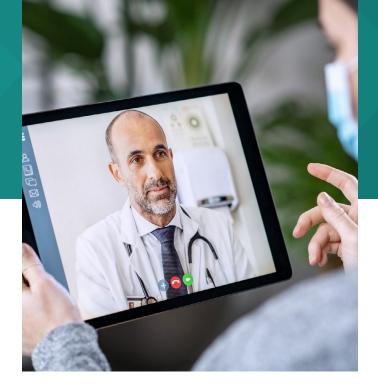# Telehealth Coordinator

INDUSTRY FACTS

What do telehealth coordinators do?

The need for telehealth became glaringly obvious in 2020 as providers found themselves scrambling to reduce exposure to—and transmission of—COVID-19. And as technologies and programs evolve, the day-to-day responsibilities of telehealth coordinators will also change.

But their core duties will always remain a constant:

- Support both clinical and non-clinical staff
- Ensure quality care standards are met
- Implement planned programs
- Coordinate training for staff
- Educate workers on best practices with an emphasis on safety and privacy
- Evaluate processes and recommend areas for improvement

Where do they work?

Telehealth is defined as a digital solution that connects patients and clinicians through real-time audio and video technology. And because they serve as the main point-of-contact for telemedicine activities, most telehealth coordinators work on-site at hospitals or clinics in a professional, controlled atmosphere.

How much do they earn?

The salary potential for telehealth coordinators is phenomenal, ranging anywhere from $36,000 to $78,000 per year. For the uber successful, the range goes as high as $100,000 per year—of course, this all depends on location, facility, and experience level.

How's the job outlook?

Even in the midst of a global pandemic, the healthcare industry is strong—predicted to add millions of jobs over the next several years. And as providers look for ways to keep healthcare workers and patients safe in a post-pandemic world, telehealth will continue to rise in popularity.

"I was very impressed with what CareerStep had to offer. Affordable pricing for a comprehensive program, combined with the support and flexibility I needed. A perfect choice!"

JESSICA, CAREERSTEP LEARNER

CareerStep

Improve Your Life

When it comes to career training, you'll find a lot of posers out there. Con artists that'll try to impress you with fancy hyperbole. But through all the noise, the distinct sound of success can be heard. Your success. All it takes is a little push. A nudge in the right direction—and your whole life could change. New doors opened. New worlds discovered. New opportunities explored. With CareerStep, it all could happen in as little as 3 months.

Prepare For A Better Job

Telehealth coordinators are essential to the success of virtual care. That's because they connect with patients in profound ways: they empathize with personal circumstances and establish trust through clear, consistent communication. This level of service elevates the patient experience and makes telehealth coordinators key players in the healthcare industry.

If you're ready for a challenging career with a lot of responsibility, now's the time to dive into telehealth coordinator training.

Learn Your Way (From Home)

With online training, you can absorb more knowledge and learn more skills—fast.

- Study on a schedule that fits your life
- Progress at a pace that matches your learning style
- Adjust the time and effort you devote to your coursework each day

Receive Coaching and Guidance

When you train with CareerStep, we back you every step of the way—from enrollment through course completion.

- Learner support
- Technical support
- Career support (interview coaching and resume reviews)

Program Modules

Telehealth Skills
Introduction to Telehealth
Patient Privacy & Basic Reimbursement
The Telehealth Action Plan
Government Reimbursement & Regulations
The Future of Telemedicine
Telehealth Communication Lesson & Practice Session
Course Exam

Remote Workforce Management
Understanding Effective Remote-Work Models
Advantages & Disadvantages of Remote-Work Models
Communication & Management for the Remote Workforce
Remote-Work Tools & Resources
The Remote Workforce Action Plan
The Future of Remote-Work Business Models
Course Exam

Cybersecurity Awareness
Cybersecurity Awareness
Phishing & Spear Phishing Prevention
Avoiding Malware Attacks
Understanding Password Protection
Course Exam

Medical Fraud, Waste, and Abuse
Defining and Understanding Fraud, Waste, and Abuse
Understanding the Statutes
Exclusions, Civil and Criminal Actions
Preventing FWA
Indicators of Potential FWA Violations
Reporting FWA Violations
Ethics and Law

Patient Abuse and Neglect Awareness
Defining Abuse & Neglect
Laws, Standards, and Conditions of Participation
How to Recognize Abuse
How to Report Abuse
Maintaining Professional Boundaries

EHR Workflow Basics

An Introduction to EHRs

EHR Systems & Common Features

EHR Patient Interaction & Engagement Tools

EHR Practice Exercise

Course Exam

Computerized Physician Online Entry

Understanding CPOE

Understanding CPOE Progress

Course Exam

Patient-Centered Medical Home

The Goals of the Patient-Centered Medical Home Model

The history of PCMH Development

Positive Outcomes of PCMH Models

How are PCMH Models Successful

Beginning the Transition to a Patient-Centered Medical Home

PCMH Recognition Process

Course Exam

Healthcare Leadership

Fundamentals of Participative Leadership

Leadership Action Plans

Course Exam

MACRA-MIPS Quality Professional

Introduction to Quality for MIPS

Background on Quality Measures

Quality Measures

Specialty Measure Sets

Outcome Measures

An Introduction to Quality Reporting Methods

Scoring the Quality Category

Course Exam

MACRA-MIPS PI Management

Understanding MACRA, MIPS, and APM

Introduction to PI for MIPS ECs

PI Reporting Options for 2020

PI Category Scoring

e-Prescribing Objective & Measures

Health Information Exchange

Provider to Patient Exchange

Submitting Data & Getting Feedback

Course Exam

Payment Security

An Introduction to Credit Card Security

Understanding Payment Cards

Best Practices for Payment Card Security

TOTAL HOURS = 82