

Telehealth Provider Protocols

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Technology description

Overview: Telehealth may be used to provide medical care for a limited scope of minor illnesses, and is particularly advantageous for populations that have limited mobility or live in rural areas.

Clinical experts at the Medical University of South Carolina have created protocols as guidelines for treatment by telehealth providers. This telehealth model will require high-definition video conferencing and a suite of diagnostic instruments that provide real-time data to the telehealth provider. These instruments include a digital otoscope and stethoscope. To practice in this telehealth model, providers and telepresenters must meet qualifications established by MUSC. Providers practicing in this model will also be required to participate in a continuing quality assurance program developed by MUSC. This telehealth model recognizes the importance of medical homes. This model will foster existing medical homes and will facilitate the establishment of medical homes.

The clinical protocols included are:

Cold and flu

Cough

Ear pain/ infections

Eye conditions (red/ pink eye/ conjunctivitis, stye)

Mild vomiting, nausea, stomach pain, and diarrhea

Sinus infections/ congestion

Skin conditions/ rashes (poison ivy, insect bite, sunburn)

Sore throats

Upper respiratory infection/ bronchitis

Key Words: Telehealth, protocol

Application area

Telehealth

Advantages

Protocols are an application of evidence-based decisions

Institution

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