

Dysphagia Teletherapy Facilitator Instructions

Getting Started: Please help the patient connect to the telehealth platform.

Download the application for the specific telehealth platform onto the device you will be using.

EXAMPLE USING ZOOM PLATFORM:

Download the Zoom Client for Meetings application onto your computer using this link:

<https://zoom.us/download>

You can join a Zoom Test Meeting to familiarize yourself with Zoom before the first tele-encounter that you will help with using this link <https://zoom.us/test!>

How To Connect With Us

Connecting to your Meeting

Make sure you are connected to the internet and have a good connection.

Open the Zoom desktop client

Join a meeting by clicking "Join a Meeting"

Enter your Meeting ID number that was provided by your clinician and if you are not signed in, also enter your Display Name.

Connect your audio and video and click Join

How Should I Help The Patient Set Up For The Therapy Session?

Please help the patient set up their area and materials set up for the therapy session.

Set-up the Patient's Space

Make sure you are in a private room.

IF NEEDED, help the patient set the computer up on a table or desk so the camera is level with the patient's face when sitting in a chair facing it directly.

IF NEEDED, position the patient's chair so they are comfortably sitting upright at 90-degrees facing the computer/camera straight-on.

IF NEEDED, make sure the patient is positioned so they have a wall behind them instead of a window or open doorway if possible.

Turn the lights on in the room. For the lighting, so the clinician can see both the patient and you well, ensure there is no overhead light or light directly behind them. (You may want to shut the blinds too).

What to Bring to the Session (If the Patient Cannot Prepare These Themselves)

Water or other liquid (prepared to recommended liquid consistency). Place the liquid in a clear cup.

Foods needed for the evaluation or therapy session as specified by your clinician.

A spoon, straw, gloves, napkins, and hand sanitizer.

The Facilitator – You May Be Asked To Help!

The clinician providing the therapy session may ask you, the facilitator, to help out during your evaluation or during therapy sessions! The clinician will provide you with detailed instructions on what to do, where or when to touch you, or when, what, and how to feed the patient (if necessary). Do your best and please ask questions if anything is unclear!

When Should I Participate or Intervene?

The clinician will provide you direct and clear instructions on what they would like you to do; however, you **SHOULD** intervene or override the remote clinician if the **patient is choking** (call 911, provide CPR if trained, perform the Heimlich maneuver if trained, etc.).

If your connection is interrupted, please let the clinician know via phone call or email (provided at the bottom of this instruction sheet). Then disconnect from the session by clicking “end call”. Try to reconnect following the steps outlined in “1. How to connect with us”. You may want to stay on the phone with the clinician while you try to get reconnected so that they can provide troubleshooting help in real-time.

Technical Assistance

Clinician phone number: _____

Clinician email address: _____

Zoom Technical Assistance Phone Number: 1.888.799.9666 ext 2

Zoom Platform Technical Assistance Support Web Address: <https://support.zoom.us/hc/en-us>

What Do I Do If There Is An Emergency?

In case of emergency, the facilitator should call 911!

Additional emergency contact information:

Provider Facility's Phone Number: _____

Local Hospital Phone Number: _____

Local Urgent Care Phone Number: _____

Patient's Emergency Contact: _____