines and/or disease process.

2. The Therapy Lead completing the Risk Stratification emails notice of patient need to DPCC.

3. DPCC assigns skilled nurse to the patient’s case as a Tele-teaching visit RNTTV.

4. The nurse case manager reviews the medication list on all Therapy only starts of care and follows up with a tele-teaching visit. If the start of care occurs on the week-end or holiday, the teletriage nurse will complete the tele-teaching visit.

5. Nurse reviews findings of Risk Stratification and plans Tele-teaching call(s).

6. Each call is approximately 8 minutes and is focused on only one or two identified needs. At the conclusion of the call, a plan is agreed upon with the patient for future contact. Subsequent calls should include review or “teach back” of previous contacts data by the patient.

7. Nurse documents specific details of the contact in the Tele-teaching note contained in the Electronic Health Record.

Tele-Teaching Note Content

Patient Name

Medical Diagnosis

Recent Vital Signs

Allergies

Current Medications – as it is in the TV note

A dialog box to enter any notes or comments

*Following that, it would have individual screens* –

Medication Teaching:

 Medication

 Actions/Purpose

 Schedule

 Side Effects

 Comments

 (This could be repeated in order to address 2 medicines in a visit)

Disease Process Teaching:

 Condition

 Causes

 Treatment

 S/Sx complications

 Comments

Planning

 Next call scheduled for:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_ No additional calls planned

The signature screen would be like any other, with a dialog box to capture any additional narrative.