

Frequently Asked Questions (FAQs) - General

Q. What is the difference between telemedicine and telehealth?

A. *Telemedicine* refers to providing patient care over a telecommunications link. It applies to both 2-way video communication and to telephone-only communication between a health care provider and a patient.

Telehealth is an overall term that involves carrying out the enterprise of health care using telecommunications technology. It includes telemedicine, but also includes activities that do not include provision of clinical services to a patient such as remote monitoring of vital signs or blood glucose measurements.

For all practical purposes, the terms are interchangeable, but we will use the term telemedicine to refer to telecommunications contact between a provider and a patient for which clinical services are provided.

Q. What can my medical student do?

A. They can act like an MSA – they can contact the patient before the visit to help set up doxy.me, document chief complaint, HPI; they can screen for COVID; they can do medication reconciliation (though they cannot change medication orders, they can only alert the MD of inconsistencies). Individual faculty can work with their medical student to establish a workflow that works for both parties. Since we have a limited number of licenses, medical students will have to make all contact with the patient by telephone, unless they join the attending physician during a visit.

Q. How do I do supervised visits for my fellows/residents?

A. We have a workflow established for resident and fellow visit. The conditions for these visits are:

- All resident/fellow telemedicine visits must be directly supervised by a preceptor. Preceptors must have direct contact with patients via telemedicine. This need not be simultaneous, but it must be during the same clinical encounter.
- Residents must take resident/fellow workflow training before starting telemedicine visits.
- Preceptors must review resident/fellow workflow training and confirm that they have received it.
- Preceptors must add the same attestation statement to a telemedicine note that they would add for a regular office visit note.

Q. Can we order diagnostic tests electronically without a telehealth visit?

A. Yes. You can order the labs from a Phone Note. We've modified the phone note template so that it includes the Process Lab Orders form. If you don't see it in your phone note, please notify the EMR team. The basic telemedicine training PowerPoint includes detailed instructions on how to order labs and radiology electronically.

Q. Whom should I contact for technical support?

A.

- For account creation: complete the form at https://rutgers.ca1.qualtrics.com/jfe/form/SV_7ZDzKs1qvugtztHT
- For assistance with the app or EMR workflow, contact Ruben Nanez or Brian Reid at:
 - Email: telehealth_department@rwjms.rutgers.edu Email:
 - Phone: 732-235-9018