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Digital Health Posts and Teleconsultation Communication

Experiment 13 - Practical Notes

Name: _____ Roll no.: _____ Date: _____

Aim

To draft a responsible educational post and practise a fictional digital support conversation.

Principle

Digital messages are easily shared outside their original context. Clear scope, verified information and privacy protection matter. Remote chat also requires checking identity, understanding and whether a concern needs in-person or urgent review.

Requirements

- Instructor-approved awareness facts, a blog/post template and fictional chat cards.
- Offline draft area; no real patient accounts or public publishing during practice.

Procedure

1. Define audience

Choose one awareness objective and the intended platform. Draft for its reading conditions.

2. Write post

Use a clear title, two or three verified points and an appropriate action/help route. Avoid guaranteed outcomes.

3. Check privacy

Exclude personal health details, identifiers and photographs without permission.

4. Practise chat

Introduce the role, verify only the permitted fictional details and ask concise clarifying questions.

5. Set boundaries

Explain what the service can do and escalate uncertain or urgent clinical concerns through the institution's process.

6. Review

Ask a peer to identify the key action and any misleading wording. Submit the draft for instructor review before any publication.

Communication Skills

Observations and Record

Digital item	Essential message	Review finding
Awareness post	_____	_____
Fictional chat	_____	_____
Privacy / escalation check	_____	_____

Worked Example

The numbers below are illustrative; enter your own observations in the record.

- Draft awareness line: "Unsure about a medicine instruction? Ask your pharmacist to explain it and repeat the plan in your own words." This is general education, not a personalised prescription.

Result

Record the completed activity, the feedback received and one specific improvement demonstrated on a second attempt. Use the actual performance record rather than the worked illustration.

Precautions

- Use fictional cases and remove personal identifiers from every worksheet, recording or slide.
- Explain only the instructor-verified prescription or information supplied for the exercise. Refer uncertain clinical questions to the supervising pharmacist.
- Respect the participant's language, comfort and right to pause; obtain permission before recording.

Viva Questions and Answers**1. Why review before posting?**

A public message can spread quickly and may be read without context.

2. Can remote chat answer every clinical concern?

No. Some concerns require another professional or direct assessment.

3. What is the minimum necessary information principle?

Use only the details needed for the permitted purpose.

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