MERCURY

Foundations of Telehealth Training Course

28 June – 2 July 2027
Geneva (Switzerland)



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Ref: 15270_289690 **Date:** 28 June – 2 July 2027 **Location:** Geneva (Switzerland) **Fees:** 6500 Euro

Introduction to Telehealth:

Telehealth has emerged as a pivotal element in the innovative landscape of healthcare delivery. In this comprehensive telehealth training course, participants will delve into the essential aspects required to devise and execute a flourishing telehealth program catering to individual practices and expansive health system models.

This telehealth course underscores the foundational principles of operational design and promotes a collaborative, team-oriented methodology. Critical domains covered comprise clinical procedures, patient safety, technological necessities, patient satisfaction, and the intricacies related to legal, governmental, regulatory compliance, and billing processes.

Target Audience:

- Healthcare Senior Managers.
- Department Heads.
- Clinical Section Leaders.
- Other Healthcare Professionals.

Course Objectives:

At the end of this telehealth course, the participants will be able to:

- Understand the fundamentals of telehealth technologies and their applications in healthcare settings.
- Explore the regulatory and legal considerations specific to telehealth practices.
- Learn best practices for maintaining patient privacy and confidentiality in telehealth interactions.
- Gain proficiency in using telehealth platforms and tools effectively.
- Acquire skills in assessing patient suitability for telehealth services.
- Develop strategies for optimizing telehealth consultations and improving patient outcomes.

Targeted Competencies:

Participants competencies in this telehealth training will:

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- Utilize telehealth technology for remote patient monitoring.
- Adhere to ethical standards in virtual healthcare delivery.
- Conduct effective telehealth consultations.
- Implement security measures to protect patient data.
- Collaborate with multidisciplinary teams in telehealth settings.

Telehealth Benefits and Solutions:

Understanding telehealth and its expansive benefits is crucial for healthcare professionals who want to integrate this innovative form of healthcare delivery into their practices. Through this telehealth certification course, participants will gain insights into various telehealth solutions that enhance accessibility, improve patient outcomes, and streamline healthcare operations.

Upon completing this course, participants will grasp the theoretical underpinnings of telehealth and get a telehealth certification, signifying their preparedness to lead and innovate within this burgeoning sector. This telehealth program equips healthcare leaders with the understanding and skills required to navigate and excel in the digital transformation of healthcare services.

Course Content:

Unit 1: Foundations of Telehealth:

- The Evolution and Present Scope of Telehealth.
- Various Telehealth Modalities.
- Structure for Integration.
- World Health Organization Taxonomy.
- Insightful Excursion to a Telehealth Command Center.

Unit 2: Healthcare System Strategies and Telehealth Operations:

- Craft an Ambulatory Care Strategy Within Telehealth.
- Enhance Provider Engagement in Telehealth.
- Maximize Patient Satisfaction with Telemedicine Services.
- Processes to Support Telehealth Workflow.
- Telehealth Staffing Models and Program Coordination.
- Project Management within Telehealth Initiatives.

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Unit 3: Billing, Regulatory, and Legal Frameworks in Telehealth:

- Prepare Patients for Telehealth.
- The Importance of Training and Education in Telemedicine.
- Legal Roundtable: Navigating the Legal Landscape of Telehealth.
- Government Affairs: Telehealth in the Arena of Public Policy.
- The Roadmap to Recovery: Understanding Telehealth Regulations.
- The Revenue Cycle in Telehealth Environments.

Unit 4: Envisioning the Future of Telehealth:

- Evaluate Service Delivery vs. Value-Based Approaches in Telehealth.
- Key Metrics and Dashboard Reporting for Telehealth Ventures.
- Research and Evaluation: Ensuring Efficacy in Telehealth Practices.
- A Forward-Looking Synopsis and Prospects in the Telehealth Domain.

Unit 5: Patient-Centered Care and Ethical Considerations in Telehealth:

- Implement patient-centered care principles in telehealth consultations.
- Address ethical dilemmas specific to virtual healthcare delivery.
- Foster trust and rapport in remote patient interactions.
- Ensure cultural competence in telehealth practices.
- Manage patient expectations and communication effectively.
- Evaluate the impact of telehealth on patient outcomes and satisfaction.