

# TELEHEALTH COMMUNICATION STAFF TRAINING CHECKLIST

Training staff to use new technology doesn't have to be complicated or stressful, even if there's a public healthcare crisis and a skyrocketing demand for telehealth. Effective training involves advanced planning and understanding your unique workflows.

This checklist helps you train your staff on how to use telehealth communication platforms. We've broken the checklist into stages, so you can see a timeline of when to do what.

## PRE-IMPLEMENTATION

- ❑ Gather a [leadership team](#) of employees who will see the organization through the implementation process. This team will either be responsible for carrying out the training or choosing a third party to train employees. Employees on the leadership team should have a clear understanding of the workflows you use to maximize training effectiveness.
- ❑ Communicate a clear timeline of when the platform will be rolled out and when training will take place.

## PRE-TRAINING

- ❑ Determine how employees learn. There are [four learning modalities](#), and some employees are “mixed learners.”
- ❑ Create a [learning plan](#). A learning plan is the basis for the training—it sets out what employees need to learn to use your healthcare communications platform. Start off with basic, foundational knowledge, then move toward more advanced concepts at the end of the plan.

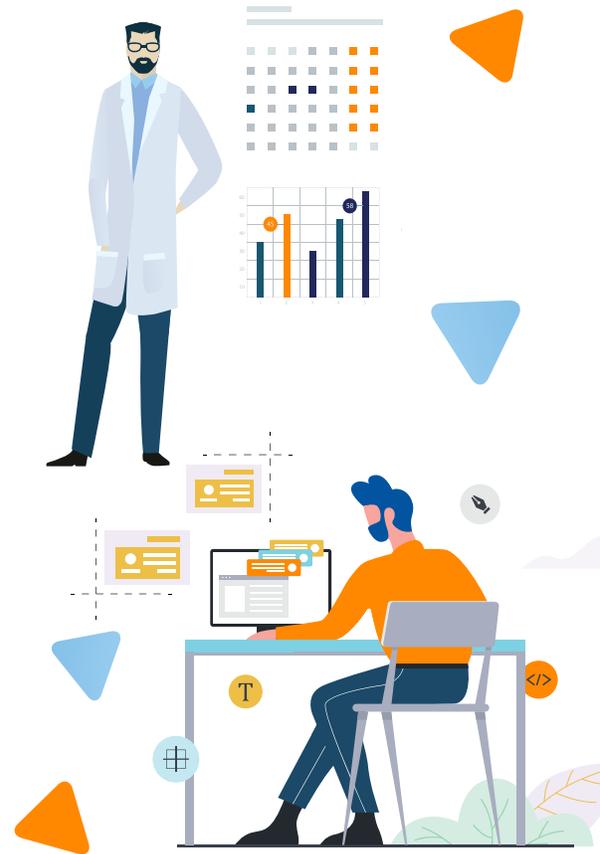


## TRAINING

- ❑ Schedule training to take place when employees are well-rested, well-fed, and alert. They learn better in this state.
- ❑ Hold the training in a quiet place where there are no distractions.
- ❑ Provide [hands-on learning opportunities](#) so employees will have experience with the telehealth communications platform and feel more comfortable using it.

## POST-TRAINING

- ❑ Evaluate training to determine its effectiveness. Evaluation could come in the form of a test after the training, or it could be monitoring an employee as they use the telehealth communications platform.



Offering telehealth services increases the opportunities you have to provide a great patient experience if your staff is well-trained with telehealth technology.

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