Telehealth Etiquette Training for Medical Students | Storyboard

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EME 605: Introduction to Distance Learning

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- **Buy in Statement/ Hook:**
  - **Statistics to possibly use:**
    - **How Telehealth Impacts the Client**
      - 65% of clients gravitate to telehealth for increased convenience (Effler, 2024).
      - 46% of medical patients utilize telehealth to receive treatment quickly (Effler, 2024).
      - One-third of respondents in a 2,000 Deloitte telehealth participant survey stated that virtual medicine is more cost-effective, increasing the likelihood of consistent use (Dutta, Nelson, Shah, Korenda, Varia, Wagh, 2024).
      - 94% of the 2,000 survey respondents are motivated to continue using telehealth, a steady 14% increase from 2020 (Dutta et al., 2024).
    - **How Telehealth Impacts the Professional (student taking the course)**
      - Globally, researchers anticipate the telehealth market to increase from $42.54 billion in 2024 to an astounding $130.63 billion in 2030 (Batsishcha, 2025).
      - "Physicians must adapt the doctor-patient encounter for virtual practice to ensure the same quality of care — or higher — as an in-person visit" (Noel, 2021).
  - **Brainstorming:**

- Present statistics emphasizing telehealth importance (industry growth compared to average, number of relevant jobs requiring telehealth experience, etc.)

- Present patient references/ statistics pronouncing the impact that good vs. bad telehealth had on their medical experience

    - Showcase good and bad statistics/ examples to really demonstrate the impact trained telehealth professionals make

- Emphasize that through just 1-2 hours of training, they can level up their career instantly

- **How is this content presented? (Brainstorming)**

    - Video

    - Infographic (interactive)

- **Deliverables:**

    - video/ infographic

- **Training Overview:**

    - Briefly cover topics like course navigation and where to receive extra support

    - Present Course Learning Objectives/ Outcomes

    - Present Lessons that will be included in order (provide links)

- **Module One | Introduction to Telehealth Etiquette:**

    - **Estimated Completion Time:** 10-15 min

    - **Content Inclusions:**

        - What is Telehealth?

        - What does it look like today?

- Introduce the primary modern telehealth skills and their definitions
    - Possibly through good/ bad examples
    - Infographics?
- **Deliverables:**
    - PDF and QR code leading students to support resources
- **How is this content presented? (Brainstorming)**
    - We could present all five objectives in the introduction and then repeat the singular LO for each module at the beginning. (Ex: at the beginning of Module one, reintroduce LO 1)
- **Module Two | Telehealth Tech Basics:**
    - **Estimated Completion Time:** 15 min
    - **Content Inclusions:**
        - Virtual communication software options in the industry (Zoom, Teams, etc.)
        - Key things to remember section: Mute/ Unmute/ Turn on your camera/ waiting rooms/ etc.
        - Client Privacy through technology
    - **Deliverables:**
    - **How is this content presented? (Brainstorming)**
- **Module Three | Telehealth Professionalism:**
    - **Estimated Completion Time:** 15 min
    - **Content Inclusions:**

- - - Appropriate setting (distraction free, professional background, good lighting, discuss blur and virtual background options)

    - Professional attire

    - Be on time (arrive to virtual meetings early and respond to client messages quickly)

    - Confidentiality and client privacy

  - **Deliverables:**

    - Good and Bad example animation/ video

  - **How is this content presented? (Brainstorming)**

    - Animation/ video

    - infographic/ table outlining key lesson

- **Module Four | Telehealth Communication:**

  - **Estimated Completion Time:**

  - **Content Inclusions:**

    - Active Listening (nodding, repeating, asking questions, etc.)

    - Professional language

    - Communicating through the chat (sending information, sources, etc.)

  - **Deliverables:**

  - **How is this content presented? (Brainstorming)**

- **Module Five | Real-World Simulations of Telehealth Visits/ Assessment**

  - **Estimated Completion Time:** 20 min

  - **Content Inclusions:**

    - Opportunities to apply all LO through simulation

- - - Repeatable simulation assessment
    - Simulations change each time to emphasis a different key challenge?
  - **Deliverables:**
  - **How is this content presented? (Brainstorming)**

References

Batisishcha, G. (2025, April 8). *2025 Telehealth Statistics and Trends: What Healthcare Providers Need to Know.* Science Soft Healthcare.

https://www.scnsoft.com/healthcare/telemedicine-statistics

Dutta, A., Nelson, H., Shah, U., Korenda, L., Varia, H., & Wagh, M. (2024, October 16). *The growing disconnect between virtual health availability and consumer demand.* Deloitte. https://www.deloitte.com/us/en/insights/industry/health-care/virtual-health-consumer-demand-and-availability.html

Effler, G. (2024, September 26). *Telehealth Continues to Score Points for Convenience and Speed, but Overall Experience Varies Widely Between Providers and Across Demographics, J.D. Power Finds.* J.D. Power.

https://www.jdpower.com/business/press-releases/2024-us-telehealth-satisfaction-study

Noel, K. (2021, March 24). *What Every Doctor Needs to Know About Telemedicine.* Association of American Medical Colleges.

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