

Navigating the Telehealth Neighborhood Telehealth Navigation Process Map

Abbreviations
Pt - participant
TH - telehealth

Pt calls for clinic appointment

Can it be a TH visit?

Pt schedules in-person visit

Audio & video or audio-only (phone call)?

Does Pt have device or phone & data plan?

Next Steps for Navigator:

- Find/provide a loaner device
- Help Pt with [Affordable Connectivity Program](#) or connect them to local [device recyclers and refurbishers](#)
- Connect Pt with location that has a device (e.g., library) or utilize the [NRTRC Find Telehealth website](#)

Pt has device with mic, speaker & camera?

Next Steps for Navigator:

- Help Pt with [Affordable Connectivity Program](#) or connect pt with low to no-cost internet provider
- Connect Pt with location that has a reliable broadband (e.g., library) or utilize the [NRTRC Find Telehealth website](#)

Pt has reliable broadband?

Next Steps for Navigator:

- Connect Pt with location that is safe and quiet (e.g., library) or utilize the [NRTRC Find Telehealth website](#)
- Determine if Pt can use parked car, or friend/family home as safe, quiet place

Pt has safe, quiet place for TH visit?

Next Steps for Navigator:

- Conduct a [digital health proficiency assessment](#) with Pt and provide the necessary training and support to build skill for what is needed (e.g., email, patient portal, basic computer skills, mute/unmute mic, engage/disengage camera, connection to WiFi/hotspot to connect Pt with location that is safe and quiet (e.g., library)
- Determine if Pt can use parked car, or friend/family home as safe, quiet place

Pt digitally proficient?

Pt is well prepared for a successful TH visit!