

Telehealth Etiquette Training | Course Presentation

A Course for Aspiring Medical Professionals

Instructional Designers: Bryn Hotes & Courtney Kuntz



Course Structure

- A **fully asynchronous and self-paced course** to adapt to the busy schedules of The University of South Florida's Morsani College of Medicine medical students
- Can be accessed online through **USF's Canvas dashboard**, allowing for no extra steps the students need to take
- **5 Modules** that walk students through the basics of telehealth best practices
- The 5 modules discuss:
 - Technology Basics & HIPPA
 - Professionalism in regard to environment, clothing, and vocabulary choices
 - Communication strategies that best suit virtual communication with patients
- **Course Conclusion:** A real-world simulation activity that allows for practice of a telehealth visit with a patient

Course Student View Examples | Home Page

The screenshot displays a user interface for a course titled "Telehealth Etiquette Training". The page is viewed from a student perspective. On the left, a dark sidebar contains navigation icons for Account, Dashboard, Courses, Calendar, Inbox, History, and Help. The main content area shows a breadcrumb trail "Telehealth Etiquette Training > Modules". Below this, a vertical menu lists "Home", "Syllabus", "Modules" (which is highlighted), "Assignments", "Discussions", and "Grades". In the top right corner of the main area, there is a "Collapse All" button. The content is organized into two main sections, each with a dropdown arrow. The first section, "Telehealth Etiquette Training Introduction", contains five items: a PDF link for the syllabus, "Course Instructions", "Class Communication Help", a "Class Discussion Board" with a speech bubble icon, and an infographic titled "Why Does This Course Matter? | Introduction Infographic". The second section, "Module 1: Introduction to Telehealth Etiquette", contains four items: "Overview", "Telehealth vs. Telemedicine", a "Telehealth vs. Telemedicine Discussion" with a speech bubble icon, and "Best Practices Introduction".

Telehealth Etiquette Training > Modules

Home
Syllabus
Modules
Assignments
Discussions
Grades

Collapse All

▼ Telehealth Etiquette Training Introduction

- 📎 Telehealth Etiquette Training Syllabus.pdf
- 📄 Course Instructions
- 📄 Class Communication Help
- 💬 Class Discussion Board
- 📄 Why Does This Course Matter? | Introduction Infographic

▼ Module 1: Introduction to Telehealth Etiquette

- 📄 Overview
- 📄 Telehealth vs. Telemedicine
- 💬 Telehealth vs. Telemedicine Discussion
- 📄 Best Practices Introduction

Course Student View Examples | Syllabus Page



Telehealth Etiquette Training > Syllabus

- Home
- Syllabus**
- Modules
- Assignments
- Discussions
- Grades

Course Syllabus

[Jump to Today](#)

Telehealth Etiquette Training

A Self-Paced Asynchronous Training for Medical Students

Instructional Designers: Courtney Kuntz & Bryn Hotes

Training 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 familiarize you with 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 professionalism 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 to 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.

< August 2025 >

27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Course assignments are not weighted.

Course Student View Examples | Module Overview

The screenshot displays a course interface for 'Telehealth Etiquette Training'. The breadcrumb trail is 'Telehealth Etiquette Training > Pages > Overview'. A left sidebar contains navigation options: Home, Syllabus, Modules, Assignments, Discussions, Grades, Courses, Calendar, Inbox, History, and Help. The main content area is titled 'Overview' and features a diagram titled 'Types of Telemedicine Apps'. The diagram shows a central smartphone icon with eight surrounding categories: Live Video Apps, Asynchronous Apps, Text-Based Apps, Remote Monitoring Apps, Pharmacy and Medication Apps, EHR-Integrated Apps, Tele-ICU Apps, and Telerehabilitation. Below the diagram, the text reads: 'Module 2: Telehealth Technology Basics', 'Learning Objective: I will be able to define common technical obstacles encountered by telehealth professionals along with possible solutions.', and 'In this module, you will be introduced to technology basics such as compliance and security issues, as well as common technology connection issues you will see with patient visits and how to easily solve those.' Navigation buttons for 'Previous' and 'Next' are located at the bottom of the content area.

Telehealth Etiquette Training > Pages > Overview

Home
Syllabus
Modules
Assignments
Discussions
Grades

Overview

Types of Telemedicine Apps

- Live Video Apps
- Asynchronous Apps
- Text-Based Apps
- Remote Monitoring Apps
- Pharmacy and Medication Apps
- EHR-Integrated Apps
- Tele-ICU Apps
- Telerehabilitation

Module 2: Telehealth Technology Basics

Learning Objective: I will be able to define common technical obstacles encountered by telehealth professionals along with possible solutions.

In this module, you will be introduced to technology basics such as compliance and security issues, as well as common technology connection issues you will see with patient visits and how to easily solve those.

◀ Previous

Next ▶

Course Student View Examples | Discussion Post

The screenshot displays a user interface for a course titled "Telehealth Etiquette Training". The breadcrumb trail is "Telehealth Etiquette Training > Discussions > Telehealth vs. Telemedicine Discussion".

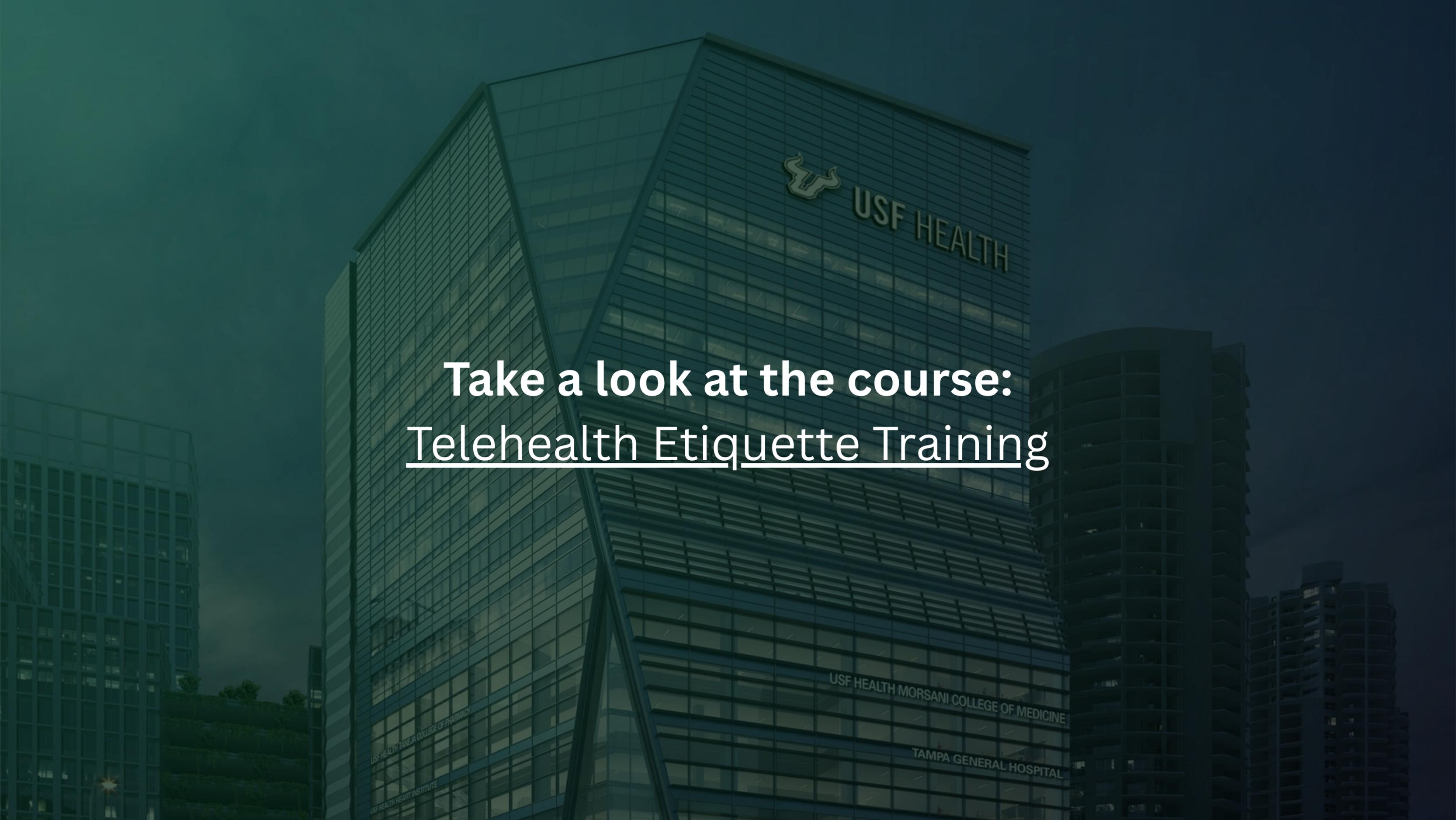
Left Sidebar: A vertical navigation menu with icons and labels for: Home, Account, Dashboard, Courses, Calendar, Inbox, History, and Help.

Top Navigation: A horizontal menu with options: Home, Syllabus, Modules, Assignments, Discussions (highlighted), and Grades.

Discussion Post Controls: At the top of the post area, there are two buttons: "+ View Split Screen" and "Expand Threads". Below these is a search bar with the placeholder text "Search entries or author..." and a dropdown menu currently set to "All". To the right of the search bar is a sorting dropdown menu set to "Newest First".

Discussion Post Content: The post is authored by "Josephine Bryn Hotes" (AUTHOR | TEACHER) with a profile icon "JH". It was posted on "Jul 29 8:04pm" and edited by "Courtney Kuntz" on "Aug 3 8:13am". The title of the post is "Telehealth vs. Telemedicine Discussion". The text of the post asks: "After reading the AMA's article distinguishing between telehealth and telemedicine, and now knowing the definitions of both, how does this impact your understanding of what telehealth is? Is it different than what you thought before? Demonstrating your knowledge of the definition of telehealth, what may be some best practices that you can anticipate learning in this training?". A blue "Reply" button is located below the text.

Bottom Navigation: At the bottom of the page, there are two buttons: "Previous" and "Next".

A photograph of a modern glass skyscraper at dusk, with a dark teal overlay. The building features the USF Health logo and text. The text 'Take a look at the course: Telehealth Etiquette Training' is centered in white.

Take a look at the course:
Telehealth Etiquette Training

 USF HEALTH

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TAMPA GENERAL HOSPITAL

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