



**West
County
Health
Centers**

West County Health Centers Telehealth Journey: *Where did you start, and where are you now with specialty care?*



3 Sites

3 Specialty Provider Contracts

3 Specialties Utilized

Where did you start with SMTSN?

2017: We offered Psychiatry, Rheumatology, Dermatology and Endocrinology.

Where were you in February 2020?

2020: We continue to offer monthly Rheum and Endo clinics. We have integrated Dermatology consults within the primary care visit and offer walk-in clinics for Diabetic Retinal Screening. We have successfully transitioned to video and phone visits for our primary care and behavioral health patients focused on COVID19 related issues, Wellness and Counseling services, and Gender Expansive care.



***1388 Telehealth Encounters
between December 2017
and February 2020***

WCHC Key Factors & Supports



Successful Collaborations:

- *TeleMed2U: Rheumatology & Endocrinology*
- *Clinician's Telemedicine-Psychiatry*
- *UC Berkeley Optometric Eye Center: EyePACS*
- *DirectDerm: Dermatology*
- *PHP eConsult platform*
- *Rubicon eConsult platform: in use Apr- June 2020 (90-day free trial)*



- *Data Collection and reporting provided by WCHC Data Team and Tableau; initiated in 2018.*

- *eClinicalWorks*
- *Healow*
- *Primary Medical phone and video visits *during COVID19 scheduling*



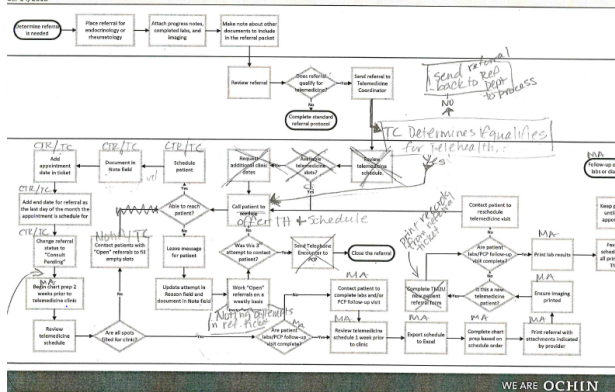
Impact on our WCHC Patients



- Engaging with other from the SMTSN network, specifically Alberto- Clinicas de Salud del Pueblo, Inc., sharing information and insight using UC Berkeley Optometric Eye Center - for Diabetic retinal screening. After the suggested demo with UCBOEC, we began collaboration in Jan 2019 and served 283 patients.

t County Health Center – Future State: Telemedicine Referral and Scheduling

ow for creating and processing a telemedicine referral, including scheduling the telemedicine visit.
Sep 14, 2018



- 2019 Streamlining workflows with the assistance of OCHIN allowing us to ensure the most efficient workflow for our staff and patients. Serving 131 patients for TeleRheum & TeleEndo.

- 2019 Streamlining workflows with an agency wide training with the medical assistants for store and forward consultations using the Stanford's DirectDerm platform. Serving 57 patients; a 50% increase from 2017.

CRITICAL
NO tickets to patients
to patient. Nothing done
in court ticket & referral ticket

Top 3 Takeaways:

What were your top three lessons learned in SMTSN?

1

Required: A dedicated Telehealth Coordinator (and scheduler) are vital to ensuring full schedules, effective workflows, and monitoring of no show rate.

2

Vital: having committed Executive leadership and support along with having stellar information technology resources available, internally and externally.

3

Imperative: To have a total understanding of Telemedicine billing. To have access to quick translation of the complicated and fluctuating TeleMedicine guidelines. To have a dedicated data collection and reporting system and team available.



Future: What's Next at WCHC sustaining Telemedicine integration?



- *Integrate the DM Retinal Screening within the primary care visit*
- *Expand telemedicine services through various eConsult platforms*
- *Increase store and forward visit with Direct Derm platform*
- *Integrate Primary medical video and phone visit as we restructure patient scheduling post-COVID19.*



What would be helpful to support telehealth growth over the next year?

- *Continued sharing of best practice workflows and innovative ideas.*
- *Continued access to robust knowledge base around Telemedicine billing and guidelines*
- *Continued access to data collection and systems*
- *Bringing the Jetson's back into mainstream television for our future generations!!!*