

# **TEXAS COLLEGE**

## **SPRING 2021 TELEHEALTH PROGRAM**

The COVID -19 pandemic has forced changes in many situations; education and healthcare delivery are among those dramatically affected. In the case of education, face- to-face learning have, in many cases, been replaced by virtual/distance learning, and both professors and students have had to adjust to the new realities of the educational environment. Many other professions/organizations have either fully adopted telecommuting or a hybrid of telecommuting and onsite presence to deliver service to their patrons. Healthcare is not exempt from these changes, hence telehealth has emerged as an alternative and a safer way of visiting with, and treating patients. In keeping with her commitment to ensure not only the academic success, but also the health and welfare, of her students, Texas College is embracing telehealth so that students will have access to health care and information that will enable them practice positive health behaviors always, especially in the pandemic environment.

### **WHAT IS TELE-HEALTHCARE?**

Tele-healthcare, or telehealth, is the distribution of health-related services and information via electronic information and telecommunication technologies. It allows long-distance patient and clinician contact, care, advice, reminders, education, intervention, monitoring, and remote admissions. Telemedicine is sometimes used as a synonym or is used in a more limited sense to describe remote clinical services, such as diagnosis and monitoring.

### **TEXAS COLLEGE TELEHEALTH PROCESS**

Since students will be mostly virtual, they will be required to call the clinic Registered Nurse (RN) at (903) 279-7415.

The RN will interview the student to identify their symptoms and will then contact the Provider for further case review and possible next steps. The student may be advised as follows:

1. For symptoms that are suspicious of COVID-19, the student will be advised to go to his/her primary doctor's office to be checked or tested for COVID-19. If the student is on campus or in town, he/she may be advised to come to the clinic to be tested.
2. For other health issues that may not be related to COVID-19, schedule student for telehealth visit by the Provider and forward the schedule by email to the Provider for Thursday's visits.
3. The Provider will call and visit with each scheduled patient either on phone, face time, or Zoom, as may be convenient for the student. Appropriate care based on complaints/symptoms reported will be recommended, including education about self-care
4. After the visit, the Provider will discuss plan with the RN for the patient's record.
5. A weekly/monthly activity report shall be maintained in the clinic by the RN/clinic staff.

The RN will follow-up with each patient/student a day after the telehealth visit to make sure that they followed through with treatment recommendations. This follow-up visit/call will also be documented.

The Provider will remain on call daily, Monday – Friday, from 9:00 A.M. – 5:00 P.M., to discuss/address patient/students' problems reported by the RN.