



TelePrEP Implementation Planning Tool

Questions for Program Managers about Equipment and Resources Needed to Provide TelePrEP

In most cases, a smart phone, tablet, or personal computer is sufficient.

- Do you provide desktop or laptops?
- Will providers be using any other computer or device at any time?

You will need to be *connected*. Depending on where you are physically located you may have access to the following options:

- Cellular Service: Your phone's cell service (e.g., Verizon, AT&T)
- Internet: Wired or wireless (WiFi)
- Satellite: Services will depend on the vendor's coverage

You may have a telemedicine platform associated with your EMR software provider, check with your EMR provider to find out details. If you have no existing platform:

- Join an existing telemedicine platform (see attached Telemedicine Platform Decision Matrix)
- Build your own platform not quick or easy
- * Know how to work around burner phones or when the software is not capable

If your work smart phone, tablet, or computer has a camera:

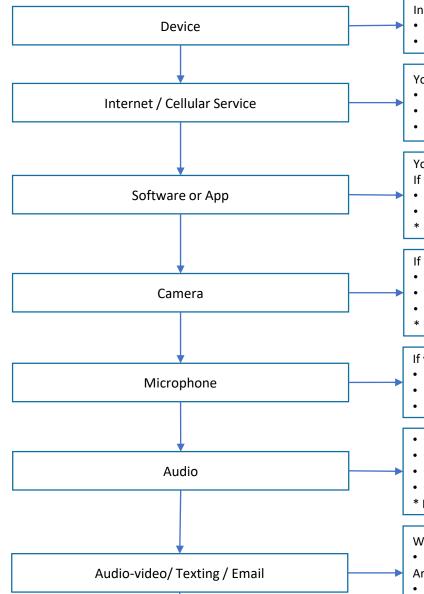
- Is the camera enabled to work on your work internet network?
- Are you able to use it while in the EMR?
- Do the providers know what to do if they have technical issues?
- * If your device does not have a camera, you will need a compatible webcam to use with your device

If your smart phone, tablet, or computer has a microphone, try it. Is the sound quality adequate?

- Is the microphone enabled on your work internet browser?
- If your device does not have a microphone, you will need a compatible microphone to use with your device
- Do you have a backup option already provided to the client in case communication is lost?
- Does your smart phone, tablet, or computer have a speaker?
- Is the area your will be working in private enough to use the speaker?
- Can you use headphones with your device?
- Are you prepared to troubleshoot the patient hearing you or providing an interpretive translation in real time?
- * If your device does not have a speaker or headphones, you will need to find a compatible audio device.

Would you be willing to accept still pictures from clients?

- If yes, will you be able to do this through your TelePrEP platform? (see attached Telemedicine Platform Decision Matrix) Are you open to receiving texts / emails?
- If yes, will you be able to do this through your TelePrEP platform? (see attached Telemedicine Platform Decision Matrix)
- * Considerations: best video use, how to avoid losing video completely, sending pictures, implementing chat, etc.





How to re-engage and compliance tracking



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<u>Identify safety questions</u>: Where to find safe spaces for patients, navigating options, and unique solutions for data and privacy. • Is the safety within the client's and provider's environment being assessed throughout the visit? Safety/Location • Are barriers for transparency as it relates relationships, culture, food/shelter, and security being considered? Have crisis and emergency protocols been provided or discussed to help provide a sense of security for the client? Consider verbal and/or written client consent for each TelePrEP consult. (see attached TelePrEP Consent Template) Use images or cultural language, bulleted points might be more appropriate to communicate to the community client. Consent Have you explained to the client how their personal information is being protected to where the client can fully understand? • Is the language and tone inclusive, relevant, and effective? • Is there seamless access for language interpretation? **Best Practice Etiquette:** Is the provider aware of their own implicit bias for the patient demographic? Client-Provider Empowerment • Do you have tools or skill-building training to help understand how demeanor and tone are being interpreted in a virtual environment? Are barriers for transparency as it relates relationships, culture, food/shelter security being considered? How will you document the TelePrEP session without bias or judgement? What technology do you need to document properly and efficiently? • Is there a documentation protocol for each scenario where TelePrEP will be provided? i.e., in clinic, at home, or a community site visit **Documentation & Transparency** (homeless community) • Can you submit TelePrEP patient education electronically? • Can the client access the information from the visit in a portal or review? Is any part of the documentation sent to the client to review or confirm plan? Laboratory resources, social resources, options for funding and how to explain **Ancillary Service connection** Will you engage in other STI testing and how will you ensure access to options for alternative STI testing and scripts for ancillary tests? • How to, patient tools, and explanations What type of take away would the client want, i.e., how much information? What type of tool/education modality, ways to education about patient expectations and medication/ facility interaction is expected? Follow-up engagement • What to do if you don't know? • How to advocate for partners to get prevention as well

How will you implement outreach, build trust, plan engagement, support the community, and create awareness for compliance (behavioral science data around the certain cultures-defining good ways for outreach and reminders and education)