

## SOTC BENEFITS

Section on Telehealth Care affiliate members receive:

- Subscription to *Telephone Lines*, an educational newsletter for telephone triage staff (4-6 issues per year) archived back to 2004.
- AAP News*, our monthly magazine (12 issues per year).
- Educational webinars for telephone triage nurses from national experts (4 per year) and free nursing educational contact units.
- The best in pediatric telehealth care training at the AAP National Conference and Exhibition and CME sessions.
- Access to the SOTC listserv to exchange ideas and peer-to-peer advice on telephone care management issues.
- Section specific informational alerts and mailings including our semi-annual newsletter.
- Our toolkit on how to implement the “Payment for Telephone Care” policy statement in your practice– is just one example of our outstanding products.
- Coming in 2009! “You Make the Call,” the popular self-paced learning exercise for telephone triage nurses featured in *Telephone Lines* will include CEUs (ie, educational contact units for participating nurses).

## MEMBERSHIP INFORMATION

### WHO CAN JOIN?

Non-physicians who are actively involved in telephone triage or telehealth care management (eg, telephone triage nurses, physician assistants, nurse practitioners, clinical nurse administrators, quality improvement managers, directors of call centers, risk management specialists, or medical practice managers) and are employed, supervised by, or associated with a Fellow of the AAP who is a member of the SOTC may join as a section affiliate member.

### HOW TO JOIN

Applications for section affiliate membership can be requested from the AAP Division of Member Services at 800/433-9016.

Or you can download an application and letter of support form by visiting the SOTC website at [www.aap.org/sections/telecaremembership.htm](http://www.aap.org/sections/telecaremembership.htm)

### Just follow these simple directions:

1. Choose the SOTC as the Section you'd like to join.
2. Enclose your annual dues payment of \$60. Checks are welcome.
3. Send your completed application, support letter, and a photocopy of your license (if applicable) to the AAP Division of Member Services.

**For more information contact:**  
**American Academy of Pediatrics**  
**Division of Pediatric Practice**  
**800/433-9016, ext 4089 or [bmarshall@aap.org](mailto:bmarshall@aap.org)**

# Join Us!

## Section on Telehealth Care



## Section Affiliate

American Academy of Pediatrics

DEDICATED TO THE HEALTH OF ALL CHILDREN™



## AAP SECTION ON TELEHEALTH CARE

The Section on Telehealth Care was formed in 1998 when founding members recognized the importance of the telephone to the delivery of pediatric care and the need to practice risk prevention skills and promote patient safety.

The section started as a home for pediatricians and medical directors of pediatric call centers who were committed to improving the quality of telephone care.

The 1990's saw a marked growth of telephone medicine. The development of specialty-based telephone protocols, research demonstrating the competency of nurses to perform telephone triage, and changes in patient expectations wanting non-face-to-face access to their medical home set the stage for the next innovation. Many medical centers launched "after hours" call centers. During this time, pediatrics, historically a telephone-intensive specialty, saw unprecedented growth in telephone care. Researchers estimate that 30% of pediatric care is now delivered at a distance.

Telephone care is provided by thousands of nurses across the country located in physician offices, call centers and other healthcare settings.

In 2008, the section broadened its mission to include other forms of telehealth care and opened its membership to non-physician health care professionals, those on the frontlines of telehealth care.





## MISSION

The Section on Telehealth Care is committed to improving the quality, organization, efficiency, and cost-effectiveness of pediatric care through research, education, practice management, and quality improvement.

The AAP Board of Directors relies on the Section on Telehealth Care to develop policy on non-face-to-face pediatric care. A major focus of the Section has been advocating for payment for telephone care and other telehealth services.

## WHAT IS TELEHEALTH CARE?

It is the delivery of clinical pediatric care using the telephone, telemedicine, interactive web-based communications, and electronic mail. It includes:

-  Telephone triage and advice
-  Non-face-to-face acute care and home treatment
-  Case management of chronic illness and conditions
-  Care plan oversight and coordination of care

## WHY BELONG TO THE SOTC?

Whether you're based in a medical call center, pediatric office, or hospital, the SOTC can be your connection to the best in pediatric telehealth care.

The SOTC is one of a handful of AAP sections that has created a home for pediatric nurses, office managers, call center administrators, and others. We value you and the role you play in delivering quality pediatric telehealth care to our patients. We know you need direct access to educational programs, quality improvement resources, and real practice solutions.

### *Our members say it best.*

"As a member of the SOTC I don't feel like the Lone Ranger anymore. I have access to peers all across the country who know what I face everyday."

"The SOTC has been working hard to get others to recognize the value of our work. I want to support that effort."

"I like the challenge of *Telephone Lines*. The articles are great and "You Make the Call" helps me remember what I've read. The content is on target for what I do."