Didactic: How to Conduct a Tele-Physical Exam

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Objectives

- Participants will:
  - Understand the **process** for conducting a telehealth visit
  - Be able to select the **equipment needed** to conduct a physical assessment through telehealth
  - Be **able to collect physical data** through a videoconferencing session without peripherals
  - Utilize **creative strategies** to obtain clinical data
Key Steps to a Successful Visit
Before Encounter

- Make sure **protocols** are developed and understood
- Practice and become comfortable with the Equipment
- Test the equipment to make sure there are no complications
- Prepare the **patient** for the visit.
- Be sure to have **IT** available if possible
- Make sure you have the **consent** for the visit if needed
  *(remember each state’s guidelines are different)*
Beginning of Encounter

- **Purpose of Encounter** – Why you are conducting the visit.
- **Consent** – Does patient agree with purpose and to participate? *(chart)*
- **Identify those at Each Site** – Who is with patient and is ok. May have patient and provider show identification.
- **Discuss Security** – Assure patient that their information will be secure.
- **Outline Session** – Let patient know what to expect.
- **Equipment Expectations** – Explain what to expect of equipment and what to do if connection is lost.
Conducting of Encounter

- **Obtain History/Subjective** – Maintain same standards of care as an in-person visit.
- **Obtain Clinical Data**
  - Use creative strategies
  - Use observational skills
  - Have patient and/or family assist in gathering data
  - Use devices/objects found in the home (i.e., flashlight)
- **End encounter** – Provide a plan, set up referral, send notes/texts.
Telehealth Etiquette
Environment

• Assure **lighting** is correctly placed
• Eliminate **background noise**
• Check **surroundings**
• **Background**
Environment

- Appearance
- Clothing
- Lab Coat/Name Badge
- Head Placement
- Eye Gaze
Communication

- Pacing
- Empathy
- Facial and Verbal Congruency
- Resting Face
- Listening
Security

- Privacy of Patient Site
- Privacy of Provider Site
- Equipment Security
- Consents
Obtaining Clinical Data

- Videoconferencing using **creative strategies in place of peripherals**
- Videoconferencing **with peripherals**
- Store and Forward
- Remote Patient Monitoring
Videoconferencing— No Peripherals

- **When to Videoconference without peripherals**
  - During crisis or pandemics (COVID-19) when can’t get peripherals to a patient
  - When clinical data is not relevant
    - Mental Health Visit
    - Educational Visits
    - Some Patient Follow-up Sessions (i.e., reviewing tests, labs)
Exam Without Peripherals

• **Requirements:**
  - Household Items
  - Ability to *carry out instructions*
  - Someone to assist with exam
  - Creativity by provider
  - Ability to position the camera
Examples

- **ENT**
  - iPhone & Computer Camera
- **Abdominal**
  - Jumping Up and Down
- **Respiratory**
  - Crossing Arms
- **Cardiac**
  - Checking Edema
Videoconferencing With Peripherals

• Purpose of peripherals
  ▪ Allow for clinical assessment at a distance
  ▪ Allow for diagnostic testing at a distance
  ▪ Allow of clinical treatment at a distance
Exam With Peripherals

• Types of peripherals
  ▪ Noninvasive
    o Stethoscope, otoscope, ophthalmoscope, pulse oximetry, EKG, etc.
  ▪ Invasive
    o Cystoscopy, Colposcopy
Store and Forward Technology

• **Why Store & Forward with Videoconferencing**
  - Information to inform the care patient is receiving
  - Follow-up exams
  - Diagnostic/Treatment Plan
    - X-ray
    - Cardiac monitoring
    - Blood sugar
Practice Makes Perfect
ODU Resources

• Old Dominion University (ODU) Telehealth Physical Exam Playlist
  https://www.youtube.com/playlist?list=PLM0VF0yZsE6eRiWVQ-RwnklqruaFzDAON

• Old Dominion University (ODU) Telehealth Etiquette Playlist
  https://www.youtube.com/results?search_query=old+dominion+telehealth+etiquette+playlist
Here to Help!

Funded by the U.S. Health Resources and Services Administration (HRSA), the National Consortium of Telehealth Resource Centers (NCTRC) consists of 14 Telehealth Resource Centers (TRCs). As a consortium, the TRCs have an unparalleled amount of resources available to help virtual programs across the nation, especially within rural communities. Each TRC is staffed with telehealth experts who are available to provide guidance and answer questions. As telehealth continues to gain more visibility and recognition in healthcare, the TRCs will remain positioned to provide assistance for all.

https://www.telehealthresourcecenter.org/
MATRC

http://matrc.org/

ASPR

COVID-19 and MATRC
Contact

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