

## Telehealth Guidelines- COVID-19

Telehealth is the direct delivery of services to a patient via interactive, real-time electronic communication with video and/or audio elements.

In addition to the following tips, please refer to the resource "[Remote Work -COVID-19](#)".

- Work with a point person within the facility that can provide you with the resident and/or resident representative's contact information (phone number, email)
- Review updates regarding temporary adjustments under HIPAA during the COVID-19 crisis. Please refer to the resource "[HIPAA for COVID-19](#)".
- Obtain and document resident consent for telehealth interactions.
- Identify and set up a quiet and professional space. Notice what your residents will see.
- If using a camera during your interaction with the resident, familiarize yourself with where the camera is positioned on your device, and practice looking directly into the camera to ensure good interaction.
- If you are able to use a camera during your interaction with the resident, look for and document signs and symptoms of meeting the criteria of malnutrition or being at risk for malnutrition. Be sure to document how you observed this information during telehealth interaction and that it was not an in-person physical exam.
- Determine how information (recommendations, written educational materials, etc.) will be provided to the resident (email, facility point person to print/provide, etc.).
- Ensure you are still properly documenting visits as you normally would with an in-person visit.