Planning for a New Paradigm with Telehealth: How to Telehealth and Educate

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**Questions to Promote Open Discussion:**
1. Where we were before COVID-19?
2. Where we are now?
3. Where we hope to go in the future?

**Telehealth**
- Platforms used for telehealth
  - Skype
  - Zoom
- Used telehealth prior to COVID-19 but not in primary care
- How to ramp back up to see patients in office?

**Distance Learning - Conferences**
- Held conferences through institution network (limitations)
- Virtual platforms for conferences
  - Skype
  - Zoom along with breakout rooms
  - Shared resources through Med-Hub and Microsoft Teams
- Aha Moments:
  - Increased attendance at conferences
  - Alumni are joining conferences
  - Unintended consequences are important

**Distance Learning - Curriculum**
- Reviewing curriculum – need to be creative
  - Share telemedicine curricular resources with AIAMC-member colleagues
  - Submit resources to Kimberly Pierce-Boggs at kimberly@aiamc.org or Kristy Stith at kristy@aiamc.org
    - The Business of Medicine in the Era of COVID-19
    - Virtually Perfect? Telemedicine for COVID-19
    - IHI Telemedicine/Telehealth Webinar (May 1, 2020)
Distance Learning - How to integrate students back into rotations

- Virtual platforms for rotations
  - Skype (cumbersome but secure)
  - Zoom
  - Web-Ex
  - Google Duo
- Preceptors are interested in educating virtually but no framework in place
  - Patient consent
  - Electronic Heath Record (HER) access
  - What can students actually do remotely?
  - Communication between preceptor, student, and patient imperative
- Pilot Program (IM and FM)
  - Nurse obtains patient consent
  - Preceptor and student log in together
  - Student performs tasks as able
  - Student documents certain parts of EMR
  - Check in/Check out session with preceptors and learners after each ½ day session

Psycho-Social Relationships

- Doctor/Patient (long-time patient versus new patient)
- Learner/Preceptor
- Resident/Faculty (worked through COVID-19 experience)
- Intern experience (starting relationship from scratch)
- Community/Learners (value add)
  - Medical students worked in lab running COVID tests
  - Medical students working phone help line; supervised by nursing staff