

Our Journey through the Sustainable Models of Telehealth in the Safety Net program! [2018-2020]



Your Telehealth Journey: *Where did you start, and where are you now with specialty care?*



**Where did you
start with SMTSN?**

**Where were you in
February 2020?**

of Telehealth Sites



**# of Specialty Provider
Contracts**



Specialties Utilized



15314

Telehealth Encounters between

Jan. 2018 and Feb. 2020



Key Factors & Supports



Cindy Snelgrove
Chief Clinical Services Officer

Cindy has been an influential and supportive coach since I came onboard as Ampla Health's Telemedicine Advisor. She has broadened my knowledge of telemedicine/telehealth and has encouraged me to grow professionally in support of our Telemedicine Program and future expansions.



<https://www.xtelligentmedia.com/>

One of our biggest resource for “up-to-date” information and current information of telemedicine/telehealth growth nationwide, both clinical and IT related, xtelligent Healthcare Media continues to be our go-to. They provide current research findings, HIPPA related information, and what others are doing in their health sectors.



<https://www.weitzmaninstitute.org/>

The Weitzman Institute is provided consistent information and great webinars that helped us stay informed with telemedicine/telehealth growth. Since COVID-19, they have provided an insurmountable amount to information and the importance of telemedicine/telehealth and future forecasts beyond this pandemic.



A memorable IMPACT to LAST a LIFETIME!

A family placed in turmoil:



A father/husband stripped from the home:



A mother feeling helpless and suicidal:



Help is received:



A Family reunited:



Ampla
Health
Care to improve your life.®



Top 3 Takeaways:

What were your top three lessons learned in SMTSN?

1

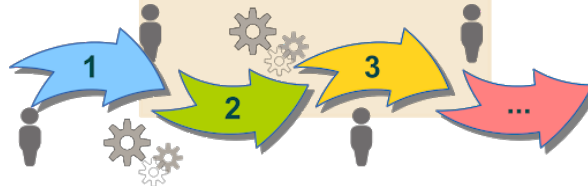
Laws and regulations are constantly changing!

2

Continually re-evaluate workflows!

3

Continually re-evaluate patient-demand!



Future: What's Next?

Sustaining

- ▶ Moving forward, I'm predicting that sustained adoption of telemedicine/telehealth services will be a permanent practice in delivering specialty and primary care services. We are expecting a continual growth in both telepsychiatry, dentistry, diabetic retinopathy, and routine health care services. Therefore, we're currently looking into remote patient monitoring for controlling hypertension and COPD. To help support our future growth in telemedicine/telehealth, we'll need to continue applying for grant funding and provide payers with the need to reimburse encounters via telemedicine/telehealth. With the COVID-19 pandemic, this has increased these opportunities and opened new doors to the adoption of.

