

Telehealth Etiquette Training for Medical Students

University of South Florida | Morsani College of Medicine

Professor John Doe

Asynchronous Course Overview and Syllabus

Table of Contents

Course Title	3
Instructor Information	3
Location	3
Course Description	3
Module Breakdown with Lesson Objectives	4
Office Hours	5
Homework Policies	5
Course Syllabus	5
Course Calendar	7
Required Reading	8

Course Title

Telehealth Etiquette Training for Medical Students

Instructor Information

Instructor Name: Professor John Doe

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Location

This course is asynchronous; therefore, it will be delivered digitally. There is no physical classroom dedicated to this course.

Course Description

Welcome to the Telehealth Etiquette Training for medical students. This training will assist you in learning the basics of Telehealth Best Practices and follow activities to practice them with real-world patient scenarios. The training will take you through five modules highlighting important skills needed to conduct telehealth visits in your future medical career. The training will verse you in technology skills associated with telehealth visits, such as common technology problem-solving skills, commonly used meeting software, and definitions of key telehealth terms. The training will also prompt you to master professional skills associated with telehealth patient visits, such as appropriate clothing, vocabulary, and body language.

Communication skills will also be practiced in the communication module, which is designed to help you become better at understanding a patient's needs and concerns without physically examining the patient, allowing for better patient outcomes and results. The final module consists of a simulation activity where you will be tested with realistic patient scenarios and asked to respond using the best practices learned in earlier modules. This training is designed as supplemental information and practice for the skills you are already learning in core classes and clinical rotations.

Module Breakdown with Lesson Objectives

1. Introduction to Telehealth Etiquette
 - **LO:** Students will be able to define telehealth etiquette and list the components of telehealth best practices.
2. Telehealth Tech Basics
 - **LO:** Students will be able to solve basic technological issues if encountered in telehealth visits.
3. Telehealth Professionalism
 - **LO:** Students will be able to describe appropriate body language, clothing, and professional vocabulary to be used during a telehealth visit.
4. Telehealth Communication (asking questions, clear explanations, engaging)
 - **LO:** Students will be able to explain proper communication between a medical provider and a patient during a telehealth visit.
5. Real-World Simulations of Telehealth Visits

- **LO:** Students will be able to apply telehealth best practices to real-world patient scenarios in the simulation activity.

Office Hours

Due to the asynchronous nature of this course, official office hours are not offered; however, if you require additional instruction, please contact your professor using the information above or refer to the communication guide in Canvas.

Homework Policies

This training is 100% self-paced; therefore, module assignments do not have a designated due date. To participate in this course successfully, complete all modules and assessments.

Course Syllabus

Module Number/ Name	Estimated Completion Time	Focus/ Skills	Materials/ Activities	Assessments
Module 0: Course Introduction	5 Minutes	Course Navigation and Communication	Telehealth Infographic (webpage and hyperlink)	Interactive Infographic
Module 1: Introduction	10-15	Comprehensive	Short Video	Interactive

to Telehealth Etiquette	Minutes	understanding of telehealth's history, future, key terms, and common best practices.		Video
Module 2: Telehealth Technology Basics	10-15 Minutes	Anticipate and overcome technological issues while conducting a telehealth visit. Define commonly used telehealth tools.	Video Lecture Visual Aids (used in video and downloadable) Multiple Choice Quiz	Multiple Choice Knowledge Check
Module 3: Telehealth Professionalism	10-15 Minutes	Identify the professional environment, attire, body language, and vocabulary for industry standard telehealth.	Video/ Animation Interactive quiz	Interactive Quiz

Module 4: Telehealth Communication	10-15 Minutes	Conduct clear and professional communication through a range of challenging circumstances.	Scenario Descriptions Drag and Drop Activity	Drag and Drop Activity
Module 5: Simulation of Telehealth Visits	20 Minutes	Apply telehealth best practices to thrive in varying virtual patient visit scenarios.	Simulation Scenarios Simulation	Real-world Simulation Activity
Conclusion	5 Minutes	Understand the impact of properly conducting telehealth.	Video	Interactive Video

Course Calendar

Module Number/ Name	Estimated Completion Time	Assessments/ Assignments Due

Module 0: Course Introduction	Day One 5 Minutes	Open the Course Introduction Infographic
Module 1: Introduction to Telehealth Etiquette	Day One 10-15 Minutes	Open and Watch the Module 1 Video
Module 2: Telehealth Technology Basics	Day Two 10-15 Minutes	Complete the Module 2 Multiple Choice Knowledge Check
Module 3: Telehealth Professionalism	Day Two 10-15 Minutes	Complete the Module 3 Interactive Quiz
Module 4: Telehealth Communication	Day Three 10-15 Minutes	Complete the Module 4 Drag and Drop Activity
Module 5: Simulation of Telehealth Visits	Day Four 20 Minutes	Complete One Telehealth Simulation Scenario (minimum one)
Conclusion	Day Four 5 Minutes	Watch the Conclusion Video

Required Reading

There are no required readings for this course.