Telehealth Coordinator

LEARNING OBJECTIVES

There's a lot for health centers to consider when providing digital care: privacy laws, cybersecurity, payment options, and technological limitations. This program covers all that and so much more. You'll learn how to recognize and report compliance violations. You'll learn how to protect PHI. And you'll learn how to ensure patients receive the best possible care through video and audio channels. If you're ready for a challenging career with a lot of responsibility, now's the time to dive into telehealth coordinator training.

Our 82-hour program is divided into 12 individual courses and a total of 68 modules. Each course covers essential information related to telehealth, including patient monitoring and security, CPOE, PCMH, and so much more.

Telehealth Skills:

Introduction to Telehealth

- Discuss the basic premise of telehealth and explain why remote care is critical for healthcare providers.

Patient Privacy & Basic Reimbursement

- Discuss Protected Patient Health Information and explain telehealth reimbursement.

The Telehealth Action Plan

- Review the key components of a successful telehealth business plan.

Government Reimbursement & Regulations

- Learn how to stay compliant in a remote work environment.

The Future of Telemedicine

- Discuss current trends and what businesses need to be successful as these trends evolve.

Telehealth Communication Lesson & Practice Session

- Engage in real-world telehealth practice.

Course Exam

Remote Workforce Management Course:

Understanding Effective Remote-Work Models

- Find out what works and what doesn't when managing a team of remote employees.

Advantages & Disadvantages of Remote-Work Models

- Learn why telehealth is on the rise—and how it impacts your ability to provide exceptional care and service.

Communication & Management for the Remote Workforce

- Review general communication and management skills for a remote workforce.

Remote-Work Tools & Resources

- Discuss various remote-work tools and resources.

The Remote Workforce Action Plan

- Learn to build and execute a remote-workforce action plan.

The Future of Remote-Work Business Models

- Explore the realm of possibilities and discuss the current state of remote work—and where this trend will take the healthcare industry.

Course Exam

Cybersecurity Awareness Course:

Cybersecurity Awareness

- Discuss the importance of protecting company info and patient data from various threats.
- Understand how to expand the scope of security to cover remote-work models.
- Explore the practical application of critical security protocols.

Phishing & Spear Phishing Prevention

- Review security-risk skills to help prevent specific types of system penetration.

Avoiding Malware Attacks

- Study proven methods to avoid cyberattacks using trusted prevention techniques.

Understanding Password Protection

- Learn how to leverage proper password protocols to protect data and restrict access to private health information.

Course Exam

Medical Fraud, Waste, and Abuse Course:

Defining and Understanding Fraud, Waste, and Abuse

- Define FWA as it relates to the Medicare / Medicaid Program.

Understanding the Statutes

- Identify major laws and regulations pertaining to FWA.

Exclusions, Civil and Criminal Actions

- Discuss consequences and penalties for violations.

Preventing FWA

- Identify best practices for the prevention of FWA.

Indicators of Potential FWA Violations

- Learn to identify compliance violations.

Reporting FWA Violations

- Learn the steps necessary to successfully report compliance violations.

Patient Abuse and Neglect Awareness Course:

Defining Abuse & Neglect

- Define abuse and neglect in a healthcare environment.

Laws, Standards, and Conditions of Participation

- Outline the laws, standards, and conditions relative to patient abuse, neglect, and exploitation.

How to Recognize Abuse

- Learn how to spot signs of mistreatment so you can take appropriate action.

How to Report Abuse

- Discuss the proper procedure for documenting and reporting abuse.

Maintaining Professional Boundaries

- Get an overview of how to establish and protect physical, emotional, and professional boundaries when dealing with cases of abuse.

EHR Workflow Basics Course:

An Introduction to EHRs

- Get an introduction to Electronic Health Records that provides real-world experience with digital healthcare technology.

EHR Systems & Common Features

- Outline the common features—and review basic requirements—of EHRs.

EHR Patient Interaction & Engagement Tools

- Discuss how professionals use EHR tools to track patients' medical history, medications, lab results, and more.

EHR Practice Exercise

- Demonstrate academic EHR workflow with a hands-on documentation exercise.

Course Exam

Computerized Physician Online Entry Course:

Understanding CPOE

- Gain a thorough understanding of what CPOE is and how it's used in a healthcare setting.
- Describe the elements of CPOE and interpret implementation issues and workflow impact.
- Learn how CPOE can help organizations reduce errors, save time, and improve the patient experience.

Understanding CPOE Progress

- Get an overview of the current state of CPOE and where it's headed.

Course Exam

Patient-Centered Medical Home Course:

The Goals of the Patient-Centered Medical Home Model

- Discuss best practices, cost structures, and industry recommendations for successful PCMH models and systems.

The history of PCMH Development

- Get a complete rundown of when and where PCMH started and how it has transformed the industry.

Positive Outcomes of PCMH Models

- Review the five basic principles of PCMH and discuss how these philosophies lead to better care.

How are PCMH Models Successful

- Discuss what makes PCMH models so valuable as healthcare continues to evolve.

Beginning the Transition to a Patient-Centered Medical Home

- Find out how to make the shift from a traditional medical provider to a successful PCMH.

PCMH Recognition Process

- Learn how to qualify for PCMH recognition

Course Exam

Healthcare Leadership Course:

Fundamentals of Participative Leadership

- Outline, define, and discuss the basics of participative leadership.

Leadership Action Plans

- Create a leadership action plan based on the participative model.

Course Exam

MACRA-MIPS Quality Professional Course:

Introduction to Quality for MIPS

- Learn how Quality impacts a clinician's overall MIPS score.

Background on Quality Measures

- Get insight into how measurements are determined.

Quality Measures

- Outline approximately 300 individual measurements of Quality.

Specialty Measure Sets

- Review the specialty measure sets for reporting.

Outcome Measures

- Learn how to measure the outcome of individual efforts.

An Introduction to Quality Reporting Methods

- Get an overview of how reporting works within MIPS.

Scoring the Quality Category

- Learn how Quality impacts a clinician's overall MIPS score.

Course Exam

MACRA-MIPS PI Management Course:

Understanding MACRA, MIPS, and APM

- Discuss and compare the meanings and differences of MACRA, MIPS, and APM.

Introduction to PI for MIPS ECs

- Get a high-level overview of PI.

PI Reporting Options for 2020

- Discuss your options for submitting data regarding PI.

PI Category Scoring

- Learn how PI impacts a clinician's overall MIPS score.

e-Prescribing Objective & Measures

- Discuss the benefits of embracing e-Prescribing: increase efficiency, reduce waste, etc.

Health Information Exchange

- Learn how to access and share a patient's health information and history without jeopardizing privacy.

Provider to Patient Exchange

- Outline the best practices for protecting and exchanging Patient Health Information (PHI).

Submitting Data & Getting Feedback

- Learn how to improve MIPS scores by taking and implementing feedback based on data.

Course Exam

Payment Security Course:

An Introduction to Credit Card Security

- Outline the guidelines established by the Payment Card Industry Data Security Standard.

Understanding Payment Cards

- Discuss when, why, and how card payments are processed.

Best Practices for Payment Card Security

- Learn the best methods for protecting patient card information and data.