

A DEEP DIVE INTO LAUNCHING TELEHEALTH

Palm Beach Women's Clinic

Beau Heyman, Executive Director

Mary Michaels RN, Clinic Services Director



A DEEP DIVE INTO LAUNCHING TELEHEALTH

- Palm Beach Women's Clinic
- Beau Heyman
Executive Director
- Mary Michaels RN
Clinic Services Director



KEEP IN MIND...

DON'T COMPLICATE
THINGS –KEEP IT
SIMPLE

DON'T BE AFRAID
TO MAKE MISTAKES

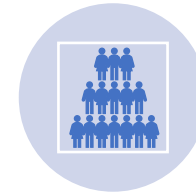
ARE YOU READY?



Consider your why?



Are you a Pregnancy Medical Clinic?



Are you adequately staffed?



Is your Team ready?



Are you paperless?

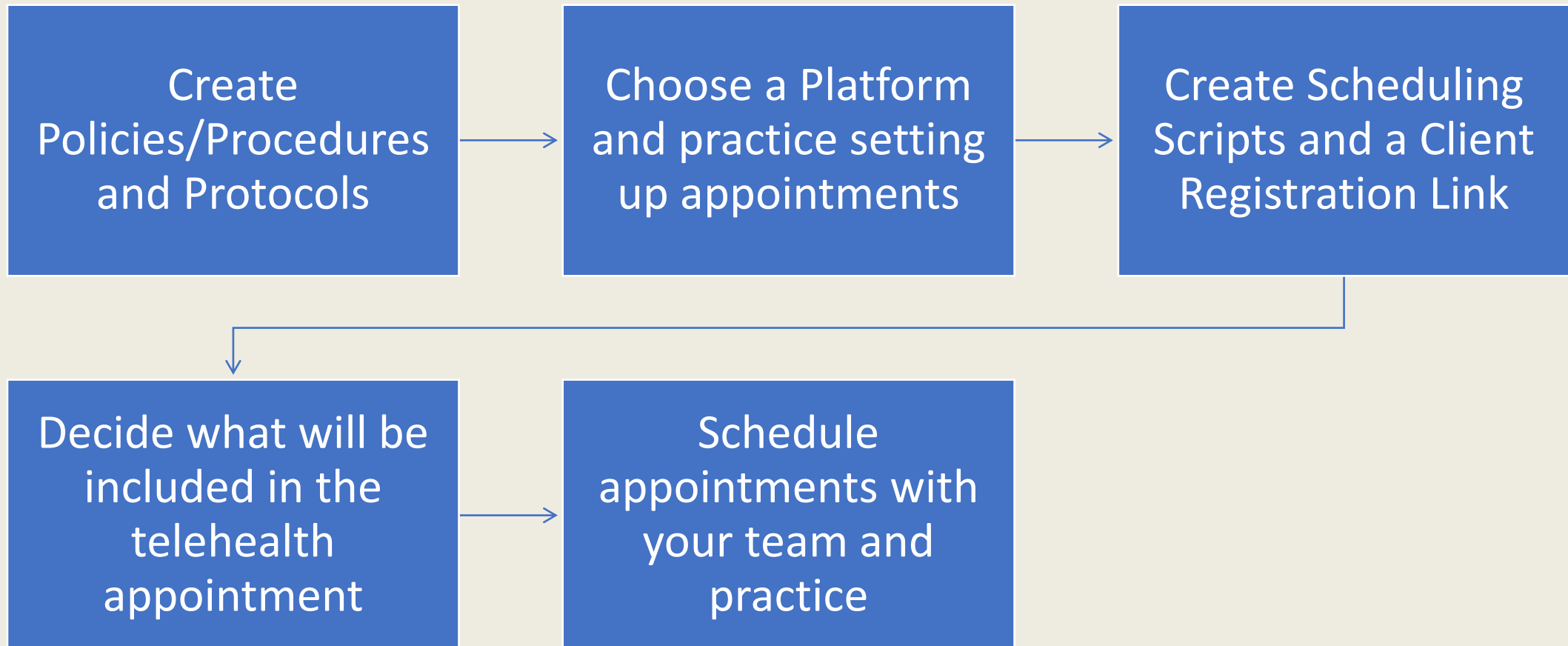


Do you have devices with cameras?



Are you unshockable?

5 STEPS TO LAUNCH TELEHEALTH



STEP ONE

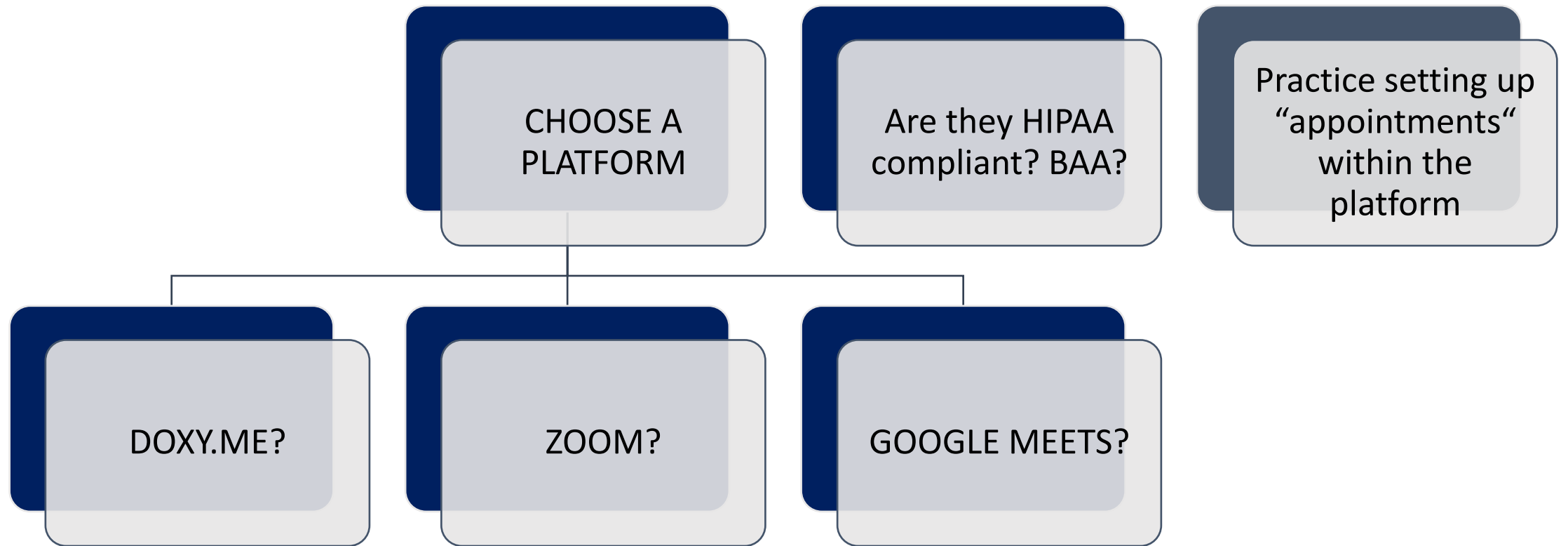
Create Policies,
Procedures and
Protocols for
Telehealth

Don't complicate
this step- keep it
simple

Telehealth Protocol Example



STEP TWO

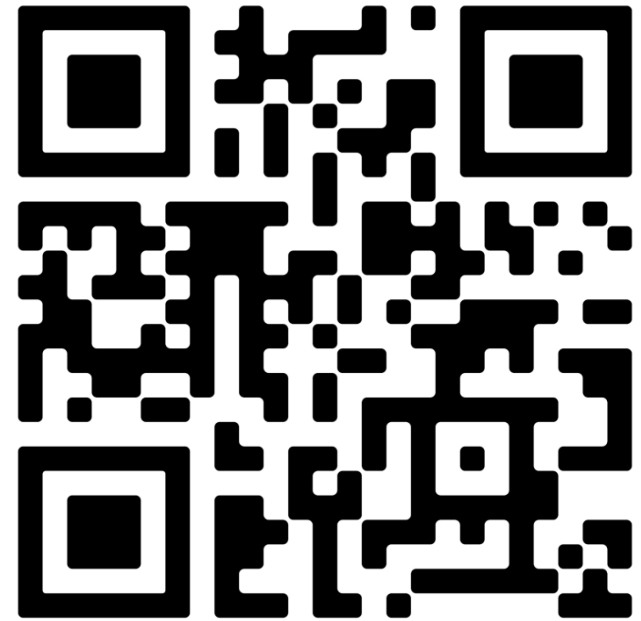


STEP 3

CREATE SCHEDULING SCRIPTS AND A CLIENT REGISTRATION LINK

Scheduling Script

- First, tell them what services you CAN provide at no cost to them
- Be intentional with when you share what you CAN'T do for them but remember you **MUST** give your disclaimer **EVERY. SINGLE. TIME.**



SCAN ME

KEEP IN MIND FOR REGISTRATION LINK

Demographics

Privacy Policy

Virtual
Consent

Limitations of
Services

Photo ID

Virtual Consent



STEP 4

DECIDE WHAT WILL BE INCLUDED IN THE TELEHEALTH APPOINTMENT

FULL VIRTUAL
APPOINTMENTS



VIRTUAL
HEALTH
ASSESSMENT
ONLY



STEP FIVE

**SCHEDULE CLIENT
APPOINTMENTS
WITH YOUR TEAM
AND PRACTICE**

**START SLOW AND
TWEAK OFTEN!**

Palm Beach Women's Clinic Waiting Room

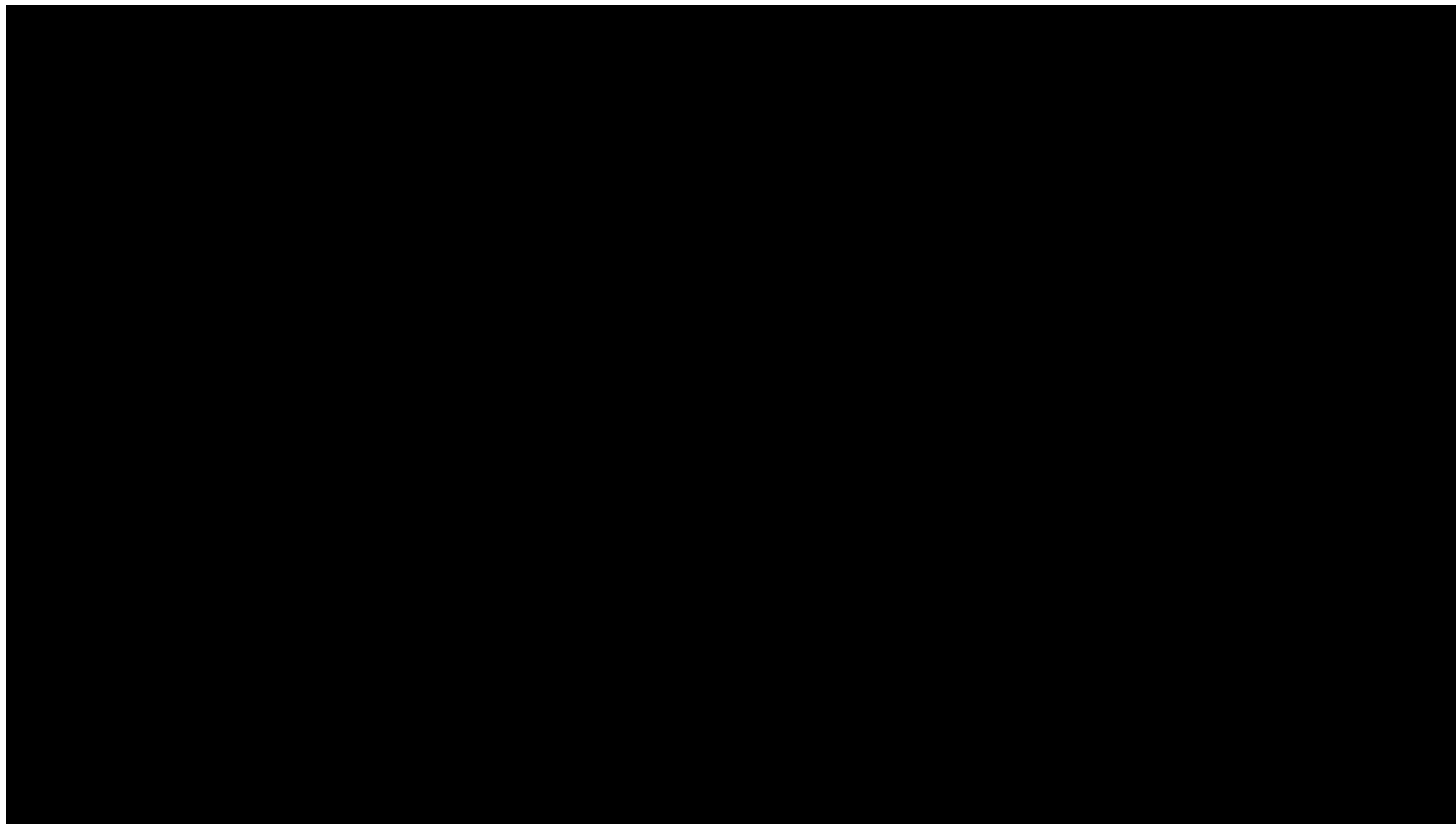


Please wait, the meeting host will let you in shortly.

Welcome to Palm Beach Women's Clinic

Thank you for meeting with us.

Virtual Health Assessment





QUESTIONS??

Thank you for joining us!