



Telehealth Sustainability...Literacy, Virtual Care, and Technology

May 14, 2021

NOTE: All times are Eastern

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| 9:00-9:15am | Welcome and Program Goals Becky Sanders, Program Director, UMTRC |
| 9:15-9:45am | Telehealth Sustainability – Becky Sanders/Deena Dodd |
| 9:45-10:15 | Patient / Provider Resources & Health Literacy – Joe Ulrey Success Stories/Videos – Caroline Yoder |
| 10:15-10:30am | Bio Break |
| 10:30-11:30am | Policy and Reimbursement – Becky Sanders Medicare, Medicaid, Private Insurance, and COVID-19 Waivers |
| 11:30-12:00pm | Needs Assessments, Consent, and EMRs – Becky Sanders Establishing Patient-Provider Relationships and Seeing Patients from their homes |
| 12:00-1pm | Lunch Break |
| 1:00-1:30pm | Overcoming Broadband Barriers – Ally Orwig |
| 1:30-2:00pm | Advocacy – Deena Dodd |
| 2:00-3:00pm | Webisode Etiquette and Document Cameras – Becky Sanders Lighting, Backgrounds, Distractions |
| 3:00-3:15pm | Bio Break |
| 3:15-4:15pm | CCM & RPM – Caring for Patients in their Homes – Cameron Hilt |
| 4:15-4:30pm | Wrap-Up / Final Questions / Evaluation |