Sometimes telehealth is the \textit{only} option
Modes of Telehealth

**Synchronous Traditional**
- Video Consultations

**Asynchronous Store & Forward**
- eConsult
PHC VideoTelehealth Program:

- Contracted with TeleMed2U in 2014
- Currently live in 22 locations
- Completed over 4,000 video consultations since program launch
- Grant incentives to assist with program coordination
Specialties

Current Specialties Available

- Dermatology
- **Endocrinology**
- ENT
- Hepatitis C Treatment
- Neurology
- Nutrition
- Orthopedics
- Pain Management
- **Psychiatry**
- Pulmonary
- Rheumatology

- Breast Health
- Cardiology
- Hematology/Oncology
- Hepatology
- HIV
- Infectious Disease
- Gastroenterology
- Physical Medicine & Rehabilitation
- Urology
Incentives

- Telemedicine Coordinator Support Grant
- Comprehensive onboarding
- Dedicated program support team
eConsult System

- eConsult is a web-based system that allows PCPs and specialists to securely share health information and discuss patient care.

- PCPs have the ability to request specialty consults using the eConsult secure platform for a variety of adult specialties.

- PHC contracted with Safety Net Connect to provide the eConsult platform and pilot, launched program in February 2016.
eConsult Process

How does it work?

PCP office requests specialty eConsult

Specialist receives HIPAA-compliant email alert from PCP

Specialist logs into eConsult system to review and respond to PCP

PCP and Specialist communicate back and forth until issue is resolved

eConsult is closed
What are the expected benefits?

- Faster access to specialty care
- Decrease in unnecessary or inappropriate specialty referrals
- Improved screening process for face to face appointments
- Broader scope of practice for the PCP
Specialties & Incentives

Current Specialties
- Endocrinology
- Dermatology
- Rheumatology
- Infectious Disease
- Neurology
- Urology

Incentives
- Benefit fully funded by PHC
- Platform monthly service costs
- Training costs for PCP and specialist
- Specialist reimbursement
Questions?

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