Clinicas de Salud del Pueblo, Inc.
Your Telehealth Journey: Where did you start, and where are you now with specialty care?

Where did you start with SMTSN?

Current Telehealth program launched late 2015

In 2016 we started with 2 Telehealth Technicians and started providing services in 4 locations
Had limited access to equipment in all our locations.

Where were you in February 2020?

Currently 6 Telehealth Technicians
All sites now have equipment
Providing Telehealth services in all 10 clinic sites
5 Specialty Provider Contracts
3 Specialties Utilized
11108 Telehealth Encounters between December 2017 and February 2020
Key Factors & Supports

Access to industry experts at CTN, CTRC, OCHIN. Being able to reach out to people who truly know the industry for advise.

Opportunity to network with peers in the industry. Being linked to other clinics in the network has allowed us to learn from them and for them to learn from us.

Teaching on how to design our own workflows and seeing others workflows has helped us greatly in defining the way we work and how to improve our processes.
Impact on our patients, staff, or organization

Our clinics exist in Imperial County and Riverside County. We first started services in Imperial County but Riverside County had a great need for telehealth services. We started our expansion into Riverside County as we began working with SMTSN.

One of our rural clinics in Riverside County is in Mecca CA. This clinic has a large migrant population with great need for services and limited access to specialty care. Working with our partners we were able to attain Telehealth equipment and staffing to provide Retinal, Psychiatry and Dermatology services. Once this site was deployed, it served as a launch pad for providing services other clinics in Riverside County clinics in Coachella and Hemet.

The knowledge and help provided by SMTSN has helped us in many ways as we applied for grants, training and deployment of services.
Top 3 Takeaways:
What were your top three lessons learned in SMTSN?

1. Telehealth programs in many locations share the same or similar challenges. Learning from others is very important.

2. There are many variables with making a program sustainable. Telehealth is a balancing act.

3. Lessons learned in previous years can now be applied to the new changes brought about by COVID-19.
Sustaining

- Increase the sustainability of current programs
- Increase our number of telehealth specialties
- Accelerate the use of virtual visits for primary care.

Virtual visits for primary care is of utmost importance at this time due to COVID-19. There may be additional surges and social distancing restrictions, and the safest way to provide care is by virtual visits. Primary care needs to work in order to get specialty care referrals. Additionally Mobile Health and Remote Patient Monitoring will also be accelerated by the current environment. We need more information on these telehealth modalities.
Thank you

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