

Instructions

“Primary Care Telehealth Practice/Patient Needs Assessment Project”

Practice Telehealth Needs Assessment (*Complete by September 22, 2020*)

1. **Review:** the attached Practice Telehealth Needs Assessment questions and gather answers before going onto the Survey Monkey link.
2. **Team Approach/Feedback:** Please gather feedback from the following staff: Clinician (MD, DO, NP, PA, RN, RPh) Medical Assistant/Practice Manager / Front Desk Staff / Behavioral Health/ Pharmacy/ Other
3. **Complete practice assessment on Survey Monkey:**
<https://www.surveymonkey.com/r/N9SCYCY>
 - The survey has 81 questions, and may take up to one hour to complete
 - Do your best to fill in every question with the most appropriate response
 - Your survey responses will not be saved unless you have a Survey Monkey account
 - Do not hit the back arrow key as this may cause your survey to end without saving

Patient Needs Assessment (*Complete by September 25, 2020*)

1. **Identify Patients:**
 - Select at least five patients who have had a telehealth visit
 - Select at least five patients not using telehealth;
 - Surveys are available in English and Spanish
 - Adult practices target at least 50% of patients > 65 yrs.,
 - Include low-socioeconomic status (SES) households
2. **Administer Patient Surveys and collect responses:**
 - Practice may determine the best way to gather patient data (for example, practice may choose to email patients Survey Monkey link, mail the surveys by US Postal Service, or conduct survey by staff telephonically followed by practice site entering/submitting the patient survey responses into Survey Monkey platform.
 - During the pilot phase, the practice testing these surveys found it easiest to have staff ask each patient the questions, and staff entered the data into Survey Monkey.
 - This is not a research study, therefore no need to get formal patient “informed consent”
3. **Patient Survey links:**
 - Primary Care Telehealth Patient Engagement Survey for **Patients that HAVE used Telehealth Services**
 - Survey Monkey Link (ENGLISH): <https://www.surveymonkey.com/r/RM9N8KP>

- Survey Monkey Link (SPANISH): <https://www.surveymonkey.com/r/FS2W97M>
- Primary Care Telehealth Patient Engagement Survey for **Patients that have not used Telehealth Services**
 - Survey Monkey Link (ENGLISH): <https://www.surveymonkey.com/r/M9X3TCM>
 - Survey Monkey Link (SPANISH): <https://www.surveymonkey.com/r/FSNKR7>