

CONSIDERATIONS:

1. Inspect each telehealth component to ensure that each is working properly (put in fresh batteries) and is clean prior to transporting to patient's home. (See *Telehealth Technology - Equipment: Post Use*).
2. Always verify date/time is correct. Reset when necessary.
3. Always verify that no data resides in equipment memory. Clear out if found.
4. Transport equipment and accessories in a clean bag or designated carrying case to prevent equipment damage or soiling.
5. Utilize manufacturer's instruction booklet to guide set-up, installation and patient teaching.
6. A falsely high blood pressure reading may result when the cuff is too narrow or small. A falsely low reading may result with a too-wide or large cuff.
7. Utilize the patient teaching checklist when instructing the patient on the proper use and purpose of the telehealth monitor. Verbal instruction and actual demonstration of proper use with a return demonstration will ensure best results.
8. Assure patient is safe using equipment, such as using the scale and that equipment cables/cords do not pose risk.
9. Review with patient/caregivers that telehealth is not an emergency response system. Patient/caregiver will need to call 911 in case of an emergency.

EQUIPMENT:

Telehealth monitor

Peripheral devices – blood pressure monitor/cuffs, scale, pulse oximeter, glucometer, etc., as needed
Power cords, adapters, connecting cables, batteries

Surge protector

Communication line: telephone/splitter, DSL, cable

Audio/video equipment, as needed

Camera, as needed

Installation checklist

Equipment guides

Patient Education Guide

PROCEDURE:

1. Adhere to standard precautions.
2. Review HIPAA and confidentiality of data.
3. Obtain informed consent for telehealth.
4. Explain installation procedure to patient.
5. Assemble equipment in the designated location.
6. Ensure proper blood pressure cuff size.
7. Set-up equipment according to manufacturer's guidelines.
8. Test equipment to assure all is functional.
9. Maintain a safe environment. Secure equipment cables and cords to prevent falls. Use surge protector.

10. Verify that the communication pathway is still functional after equipment installation: Telephone, cable TV/internet, etc.
11. Contact telehealth nurse for any issues during installation.
12. Provide patient with written educational material. This should include agency contact information for questions about telehealth.
13. Explain the usual routine for using the equipment (time of day, weight, meds, BP, etc.).
14. Instruct patient on the safety issues regarding the equipment, cuff placement and monitoring hours.
15. Demonstrate the proper use of the telehealth equipment. Have patient perform a return demonstration.
16. Explain to the patient that the telehealth monitor is for collection of information only and is not a substitute for the emergency 911 response system.

AFTER CARE:

1. Document review of HIPAA, confidentiality of data and receipt of signed informed consent.
2. Document all equipment and accessories that are installed in the patient's home on the installation checklist.
3. Document patient instruction and return demonstration of the safe use of telehealth equipment.
4. Document patient understanding of routine telehealth procedures.
5. Document patient's response to the installation visit.
6. Document if telehealth could not be installed and why.
7. Document communication with telehealth nurse and physician as needed.
8. Document patient understanding that telehealth is not an emergency response system.
9. Document that phone/cable TV/internet is functional after equipment installation.
10. Communicate with the telehealth nurse for any issues and to confirm successful installation.
11. Notify physician if telehealth equipment could not be installed and reason why.
12. Patient teaching checklist:
 - a. Telehealth equipment is not an emergency response system. Call 911 in case of an emergency
 - b. Telehealth is an adjunct to clinician visits
 - c. Patient's active role in recording health data and self-care management
 - d. When to call the nurse/agency and when to call the physician
 - e. Instruction in the use of the telehealth monitor and peripheral devices
 - f. How to answer subjective questions via the telehealth monitor

Telehealth Technology – EQUIPMENT: INSTALLATION

- g. Schedule for video visits as appropriate
- h. Do not unplug or move the equipment once it has been installed in your home
- i. No drinking or eating while using or near the equipment
- j. Keep small children and pets out of the area where the equipment is located
- k. Do not allow neighbors, friends, or relatives to use the equipment. This equipment is for the use of the designated patient
- l. Do not use the equipment during an electrical storm
- m. If the telehealth equipment is connected to your phone line, you will not be able to initiate or receive calls during the transmission of data
- n. Disconnect the telehealth monitor if you need to use the phone line for an emergency
- o. Record weight/blood pressure, etc. and contact the agency or physician according to the Plan of Care
- p. If any damage should occur to the equipment, discontinue use and contact the agency
- q. Your physician or nurse will decide when you no longer need telehealth

REFERENCE:

Centers for Medicare and Medicaid Services. Quality Insights of Pennsylvania. (2005). *Home Telehealth Reference 2005* (TSOW-PA-HH05.151).

Adopted from VNAA; Approved Policy Committee 07/09/13