Navigating the Telehealth Neighborhood Provider and Telehealth Platform Process Map

Does the participant have a current provider they are looking to connect with through telehealth?

→ **Yes** → **Can their appointment be done via telehealth and does their provider have a telehealth platform they already use?**

→ **No** → The participant can find new providers and facilities, as well as speak with any of their current providers about accessing care through telehealth.

Can their appointment be done via telehealth...

→ **Yes** → Ask the participant if they have instructions for testing, so that you can assist them with testing and accessing the telehealth appointment. If these are not available, they can be requested by contacting their provider for further detail. You may also utilize the references for gauging telehealth knowledge and participant resources for telehealth technology.

→ **No or Unsure** → Have the participant contact their provider to inquire as to whether or not they have a telehealth platform in place and if the participant can access it for their appointment. You can also request instructions for the appointment at this time. Utilize the references for gauging telehealth knowledge and participant resources for telehealth technology.

References (left branch):
- Northstar Telehealth Literacy Assessment
- NETRC Equipment Test
- TTAC Video Platforms: Customer Point of View
- HHS Using Telehealth Technology
- HHS Basics of Telehealth
- HHS Preparing for a Virtual Visit

References (right branch):
- HRSA Find a Health Center
- NRTRC Telehealth Finder
- Instructions for Telehealth Finder
- CMS Care Compare Tool
- HHS Talking to your healthcare provider about telehealth

NAVIGATING the TELEHEALTH NEIGHBORHOOD

A Guide to Telehealth Access for Digital Navigators