

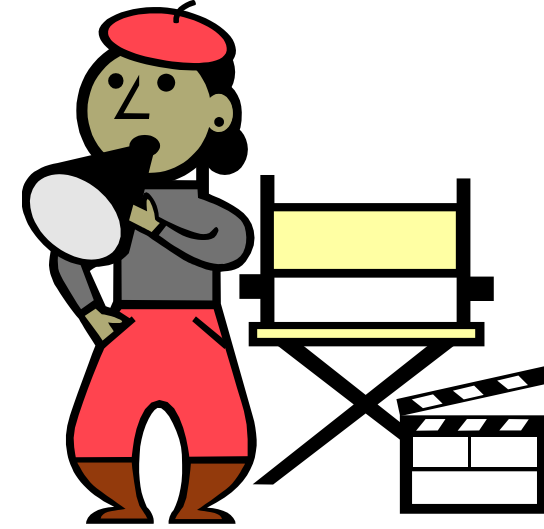
A scenic view of the Grand Canyon, showing layered rock formations and a deep valley. The canyon is framed by dark evergreen trees in the foreground. The sky is blue with scattered white clouds. The word "Telepresenting" is overlaid in the center in a bold, blue, sans-serif font.

Telepresenting

**Technology
+
Telecommunications
=
Telehealth/Telemedicine**

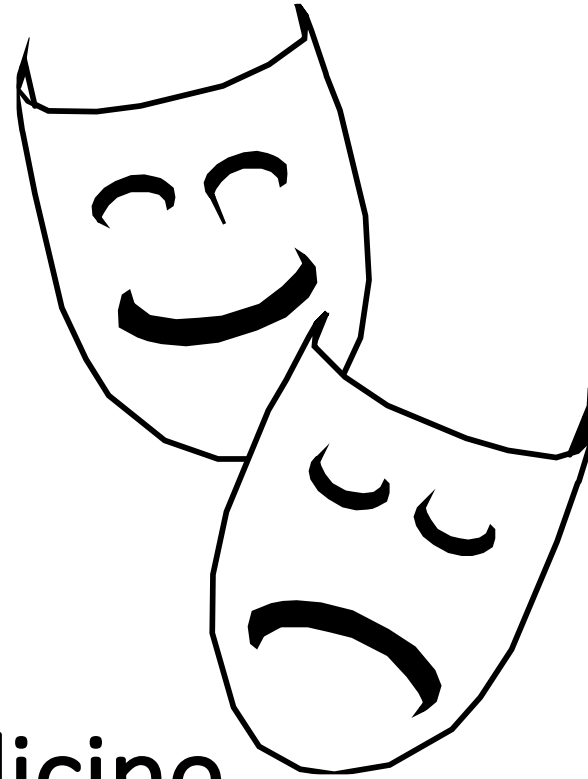
Communication Technology

- **Lights, Camera ACTION!**
- **Two way videoconferencing**
Using hardware/software
- **Web cams using secure sites over the internet**
- **Other devices or programs which connect to your laptop or desktop @home or bedside**



Telemedicine = 

The Art of Telemedicine



Elements of Production

- Sound
 - microphones
 - electronic stethoscope
- Lighting
 - color temperature
 - angle
- Space and geography of the room

- Same Elements of production whether you are in a state-of-the-art videoconferencing suite, using a videophone or a webcam @ your desktop!
- Background
- Lighting
- Audio
- Camera skills – be sure you are looking GOOD!



- **Bandwidth and managing your bandwidth**
- **Back-up plan**
- **Old/new technology combinations**
- **Data Access & Management**
- **Test in advance - and the day of – and repeat!**

Best Practices

- **Technical Protocols**
- **Clinical Protocols**
- **Mock Patients**
- **Training**

Cameras

- Angle
- Framing
- Lighting
- White balance
- Choosing the right one
- Focus on communication and
NOT the technology



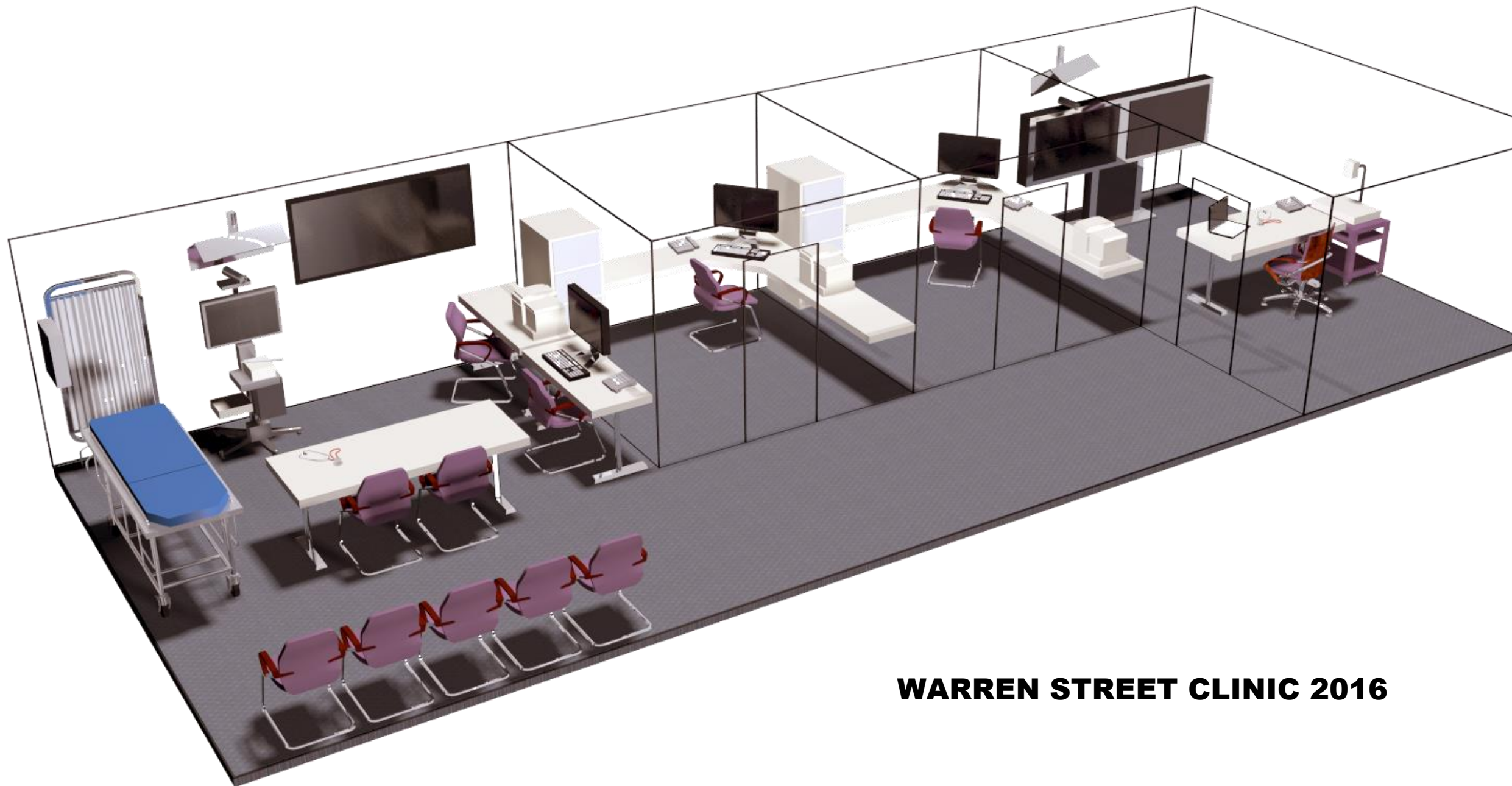










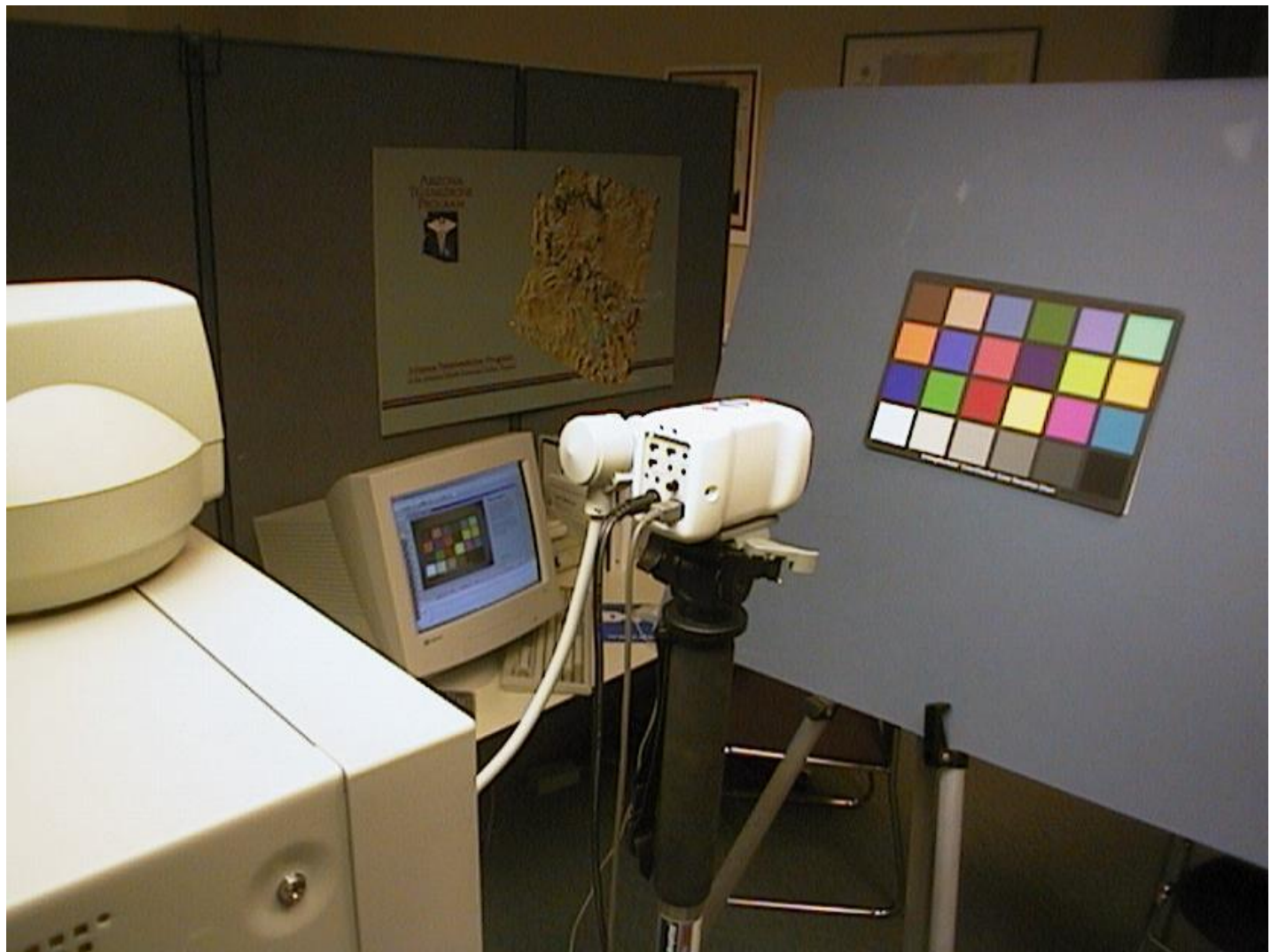


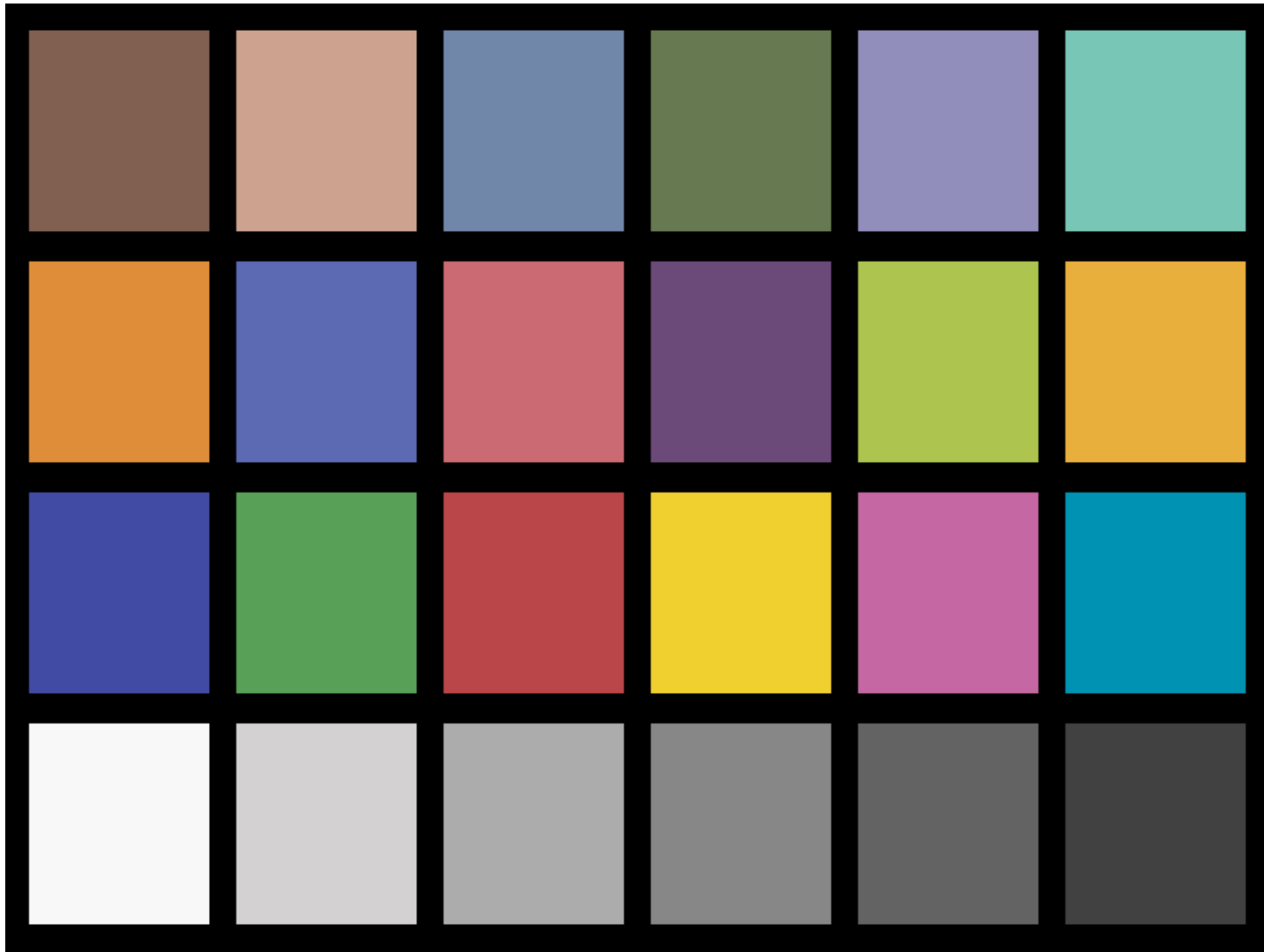
WARREN STREET CLINIC 2016

ARIZONA
TELEMEDICINE
PROGRAM



telemedicine
=
medicine at a distance

















ARIZONA
TELEMEDICINE
PROGRAM





Clinical Case Presentation

SOUTHWEST TRC TELEHEALTH RESOURCE CENTER™

Home About Us People Resources Online Education Events Partners Links Help Desk Blog

Our History. Our Mission

The Southwest Telehealth Resource Center (SWTRC) was established through a federal grant (#G221T16262) to advance telemedicine services throughout the Southwest. It is one of the largest telemedicine Centers in the United States, each serving a distinct geographic region. SWTRC serves hospitals, clinics, public health offices, and other providers in the broader Southwest region.

The SWTRC assists start-up telehealth programs and serves as a resource for existing programs regarding changes in technology and other issues affecting telehealth in the Southwest region.

Telemedicine has been shown empirically to improve access to quality medical care for many patients living in rural and medically underserved areas. The SWTRC draws expertise from the internationally recognized [Arizona Telemedicine Program](#), which has been providing telemedicine services throughout the state of Arizona since 1996.

This website has been made possible by grant G22RH24279 from the Office for the Advancement of Telehealth, Federal Office of Rural Health Policy, Health Resources and Services Administration, DHHS

SWTRC Services

- Full-Day Training Program
- Online Learning Modules
- Help Desk
- Technical Assistance
- Tools & Templates
- Program Development
- Business Models
- Evaluation
- Best Practices
- Clinical Operations
- Sustainability
- Equipment Recommendations
- Program Operations

Arabic
English
French
Mandarin
Navajo
Spanish

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Administrative Director
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[Email](#)

[Find us on Facebook](#)

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[SPS Telemedicine Telehealth Service Provider Showcase](#)

[Arizona Service Provider Telemedicine & Telehealth](#)

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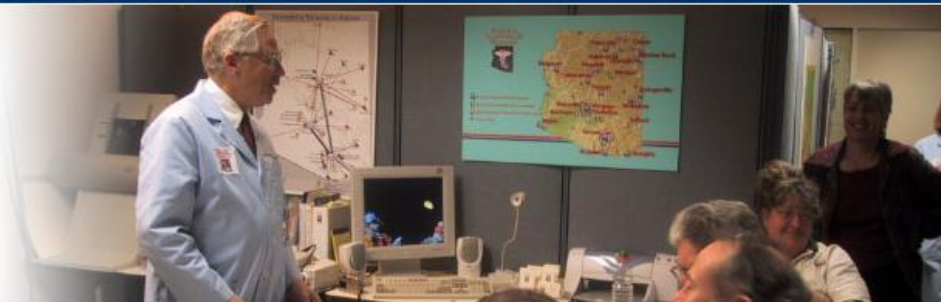
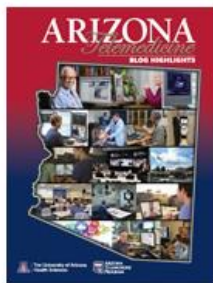
The Telemedicine Referral Case Process

Phyllis Webster,
Program Coordinator, Sr.
Arizona Telemedicine Program

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Case Management

Go through the steps required to set up, carry out and complete a clinical telemedicine referral.

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Featured Links

[Service Provider Directory](#)[ATP Member Benefits](#)[ATP Service Desk](#)[Telemedicine Training](#)[Project ECHO](#)[Arizona Telemedicine Council](#)[Innovation Awards Program](#)[Press Releases](#)[Tele-Diabetes Programs](#)[Arizona Telemedicine Testimonials](#)[Get Information on ATP Membership](#)[Contact Us](#)

Connect With Us



Arizona Telemedicine Training Program



Tracy Skinner & Pete Yonsetto addressing questions during a training program from local participants in Tucson as well as from remote participants at our Phoenix video conferencing classroom.

TRACK 1: Developing a Telemedicine Program

January 8, May 7, and September 17, 2018

Course Content:

This conference gives a broad overview of a variety of telemedicine topics, including:

- Clinical services
- Telecommunications and infrastructure development/operations
- Distance education
- Evaluation
- Business aspects
- Telemedicine equipment/technology demonstration

Who should attend?

This course is excellent for individuals or groups who have some telehealth experience and are interested in expanding their services. It is also a great course for those new to telehealth who are interested in gaining a deeper understanding of this growing industry.

Conference Goals:

- To provide ongoing training for health care professionals involved or interested in clinical telemedicine and telehealth services
- To promote improved public health in rural and urban communities by providing current telemedicine and telehealth information and training
- To provide health care systems throughout Arizona and nationally with information, training, and expertise in telemedicine and telehealth applications

[Register Now!](#)

TRACK 2: Telemedicine Applications

March 5, July 23, and November 5, 2018

Course Content:

This conference covers advanced telemedicine topics through an in-depth look at real-world clinical applications of telemedicine and telehealth.

Who should attend?

This course is excellent for individuals or groups who have some telehealth experience and are interested in expanding their services. It is also a great course for those new to telehealth who are interested in gaining a deeper understanding of this growing industry.

Conference Goals:

- To provide ongoing training for health care professionals involved or interested in clinical telemedicine and telehealth services.
- To promote improved public health in rural and urban communities by providing current telemedicine and telehealth information and training
- To provide health care systems throughout Arizona and nationally with information, training, and expertise in telemedicine and telehealth applications

[Register Now!](#)

Join us at an upcoming training course to enhance your telemedicine and telehealth knowledge, to network and build relationships, and discover resources to help advance your telemedicine and telehealth efforts.



A word cloud featuring various video conferencing software names. The words are arranged in a dense, overlapping cluster. The colors used for the text are red, green, and blue. The names include: Vidyo (green), Google Hangout (red), Adobe Connect (green), Skype (red), WebEx (green), Elluminate (green), RealPresence (blue), Windows (red), ZOOM (blue), GoToMeeting (red), Blackboard (red), LIVE (green), and Bluejeans (red).

Vidyo

Google Hangout

Adobe Connect

Skype

WebEx

Elluminate

RealPresence

Windows

ZOOM

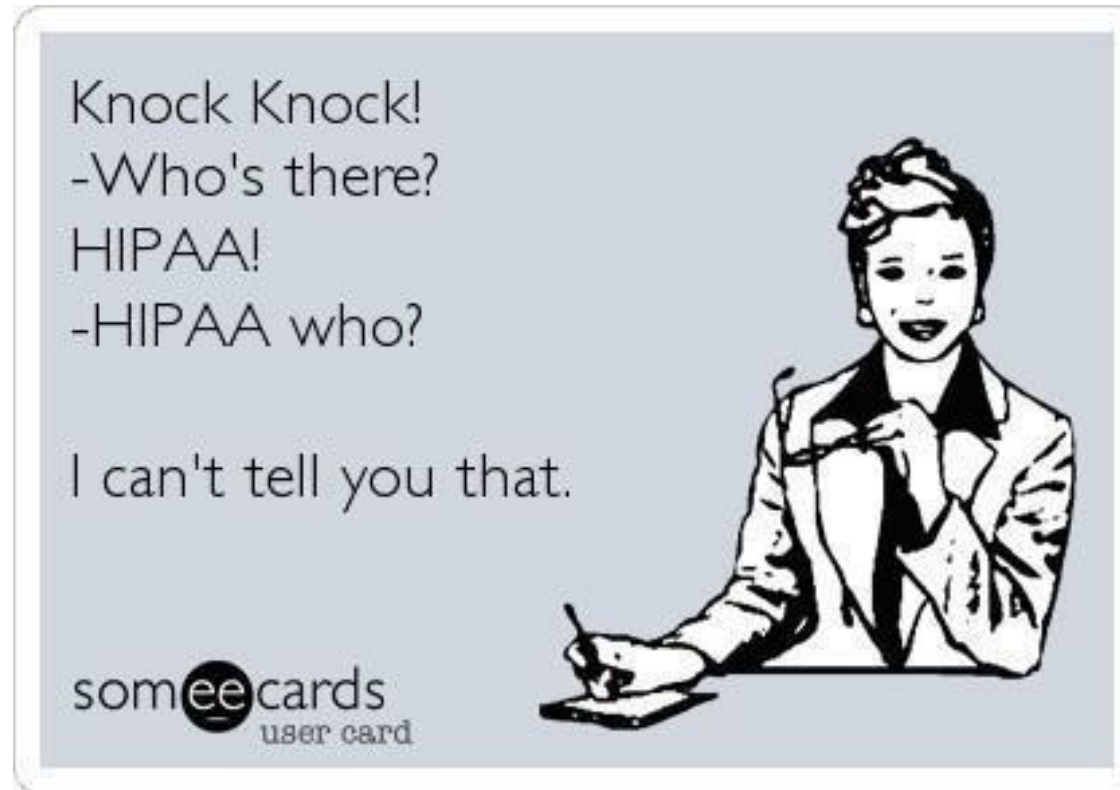
GoToMeeting

Blackboard

LIVE

Bluejeans

HIPAA Health Insurance Portability And Accountability Act of 1996





zoom

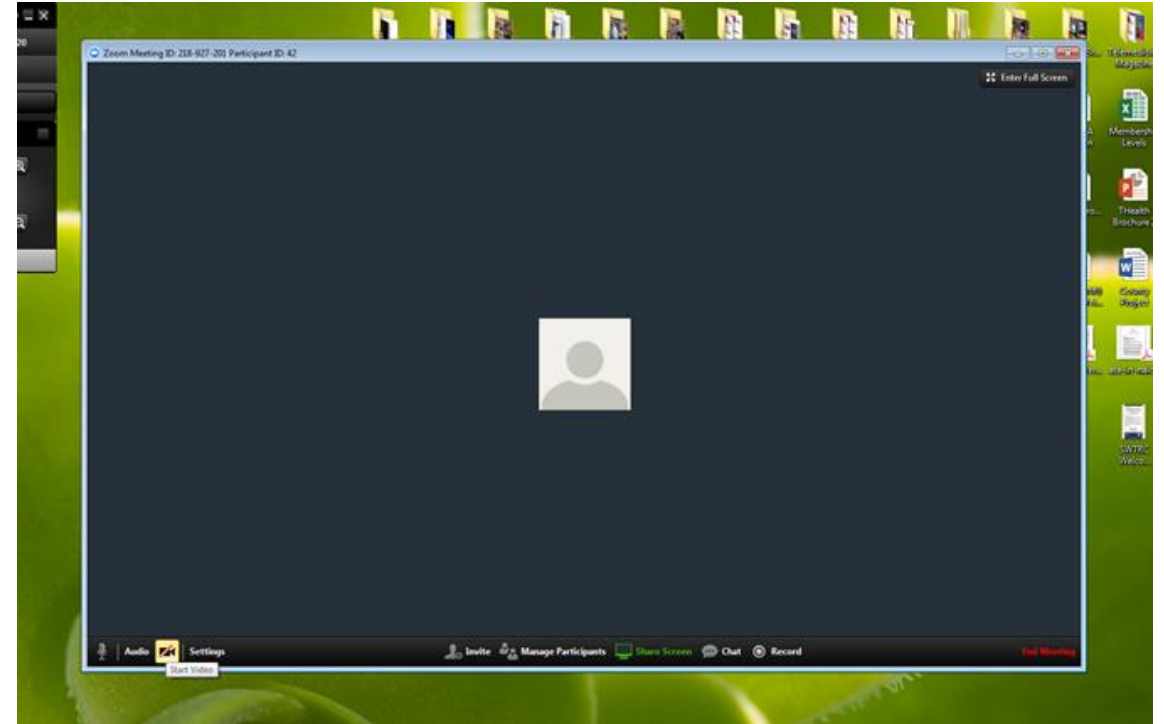
- Mute your audio
- View
 - Speaker mode
 - Gallery mode
 - Full Screen

Mute / unmute your microphones



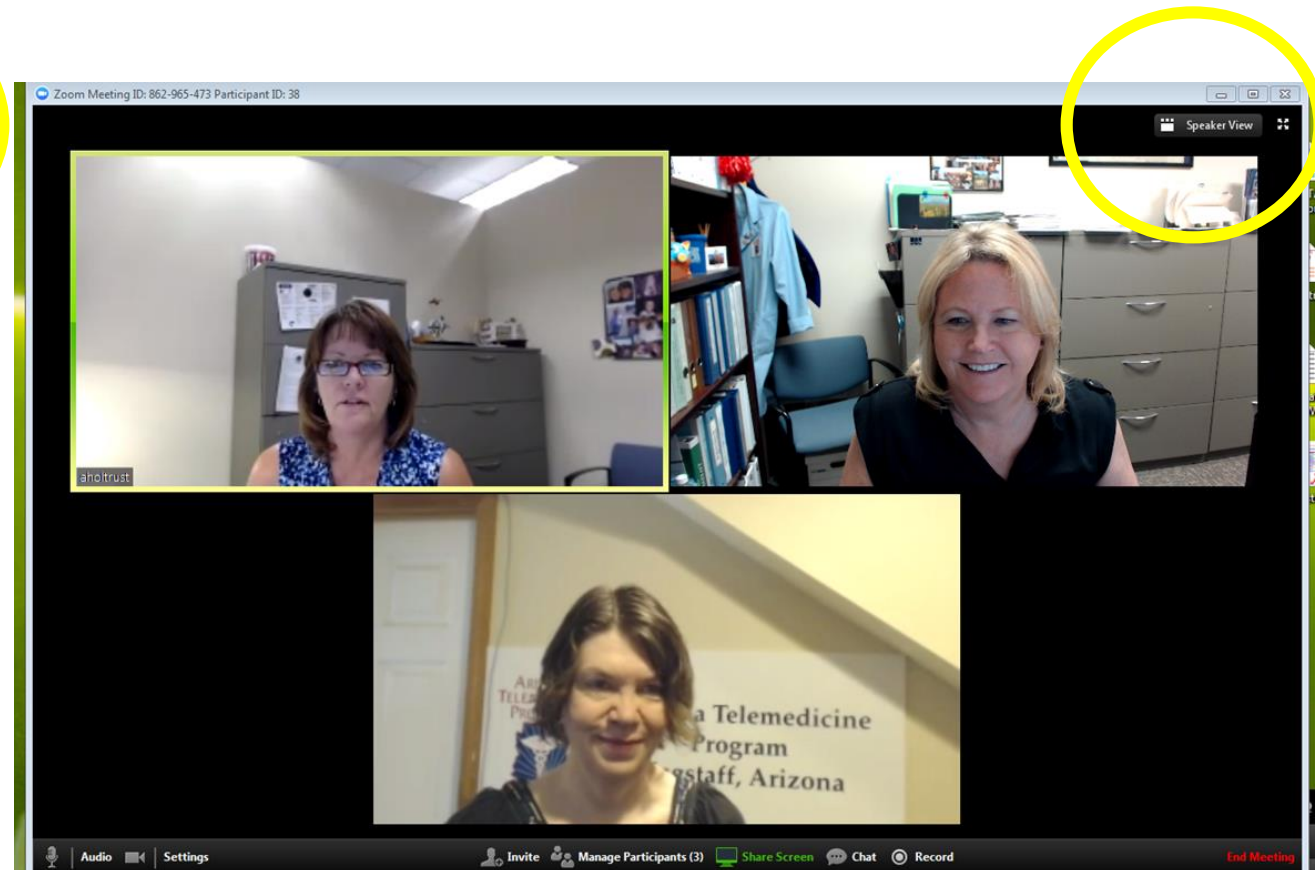
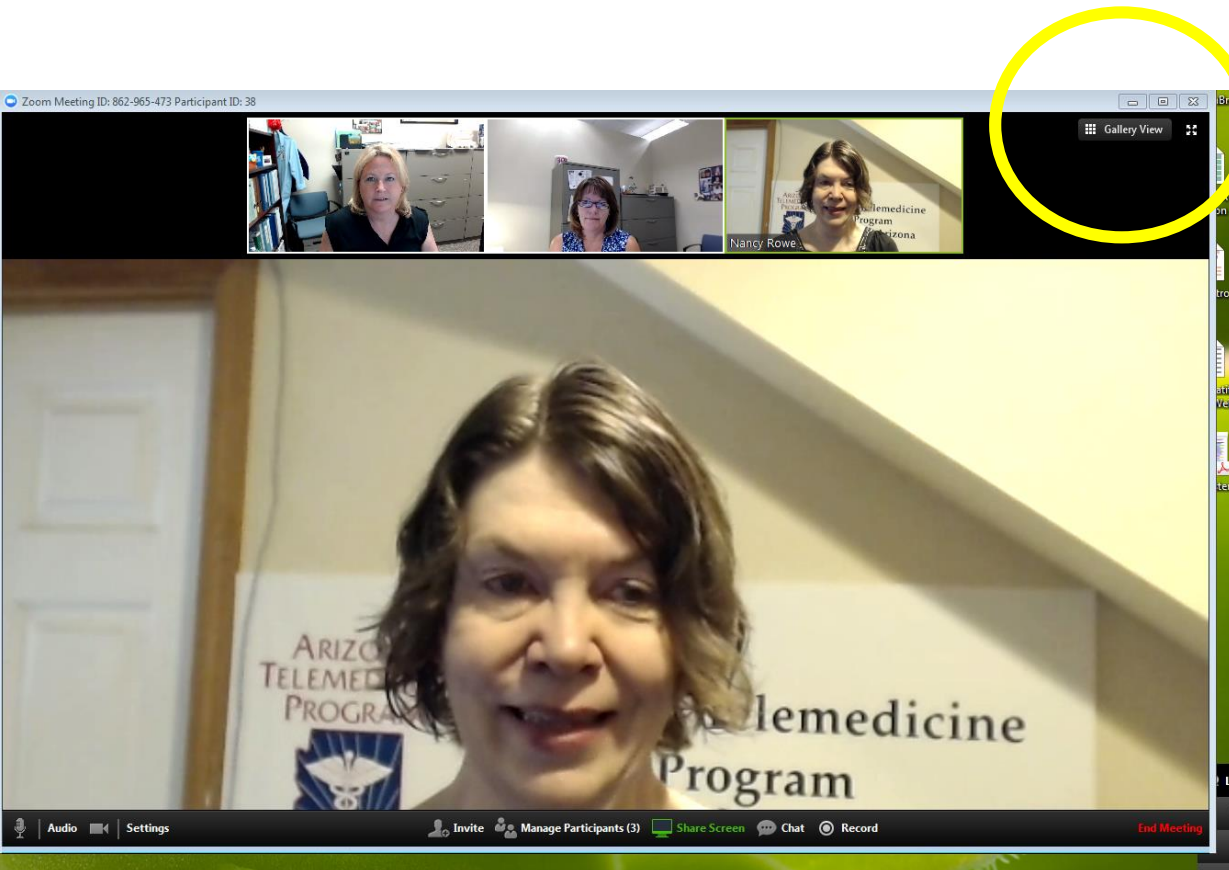
MUTE = ALT A

Mute / unmute your video



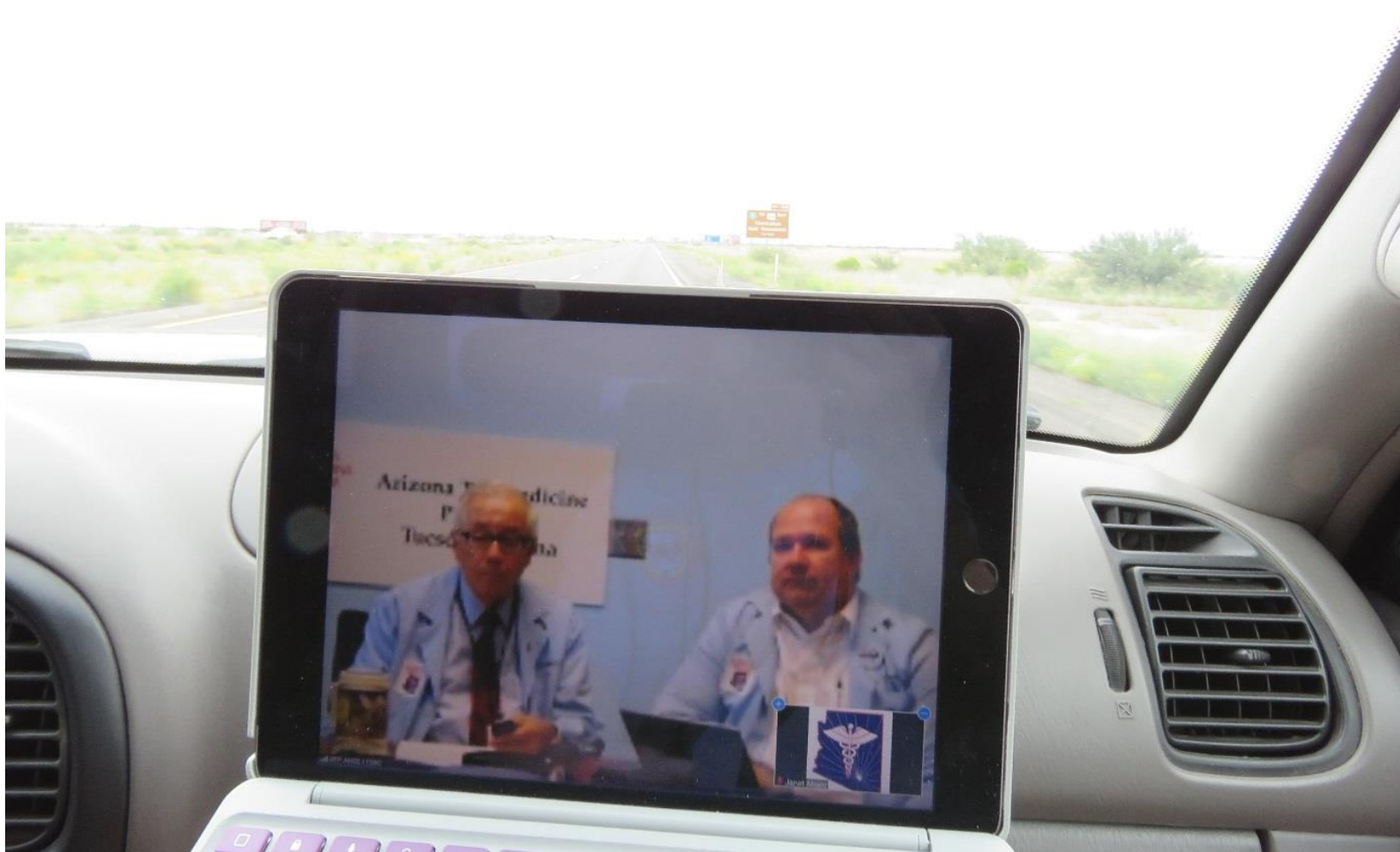
MUTE = ALT V

Speaker View or Gallery View



IPads





Teleconferencing Tips

- wear appropriate clothing and jewelry
- be aware of your body language
- use an agenda and facilitate introductions
- develop protocols for questions
- be familiar with the equipment
- test all equipment in advance

7 DAY FORECAST

FIRST
ALERT

ON





Jay's Favorite Greenscreen shot

"Take your daughter to work day!"



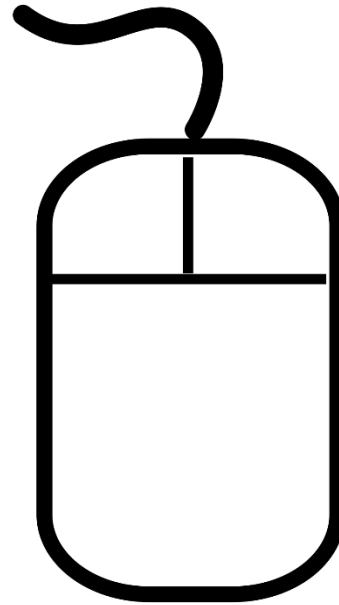


Educational Materials

- send in advance whenever possible
- suggest powerpoint from a computer
- use 24 point font or greater
- use fonts like Arial or Times New Roman
- use a medium blue background with white or yellow font (high contrast)
- use a document camera for 3-D objects
- don't use red



Remote control = mouse!



Be Interactive

- Journal Club
- Pass the Laserpointer
- EKG Bingo
- Team Competition
- Small Group Discussions
- Use photos, nametags or a namelist
- Use Multi-point and PIP options
- don't be just another talking head



Native American Cardiology Program Distance Education “EKG Jeopardy”



Dr. Eric Brody - Tucson



Students – Phoenix Indian
Medical Center

**Dr. Eric A. Brody received the 2005 Excellence in
Teaching Award from the USDLA**

EKG JEOPARDY





Wound Management Workshop



Healthcare Professionals in Douglas



Ostomy Specialist in Tucson

Think of yourself as a politician...assume that your microphone is always ON.



microphones

- Require the ability to easily to turn on/off
- Laptop mics and cameras can be adequate but you absolutely have to be able to control on/off quickly
- Echo cancellation is necessary for two-way communication
- Multi-Point events need testing and practice
- Just one open microphone can make or break the conversation or crash a good time!

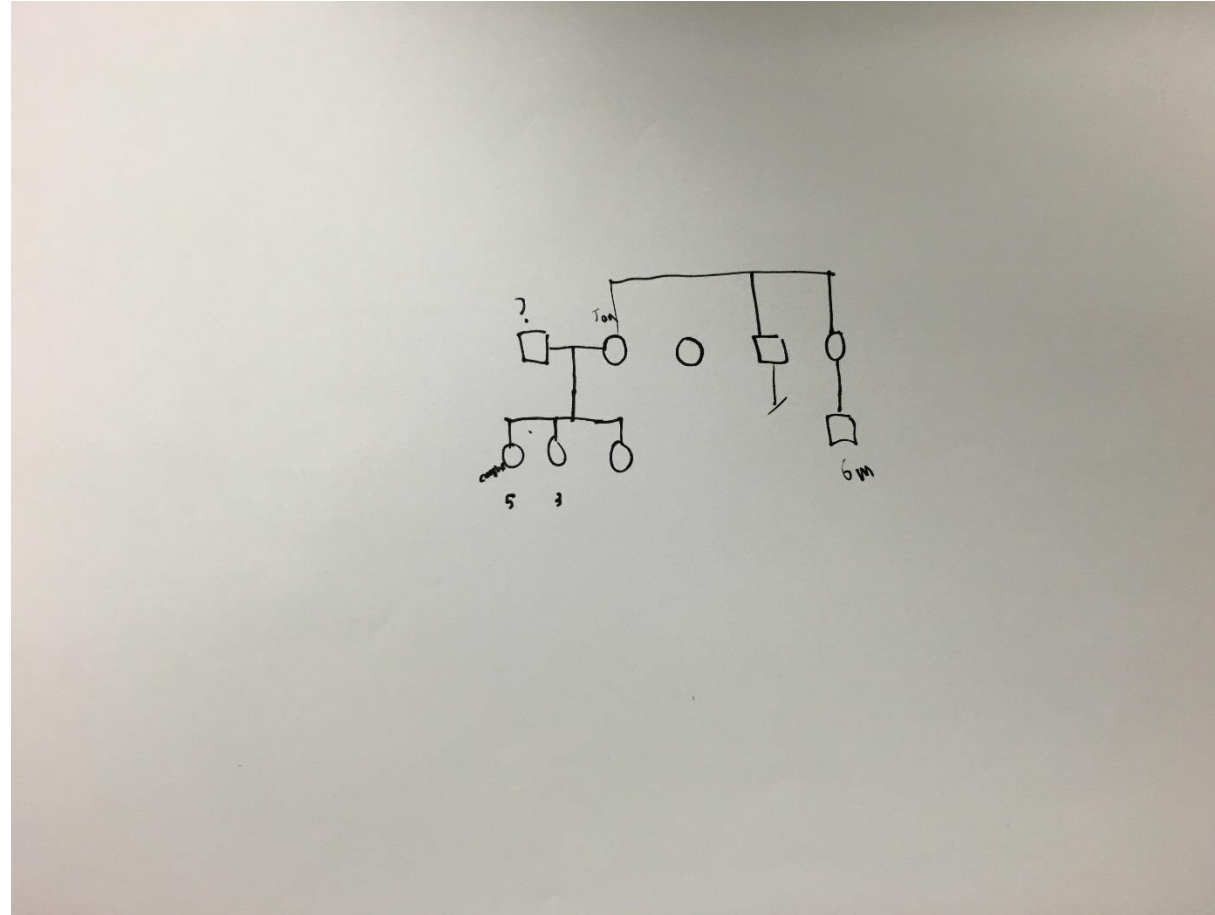


GENETICS

This is how it works.

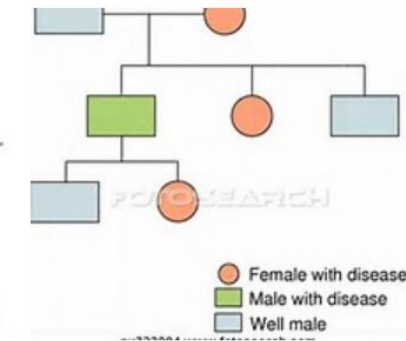
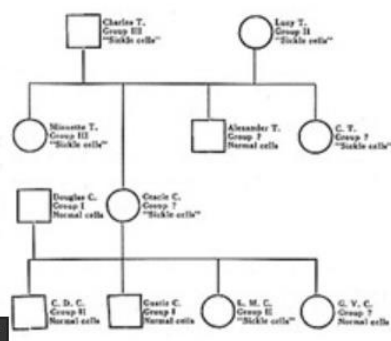
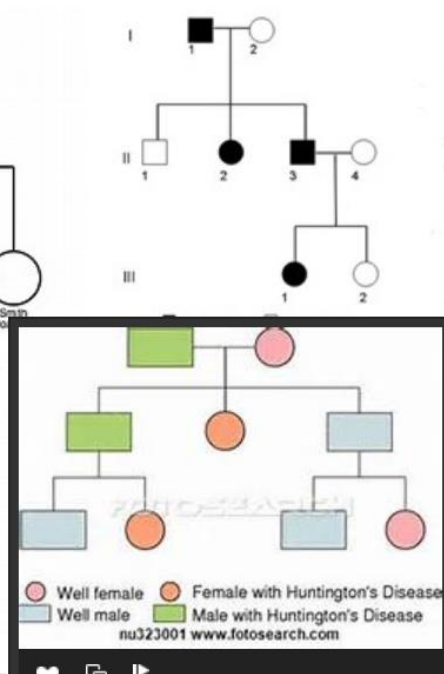
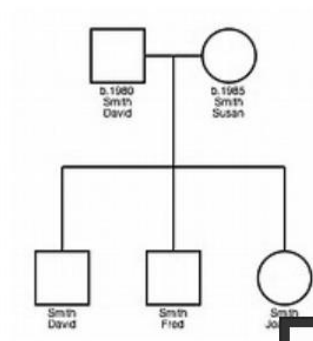
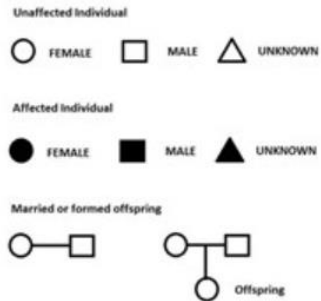
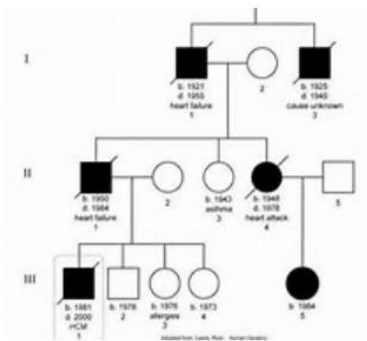
fakeposters.com

Telegenetics

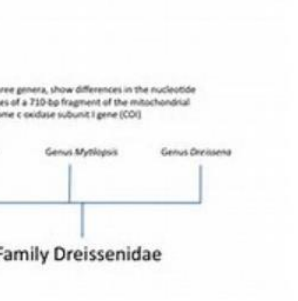


Web **Images** Videos Maps News Explore

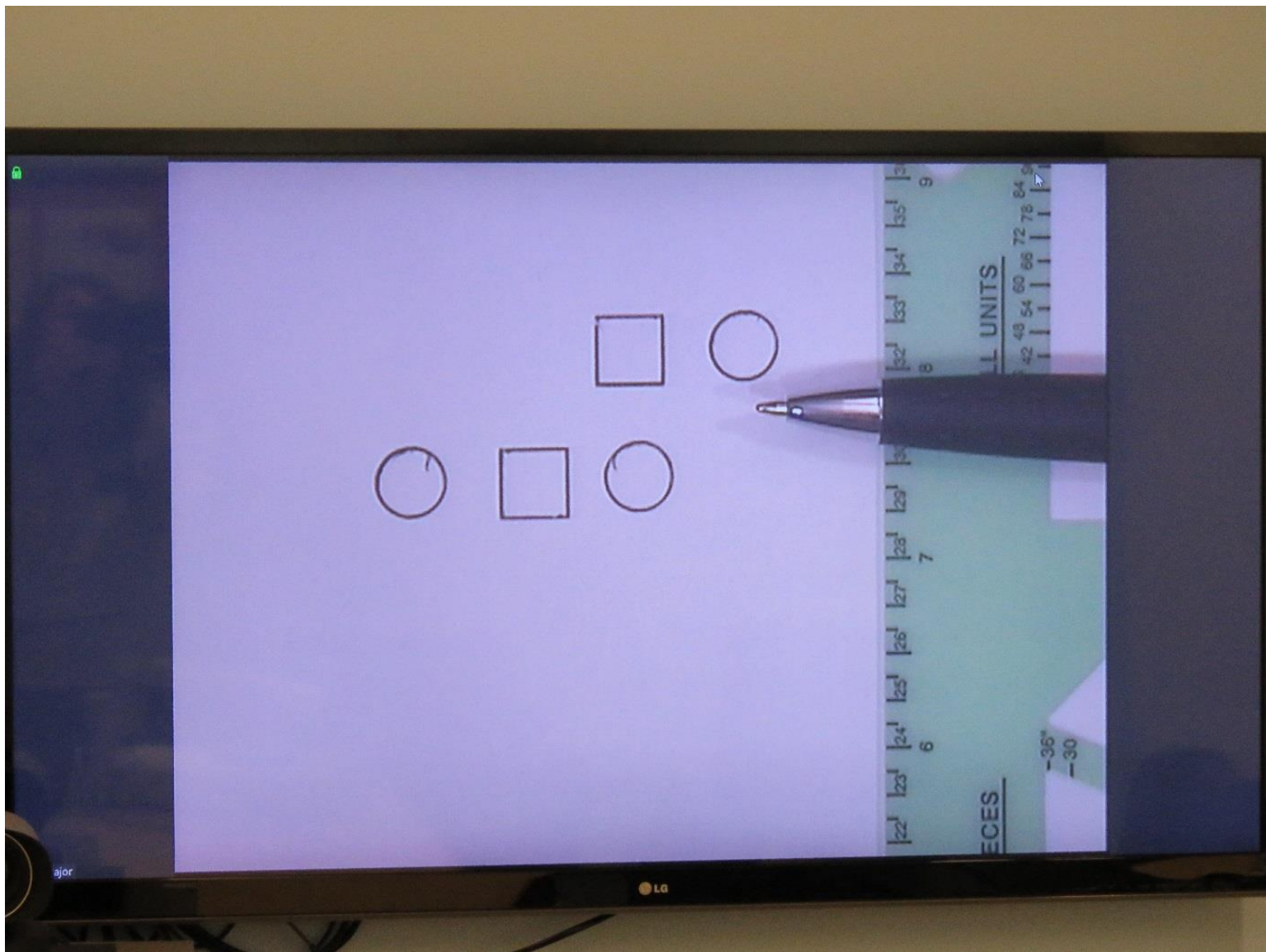
Image size Color Type Layout People Date License SafeSearch: **Moderate**



	Male	Female	Sex unknown or unspecified
Unaffected person	□	○	◇
Person affected with trait	■	●	◆
Multiple persons (S)	□ S	○ S	◇ S
Deceased person	□	○	◇
Proband (first affected family member coming to attention of geneticist)	■	●	◆
Family history of person unknown	□	○	◇
Family—parents and three children: one boy and two girls in birth order	□	○	◇
Identical, Nonidentical, Unknown	□	○	◇







Hands-on!

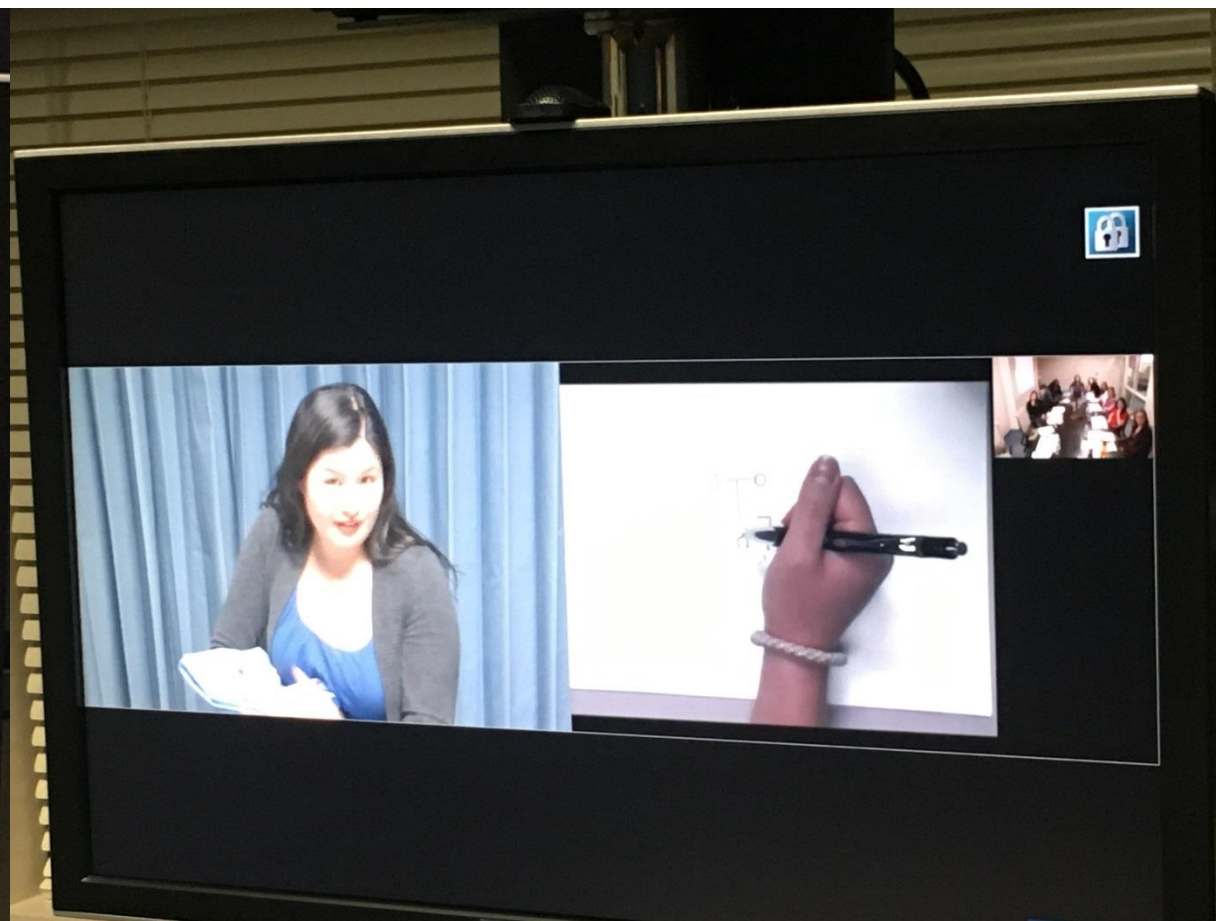


The Story of Eli Coli















Telegenetics Training Tuesday August 2, 2016 Tucson, AZ







To be a good telepresenter you must be a good communicator.

- verbally
- non-verbally



Cultural Diversity = having different cultures respect each other's differences.

- Age
 - Language - ACA in Spanish, VIDA in Spanish, consent forms in Navajo, sign language and translations/interpreters
 - Geography and Economy – sheep herders, copper miners
 - FOOD – what's the best flour for making tortillas?
- Using technology to maximize the work of Certified Diabetes Educators OR Genetic Counsellors in your state!



https://aztelemedicine.zoom.us/recording/play/XIB8_ixW8XffKfWS3XsI7zG6kSdMo67oSYo1NZZMGoZgzHlBjUkak4HZYvuAx5lO?continueMode=true

Video Interpretation Demo

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