

Telehealth Technology Needs and Readiness Assessment

Toolkit



California Telehealth
Resource Center

2022 Edition



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This toolkit was developed in collaboration with the National Telehealth Technology Assessment Resource Center (TTAC), a HRSA funded national telehealth resource center, that aims to create better-informed consumers of telehealth technology by offering a variety of services in the area of technology assessment.

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ABOUT CTRC

The California Telehealth Resource Center (CTRC) offers no-cost, unbiased training, educational resources, and technical assistance to help California providers and patients get the most from telehealth. As the federally designated telehealth resource center for the region, we offer unbiased tools and services based upon proven telehealth practices. We create lasting change and improvement by focusing on implementation, sustainability, reimbursement and policy, integration, workflows, and patient/provider adoption.

As part of the National Consortium of Telehealth Resource Centers and the OCHIN family of companies, CTRC assists thousands of providers and patients annually. We have extensive experience supporting the health care safety net, rural and urban providers, and patients and families throughout California who would otherwise be unable to access quality health care due to geographic isolation, language/cultural barriers, lack of insurance, disability, homelessness, and more.

CTRC Telehealth Technology Needs and Readiness Toolkit

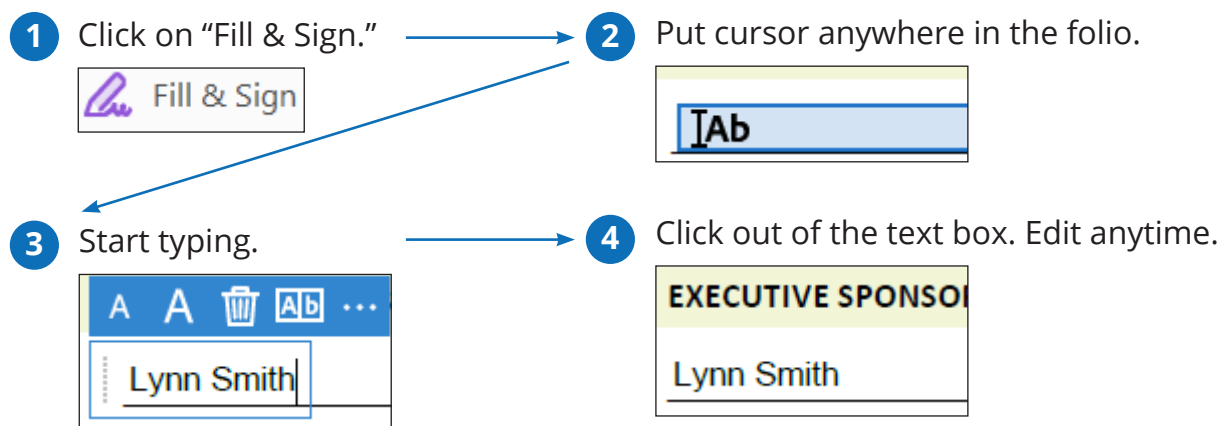


How to Use this Toolkit

Folios can be used sequentially or as free-standing references for various RPM topics.

To search each folio using keywords, press CONTROL + F on your keyboard (COMMAND + F for Mac).

Print out each folio and use pen and paper to make notes in the provided spaces or use free Adobe Acrobat Reader software to type directly into the document.



If you need assistance with any of the content presented in this toolkit, please [click here](#).

Folio 1: Telehealth Technology Needs and Readiness Assessment

- General Facility Information
- Existing Technology Infrastructure and Equipment Inventory



**FOLIO 1: TELEHEALTH
TECHNOLOGY NEEDS AND
READINESS ASSESSMENT**



Telehealth Technology Needs and Readiness Assessment V.4

General Facility Information

Facility Name:

Organization Affiliation/Company:

Physical Address:

Website:

Primary Contact Info: name, title, email, phone:

How many locations is telemedicine already operational?

When did this telemedicine program begin?

What telemedicine specialties are currently operational?

Are current locations adequate from a room design perspective to support live telehealth consults?

- Is the lighting optimal so that the patient can see the clinician?
- Is the space private and free of extraneous noise that might distract participants?
- Is there comfortable seating available for clinicians?

Please list current partner sites being utilized.

Are new locations identified for telemedicine services?

What is the target timetable to implement new telemedicine services?



Are there dedicated resources for onboarding and training staff?

What new telemedicine services are being planned? Check all that apply.

- Anesthesiology
- Allergy, Asthma, Immunology
- Behavioral Health
- Cardiology
- Cardiology – Pediatrics
- Chronic Disease Management
- Clinical Education/Training
- Dentistry
- Dermatology
- Dietary/Nutrition
- Emergency Medicine
- Endocrinology
- Forensic Medicine
- Gastroenterology
- Genetics



- Hepatology
- Hematology
- Hospice Home Care
- Infectious Disease
- Interpretive Services
- Intensive Care
- Lifestyle Medicine
- Nephrology
- Nuclear
- Obstetrics and Gynecology
- Occupational Medicine
- Oncology
- Optometry/Ophthalmology
- Orthopedics
- Otolaryngology
- Pandemic/Covid-19
- Pain Management
- Pathology
- Patient Education
- Pharmacy



Physical Medicine

Podiatry

Primary Care

Pulmonology

Recreational Therapy

Rheumatology

Sleep Disorders

Speech Pathology

Sports Medicine

Substance Abuse/Opioid Abuse Disorders

Surgery

Triage

Urgent Care

Urology

Wound Care



Existing Technology Infrastructure and Equipment Inventory

Do the new telemedicine locations have adequate Internet service?

Are these locations already wired for Ethernet? Wall jacks in place?

Is there reliable Wi-Fi service in place for these locations?

What is the current Internet speed/bandwidth in each location?

Can your IT department guarantee Quality of Service (QOS) to each location through your current router?

Who is your ISP?



Is your current contract with ISP going to provide adequate bandwidth for new planned services?

Do you have local or on-call technical support for current and new planned locations?

If yes, please provide details on response time and skill level of current support personnel.

How is current telehealth equipment being utilized?

What specialties? Live video? Store/Forward? Live patient monitoring?

List hardware and software currently available for telehealth applications?

(Please include carts, tablets, pc's, monitors, and peripherals)



For which specialties do you utilize store and forward (S/F) technology?

What hardware and what software do you use for S/F?

What activities are currently operational for remote patient monitoring (RPM)?

What technologies are currently available to support (RPM)? (i.e. blood glucose monitor, pulse oximeter, scale, etc.)

Does your clinic currently have a direct-to-consumer application for telehealth?

What is your currently installed Electronic Health Record?

Does your EHR support telehealth encounters via live video?



Who maintains and supports the current direct-to-consumer platform?

Is this service outsourced?

What specialties currently use this service?



Folio 2: Clinical Technical Needs and Readiness Assessment

- Physical Facility
- Local Stakeholders Point of Contact



Folio 2: Onsite Telehealth Needs and Readiness Assessment V2

Physical facility

Room location(s) (room # or description)

Adequate lighting?

Adequate HVAC?

Free of noise?

Appropriate Seating?



Privacy?

Ethernet drops available? (If planning a LAN connection)

Wireless access point available? (If planning a wireless connection)

Structural changes needed? (Add lighting, move furniture, etc.)

HVAC adequate?



LAN speed requirements defined and met?

Wireless requirements defined and met?

Ethernet patch panel exam rooms labeled and matched? (If LAN connection)

Can we open the required firewall ports without compromising other data?

Uninterruptible power supply available in exam room(s)? Needed or not?



Network speeds available given current network traffic?

Do we have adequate bandwidth through our current ISP contract?

Do we have to upgrade our current router, switches, or network infrastructure?

Do we to add any additional hardware? (Monitors, keyboards, PC's, etc.)

Are we prepared to integrate this system with our Electronic Health Record?

Local Stakeholders Points of Contact— Admin, Technical, and Clinical (cell phone and email)





