

We acknowledge the contributions of partners on the Ghana Telemedicine pilot: Airtel, Earth Institute, Columbia University, Ericsson, Ghana Health Service, the Ghana Ambulance Service, Ministry of Communication, Ministry of Health, and National Health Insurance Agency, MedGate, Millennium Promise Alliance, Novartis Foundation, and St. Martin’s Hospital.

**NOTE:** This is a template based on the Ghana telemedicine pilot experience. Countries must review the content and adapt to their local procedures and policies.

Edit the content directly within each text box. **Please delete this note before sending out to your telemedicine staff.**

Eunice does the following:

– Examines the patient. He has

convulsed once, and is weak

and vomiting

– Performs a rapid diagnostic test

(RDT) – result is negative

Eunice is unsure about next steps

– should this patient be referred?

Eunice Ofori is a Community Health

Volunteer at the CHPS zone.

Kwame Ansah is a 2-year-old boy,

brought to Eunice with high fever of

39.5°C

Check temperature and any danger signs and/or accompanying symptoms

Referral required? Start pre-referral treatment and send to hospital immediately

If no referral needed, continue treatment protocol

Step-by step teleconsultation to resolve the issue

Refer to management/therapeutic strategies

Call the TCC

Give list of symptoms

Explain if alarming symptoms are present

Ensure you have the important information in the telemedicine protocol before calling the TCC

1. **Patient presents with symptoms**

**What should you do?**

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Medical staff advises:

– Perform tepid sponging

– Give paracetamol suppository

250 mg immediately

– **Refer the patient to the nearest**

**health facility immediately**

**Role-play scenario**

Kwame Ansah is sent to the

nearest health facility.

Eunice calls the TCC and gives the

medical staff the information:

– Age of patient: 2 years

– Vital signs: Temperature 39.5°C,

weight 15 kg

– RDT result: Negative

– **Alarming symptom: Yes**

**convulsion, weak, vomiting**

– Tepid sponging done: No

**5. Hospital referral needed or not needed**

**4. Qualified medical staff provide teleconsultation support on phone call**

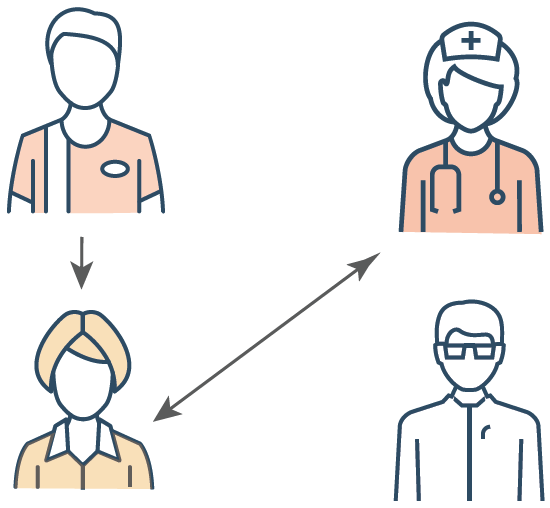
1. **Call the Teleconsultation Center (TCC) for support**
2. **Are you unsure about how to manage the patient condition?**

**Stage**

Teleconsultation can take place at various levels (community, community-based health planning and services, etc.) Wherever you are, always start the examination by checking the fever and accompanying symptoms

**Fever: Telemedicine role-play**

**GHANA TELEMEDICINE TOOLKIT**



**Patient**

**Caller**

**(Health worker)**

**Receiver**

**(TCC staff)**

**Moderator**

**Every call to the TCC is a potential patient requiring emergency care**

**What is telemedicine role-play?**

A role play is to interact and play a part, especially when learning a new skill. The purpose of this role play is to practice a real-life situation and prepare you for your telemedicine role if you come across something similar.

**How to participate**

1. In groups of four, each choose a role to play in a telemedicine scenario (caller, receiver, patient, moderator). The moderator should help to drive the discussion and keep to time.
2. Role-play each stage of a teleconsultation process (allow 15 min, including 5 min for the call). An example scenario is given but you may also explore other realistic situations
3. Give specific feedback to each other on communication skills during the telemedicine process

**Good communication in telemedicine**

To communicate effectively, you should be respectful to the person you are talking with, show consideration for the person’s limitations, allow time for that person to speak, and communicate information clearly.

Check you do the following during each teleconsultation:

• Have your patient notes ready

• Identify yourself and the purpose of the call

• Provide patient information

• When ending the call, ask if everything has been addressed

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**GHANA TELEMEDICINE TOOLKIT**

**Guide to telemedicine role-play**