Navigating the Telehealth Neighborhood Participant Access Process Maps Does Does the the participant Does the participant have a participant have a safe have internet device? and secure space for the access? telehealth visit? What kind of Do their device is this? internet speeds Ν'n Laptop? Mobile phone? No support common Yes Home desktop? Tablet or ipad? telehealth Verify that it has a camera, platforms? microphone and speaker. Assist in testing the Consider Resources for device if Telehealth possible. Telehealth Space and appointments need Internet Access. See to be conducted in Consider ways reference point below. a space that is the participant If safety private and free of can access a and Instruct them to test the distractions. If the Note that some telehealth device. security is telehealth platform prior to participant does not platforms are available on a not a References their appointment by have a safe and moble device and some are not. concern, requesting a test with their secure space for Have the participant bring the the provider or utilizing instructions their telehealth References device in if possible, and help participant given with telehealth appointment, walk them through resources is ready. appointment. consider other and platforms needed for the resources. **NRTRC** telehealth visit. If bringing the Telehealth Finder device in is not possible, References Instructions for provide the resources. References Telehealth Finder NDIA Free and Low Cost **NRTRC** References Internet Plans If the participant can Telehealth Finder **FCC** Affordable easily stream a movie Instructions for Connectivity without disruption, this is Telehealth Finder NRTRC Telehealth Program usually sufficient. Participant AFTRR Map and Contacts for Finder can also reference what Non-Profit Refurbishers and Instructions for HHS Telehealth Guide speeds are needed for the Recylclers Telehealth Finder HHS Basics of telehealth telehealth platform they want **FCC** Affordable NRTRC Patient Telehealth to use and test speeds Connectivity Program Checklist here. **NETRC Equipment Test NAVIGATING** the TELEHEALTH **NEIGHBORHOOD**

A Guide to Telehealth Access for Digital Navigators