

## UNIVERSITY OF PHOENIX

### Notice to College of Nursing Students Regarding Telehealth Guidelines

April 10, 2020

Dear Students,

Please review the below guidelines and contact your Clinical Coordinator with any questions.

#### Telehealth Guidelines

- Follow the process established by the preceptor and agency. This may include, but is not limited to:
  - Conference communication tool to be used
  - Patient consent requirements
- Complete three (3) soap notes per day when participating in telehealth. SOAP note guide (example shown but not limited to below)
  - S: Narrative HPI
  - O: Limited to what you can observe
    - General- No acute distress, alert and oriented
    - MSK – May document ROM if patient was able to perform
    - Skin – if able to observe via video
  - A/P: Include E&M code, ICD 10 Codes and differentials if appropriate
    - Include patient education and follow up plan
- Log your hours in ACEMAPP using the Telehealth option, and include your soap notes
  - Activities must be considered patient care, not just observing or entering data

#### Best Practices

- Communicate with your Preceptor about the student's role in telehealth
  - There may be limited access when using a virtual communication tool, including patient charts
  - Participate in any way the preceptor allows
- Opportunities for student –
  - HPI
  - Physical Exam – i.e. allow patient to show the ROM
  - Provide patient education/follow up plan if allowed
- Be sensitive to time
  - Review patient's chart or discuss patients' medical history ahead of time if possible
- Be flexible
- Be creative

Stay healthy and safe!

Sincerely,

Kathleen Winston, RN, PhD, Dean  
College of Nursing