Navigating telehealth in rehabilitation:
One nurse’s orientation odyssey

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Things I have learned while orienting to a telehealth nursing role

• Learn the entire process from end to end
  • Running a clinic is not just about the patient and the provider
  • Lots of people in between make your clinics successful
  • Seek them out
    • Appointment schedulers
    • Clinic setup specialists
    • Health Information Management and coding folks
    • Technical specialists

• Make friends with other seasoned telehealth nurses and take their advice

• Know what your metrics are
  • You have to know how the metrics are calculated to meet them

• Anything can and will go wrong
  • Have an emergency plan

• Strive to provide the best patient and provider experience

• Be optimistic

• Have fun

For more information on telehealth and nursing, see these sites:

• ANCC Nursing Informatics certification
  • http://www.nursecredentialing.org/Certification/NurseSpecialties/Informatics.aspx

• Telehealth Nursing Special Interest Group (SIG) of American Telemedicine Association
  • http://www.americantelemed.org/i4a/pages/index.cfm?pageID=3327

• American Academy of Ambulatory Care Nursing
  • http://www.aaacn.org/

• Online Journal of Issues in Nursing
  • http://www.nursingworld.org/ojin/

• CTEL-Center for Telehealth and e-Health Law
  • http://ctel.org/

Questions, concerns, or other miscellany, contact me at cberding@cberding.com or find me on Facebook and LinkedIn.

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