Digital Literacy Training Tips

How to Help Patients Navigate Telehealth

Who Are We. What We Do.

- Palmetto Care Connections (PCC) is a nonprofit organization that brings technology, broadband, and telehealth solutions to health care providers and residents in rural and underserved areas in South Carolina.

- Palmetto Connect, PCC's Digital Inclusion Program, helps close the digital divide for residents in rural and underserved areas of South Carolina by increasing internet access and affordability, digital literacy trainings, and connecting individuals to quality-of-life resources such as telehealth through digital inclusion.
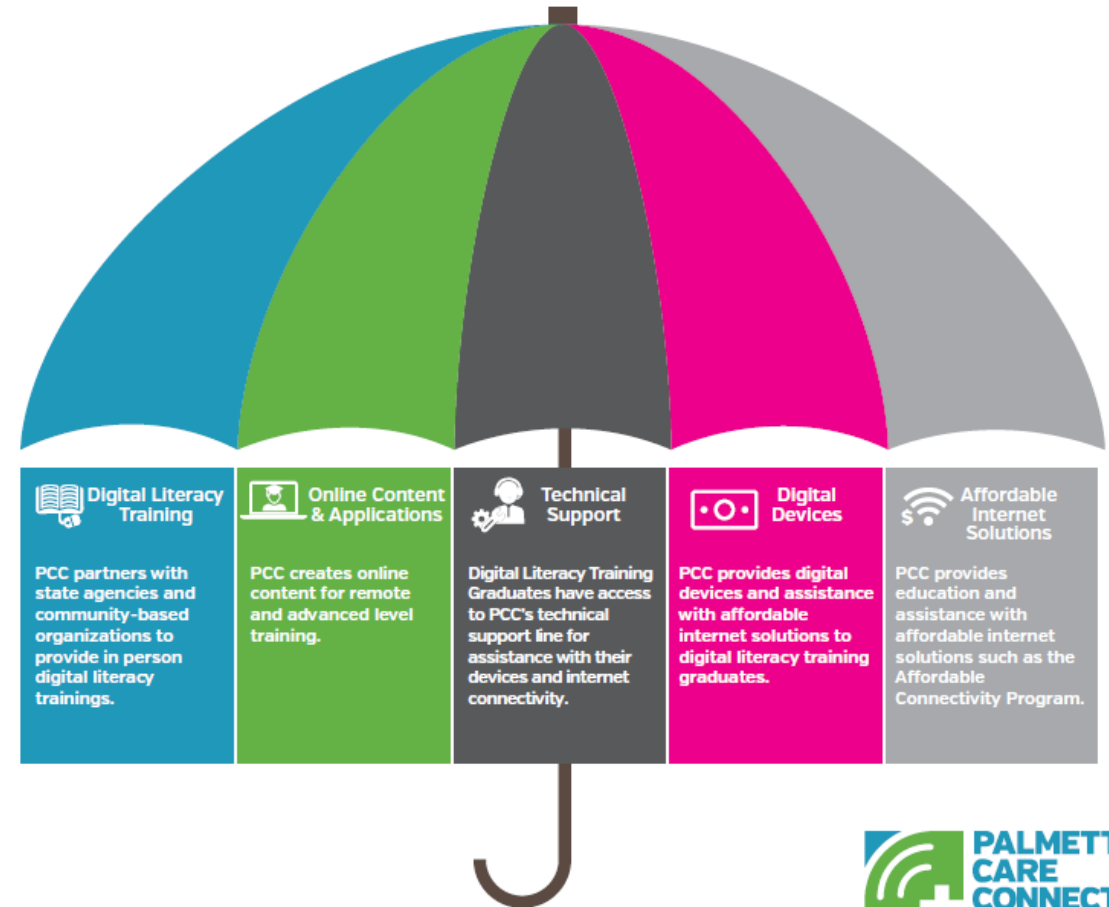
Palmetto Connect DataDashboard 2021-present

- **2-day** classes; **5-6** hours of training
- Beginner Training: Internet Safety, Email Basics, Telehealth, Health Literacy, and more
- **1419** community graduates
- **1034** corporate graduates
- Age Range: **29-96** (at the time of the training)
- **15** counties
  - Allendale, Bamberg, Barnwell, Calhoun, Charleston, Clarendon, Dillon, Hampton, Lee Lexington, Marlboro, Marion, Orangeburg, Richland, and Williamsburg

5 Elements of Digital Inclusion

- Palmetto Connect has adopted the National Digital Inclusion Alliance's 5 elements of digital inclusion.
  - **Digital Literacy Training**
  - **Online Content and Applications**
  - **Technical Support**
  - **Digital Devices**
  - **Affordable Internet Solutions**

5 Elements of Digital Inclusion

Digital Literacy Training
PCC partners with state agencies and community-based organizations to provide in person digital literacy trainings.

Online Content & Applications
PCC creates online content for remote and advanced level training.

Technical Support
Digital Literacy Training Graduates have access to PCC's technical support line for assistance with their devices and internet connectivity.

Digital Devices
PCC provides digital devices and assistance with affordable internet solutions to digital literacy training graduates.

Affordable Internet Solutions
PCC provides education and assistance with affordable internet solutions such as the Affordable Connectivity Program.

PALMETTO CARE CONNECTIONS™
technology. broadband. telehealth.

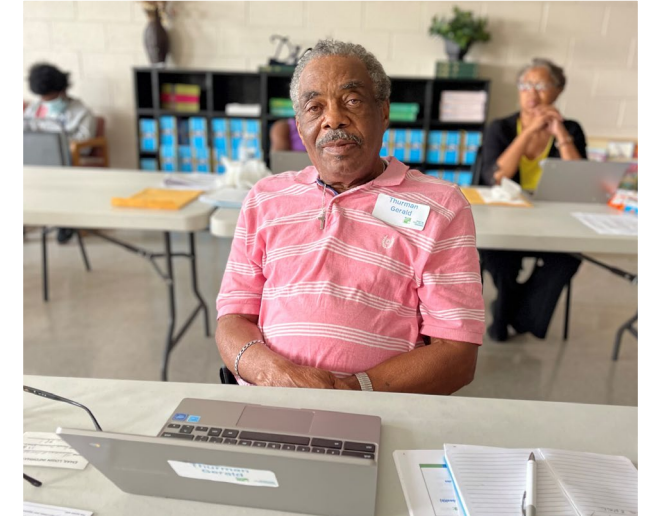# Digital Tools Necessary for Telehealth

- What do patients need for telehealth?

  o **Digital Device**

  o **Internet Access**

  o **Digital Literacy Training**

Digital Devices

Digital Device

- What is a digital device?
  - Smartphone
  - Tablet
  - Laptop
  - Chromebook
  - Desktop Computer

Where can patients access a digital device?

- **Palmetto Connect**
  - Grant funded digital literacy classes. Device is provided. https://www.palmettocareconnections.org/technology/digitalinclusion/
- **USC Assistive Technology Program**
  - Offers technology to people living with disabilities, their families, and support providers.
  - Includes the lending of devices. https://sc.edu/study/colleges_schools/medicine/centers_and_institutes_new/center_for_disability_resources/assistive_technology/
- **Office of Regulatory Staff (ORS)**
  - SC Equipment Distribution Program https://scedp.sc.gov/
  - Provides specialized equipment to deaf, hearing and speech impaired.
- **Local Businesses**
- **Low Income Programs**
  - PCs for People-criteria 200% federal poverty level or already in a Federal Assistance Program. https://www.pcsforpeople.org/

Internet Access

Internet Access

- Mobile Data
- Wi-Fi
- Hotspots

Access to Internet/Affordable Internet Solutions

- **Lifeline Program**
  - FCC benefit program- $9.25 discount on phone or Wi-Fi
- **MiFi devices**
- **Assistance with finding an Internet Service Provider (ISP)**
  - Broadband Maps
- **PCC Resource Guides**
  - Free Wi-Fi locations- Libraries and businesses
  - ISP info including low-cost plans
  - Where to purchase a digital device

https://www.palmettocareconnections.org/resourceguides/

South Carolina Digital Resource Guides

Use Palmetto Care Connections' Digital Resource Guide to access digital devices and the internet in all counties in South Carolina.

www.palmettocareconnections.org/resourceguides/

Digital Literacy Training

Digital Literacy Training
Preparing Patients for a Telehealth Visit

- **Connecting to the Internet**
- **Finding the Telehealth Appointment Invitation**
- **Important Icons During a Telehealth Visit**
- **Telehealth Etiquette**

Connecting to the Internet

- The patient must have an internet enabled device.

- Is the patient familiar with Wi-Fi versus mobile data?
  - Check Wi-Fi > Will the patient be using the mobile network (device's data), or does the patient need to connect to the internet?
  - Go to the device's Settings app
  - Choose Wi-Fi on: Wi-Fi PCC   Wi-Fi off: Wi-Fi Off   Mobile network Mobile network
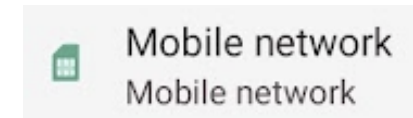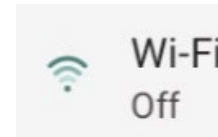
Finding the Telehealth Appointment Invitation

- **Email**
  - Free email accounts: Outlook, Yahoo Mail, Gmail…)
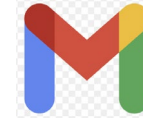
- **Text**
  - (Will the invitation come by text message, or will your office call the patient?)
- **Phone call**

Important Icons During a Telehealth Visit

The icons should NOT have a line through them to ensure the camera and microphone are on.

Important Icons during Telehealth Visit

Start/Stop Video

Mute/ Unmute

Leave Meeting

Notice: the icon in RED means the mic and video are turned OFF
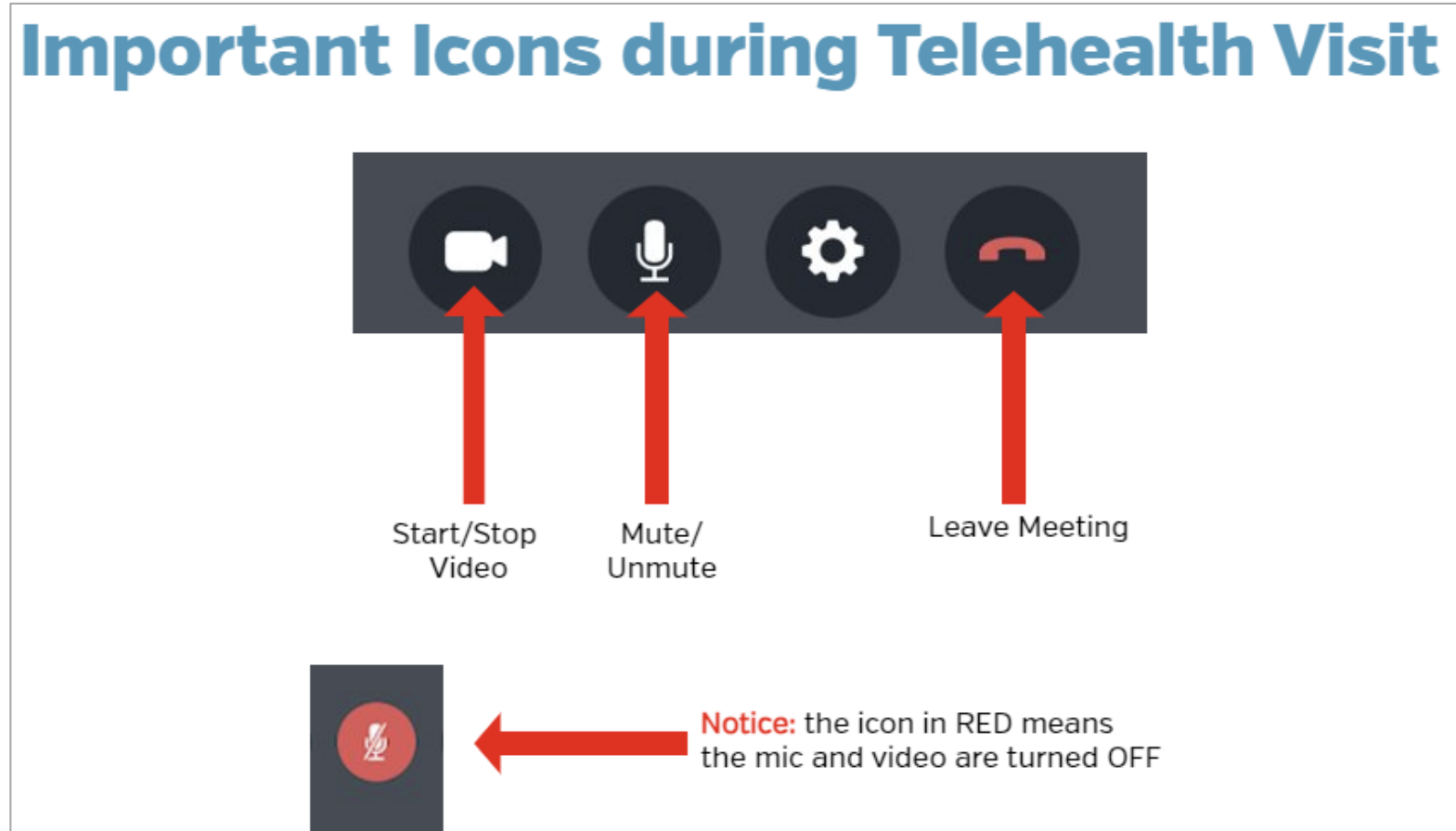
Telehealth Etiquette

Remind your patient of the online etiquette during a telehealth visit: no distractions, good lighting, in front of the camera

Great Lighting, No Distractions and camera can clearly see your face.

Distractions

Too dark

Camera not pointed correctly

To prepare for your telehealth visit make sure you are sitting in a well-lit area, with limited background noise and distractions. Also make sure your camera is showing your complete face and not pointed at an odd angle.

Additional Resources

- **PCC Online Modules**
  - [E-Learning - Palmetto Care Connections](#)

- **PCC Resource Guides**
  - [Resource Guides Map - Palmetto Care Connections](#)

- **Northwest Regional Telehealth Resource Center**
  - [20ThingsEveryPatientShouldknow.pdf (nrtrc.org)](#)
  - [patienttelehealthchecklist.pdf (nrtrc.org)](#)

Telehealth

In the Telehealth module, you will learn what a telehealth visit is, how to prepare your digital device for your telehealth appointment, and the proper etiquette. There will be a Telehealth Training quiz following completion of the module.

Questions/Contact Information

- **Davia Smith, Chief Community Relations Officer**
  - Davias@palmettocareconnections.org
  - **803-245-2672**

- **Ashlee Parra, Digital Literacy Program Manager**
  - Ashleep@palmettocareconnections.org
  - **803-450-1053**

- **Jessica Martinez, Digital Inclusion Teacher**
  - Jessicam@palmettocareconnections.org
  - **803-956-6096**