Digital Navigation Toolkit

Process Maps and Resources for Digital Health Navigation

- Process Maps and Corresponding Links
    - Establishing a Participant Appropriateness – This process map can be utilized to determine if a participant is appropriate for telehealth.
    - Participant Device Access – This process map can be utilized to determine what steps to take to determine if participants have a proper device to access telehealth.
    - Participant Internet Access – This process map can be utilized to determine what steps to take if participants have internet access or not.
    - Participant Space Access – This process map can be utilized to determine what steps to take if participants have a safe and secure space for their telehealth visit.
    - Telehealth Navigation Process Map – This process map can be utilized to determine what steps to take to ensure a successful telehealth visit with a patient.

General Resource Links -

- NRTRC Find Telehealth Map – This telehealth finder map provides telehealth service locations throughout the NRTRC region (AK, WA, OR, MT, ID, WY, UT). The map also includes Telehealth Access Points (TAP). A TAP is a dedicated public space for individuals to access a telehealth appointment. Telehealth Access Point (TAP) mapping is not exclusive to the northwest states, and can be mapped anywhere across the country.
    - Instructions for the Find Telehealth Map
    - Add a TAP
    - Add a telehealth facility/provider in the Northwest
- AFTRR Map and Contacts for Non-Profit Device Refurbishers and Recyclers – Use this interactive map to locate and learn about the nonprofit refurbishers and recyclers in your area.
- FCC Affordable Connectivity Program Information - The Affordable Connectivity Program (ACP), formerly the Emergency Broadband Benefit (EBB), is a broadband affordability program that provides a discount of up to $30 per month toward internet service for eligible households and up to $75 per month for households on qualifying Tribal lands. ACP is administered by the Universal Service Administrative Company (USAC) with oversight from the Federal Communications Commission (FCC). Eligible

households can also receive a one-time discount of up to $100 to purchase a laptop, desktop computer, or tablet from participating providers.

- HHS Telehealth Guide – This resource provides tips for patients during their telehealth appointments, including video meetings, accessing documents for telehealth, what to do when you're having trouble, and improving digital literacy.
- HHS Basics of Telehealth
- NDIA Free and Low-Cost Internet Plans - To meet the needs of households with low-incomes, many Internet Service Providers (ISPs) offer discount broadband plans. With the launch of the Affordable Connectivity Program (ACP), the number of low-cost offerings has increased rapidly and continues to grow.
- While offering more affordable choices is positive, varying costs, eligibility, and quality of service can make it challenging for digital inclusion practitioners, let alone individual customers, to understand which plans meet their needs. This page includes plans that provide home internet service for $30 per month or less, which are effectively free for households participating in ACP. Most plans have eligibility requirements linked to income or program enrollment, so we provide specific criteria for each plan.
- UETN Speed Test – This speed test, provided by the Utah Education and Telehealth Network (UETN), measures the speed between your device and a test server, using your device's internet connection.
- Radar Speed Test – Radar lets you run speed tests on your computer or mobile phone and compare your results to others in your community or in the country.
- Northstar Digital Literacy Assessment - Northstar Digital Literacy defines the basic skills needed to use a computer and the internet in daily life, employment, and higher education. Utilized the telehealth assessment on the main page to determine a participant's skill level.
- TTAC Video Platforms Customer POV – This video helps patients navigate their telehealth appointment in terms of motion, focus, lighting, color, and technology equipment.
- HHS Preparing for a Virtual Visit – This resource provides tips that will help your telehealth visit run smoothly.
- HRSA Find a Health Center - Find a Health Center helps you search for HRSA-funded health centers.
- CMS Care Compare Tool - You can use this tool to find and compare different types of Medicare providers (like physicians, hospitals, nursing homes, and others). Use our maps and filters to help you identify providers that are right for you.
- HHS Talking to Your Provider about Telehealth – This resource provides sample questions to ask when talking to your health care provider about telehealth options.

[Navigating the Telehealth Neighborhood](#) - This course was created with digital navigators in mind, but is a great introduction to telehealth for anyone assisting a learner, patient or loved one in accessing telehealth. From the basics of telehealth, to helping others find resources for their telehealth appointment, we hope this training will "navigate" you in the right direction!

- Section One Introduction to Telehealth for Navigators
  - [Definitions and information about digital navigators, inclusion and equity.](#)
  - [Digital Navigator Toolkit](#)
  - [Free digital skills tutorials for internet basics, zoom and other technologies.](#), available in English, Spanish and Portuguese, from GFC Global
  - [Digital Navigator Infographic](#) [Download Digital Navigator Infographic](#) from Literacy Minnesota
  - [What is Telehealth](#) from NRTRC
  - [Free online telehealth trainings](#) – The NRTRC has listed several free online telehealth training courses.
  - [Telehealth 101 Course](#) - Gain practical knowledge with this comprehensive overview. For those new to telehealth or looking for a refresher, this course will provide information on how to create and/or grow telehealth programs. Tools, tips, and lessons learned will be incorporated into the content of the various components of setting up a telemedicine program. A total of 1.75 CME credit hours is available upon course completion.
  - [HIPAA](#) - The HIPAA Privacy Rule establishes national standards to protect individuals' medical records and other individually identifiable health information (collectively defined as "protected health information") and applies to health plans, health care clearinghouses, and those health care providers that conduct certain health care transactions electronically.
- Section 2 Telehealth Navigator and Participant Resources
  - [What to Expect from a Telehealth Visit](#) (PBTRC) - This video provides information on what to expect from a telehealth visit from home.
  - The National Network of Libraries of Medicine Digital Health Literacy Tools
    - [All of Us Research Program](#) - The All of Us Research Program is a historic effort to gather data from one million or more people living in the United States to accelerate research and improve health.
    - [Digital Health Literacy.](#) - NNLM and All of Us are partnering with the Public Library Association (PLA) and Wisconsin Health Literacy to reach people on the other side of the digital divide by helping them gain the digital literacy skills needed to access and evaluate health information online and to participate in the All of Us Research Program (All of Us).
  - How do I use telehealth (CTRC) - Want to take advantage of telehealth, for yourself or a loved one? Download this handy answer guide. It helps you find providers, understand visit types, and make the most of every appointment.

- - - English
  - - Cantonese
  - - Vietnamese
  - - Spanish
  - - CMS Coverage to Care – This guide provides telehealth basics and steps for using telehealth including how to schedule a telehealth appointment, preparing for your telehealth appointment and what to expect during your telehealth visit.
    - - English
    - - Spanish
    - - Arabic
    - - Chinese
    - - Haitian Creole
    - - Korean
    - - Russian
    - - Vietnamese
  - University of Utah Health's ADA considerations for telehealth
  - 20 Things to Know about Telehealth Document from NRTRC
  - My Telehealth Checklist Document (NRTRC) - Telehealth or telemedicine are both used to describe any health care service that uses technology for visits with your provider or care team that are not in person. Other terms are digital medicine, virtual visits, video visits, e-health or m- health (for "mobile"). Here are twenty things patients and family members have identified that are important to know about telehealth.
- Section 3 Process Maps and Participant Considerations for Telehealth Navigation
  - Cost Considerations
    - Insurance Guide from HHS – This guide provides resources for patients who don't have health insurance and would like to access telehealth.
    - gov Marketplace - No matter what state you live in, you can enroll in affordable, quality health coverage.
    - gov Medicaid and CHIP Information - Medicaid and the Children's Health Insurance Program (CHIP) provide free or low-cost health coverage to millions of Americans, including some low-income people, families and children, pregnant women, the elderly, and people with disabilities.
    - gov Open Enrollment Information

Additional Resources from Southwest TRC:

- [Digital Navigators - Connect Arizona (connect-arizona.com)](#) - Connect Arizona's Digital Navigators are a team of library staff from around the state who provide one-on-one phone assistance to help Arizona communities get online. We serve as a free tech support hotline for digital learning and information on accessing low-cost internet and computer offers.
- [Digital Health Navigators | Southwest Telehealth Resource Center (southwesttrc.org)](#) - Digital Health Navigators are individuals who address the whole digital inclusion process — connectivity, devices, and digital skills — to support community members and provide access to healthcare. The digital health navigator model draws from volunteers, librarians, social services or healthcare staff who offer remote and in-person guidance.
- [Community Health Representative | Indian Health Service (IHS)](#) - The Community Health Representative (CHR) Program is a unique concept for providing health care, health promotion, and disease prevention services. CHRs have demonstrated how they assist and connect with the community, and their work has become essential to the spectrum of Tribal community-oriented primary health care services. CHRs are great advocates, in part, because they come from the communities they serve and have tribal cultural competence.
- [Arizona Community Health Workers Association (azchow.org)](#) - The Arizona Telemedicine Program and our partners in the ADVICE AZ Diabetes Virtual Center of Excellence grant have worked to provide connected technology training and resources for the CHR's to the north, the AZCHOWS and the promotoras to the south.

Telehealth Locator:

- [Telehealth Locator](#) - Telehealth Locator is a comprehensive source for vital telehealth-related data where you can easily highlight gaps in service, identify resources, and reveal disparities in access to care.

Equipment Selection Toolkit:

- [Equipment Selection Toolkit](#) - This tool from the NETRC is intended to be a "one-stop-shop" for an individual to ensure they are ready for their telehealth interactions from a technology standpoint, and includes testing for: Audio, Video, and Broadband Speeds.

Digital Navigator Sample Job Descriptions:

- [Sample Telehealth Navigator](#)
- [Sample Telemedicine Navigator](#)
- [NDIA Digital Navigator](#)
- [Health Federation of Philadelphia - Digital Health Navigator](#)