

# TELEHEALTH WEBINAR 3: TELEHEALTH PLATFORMS



The Los Angeles Trust  
for Children's Health



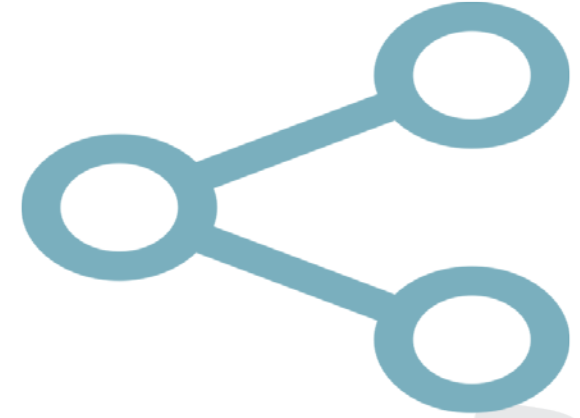


For audio, dial  
**(415) 655-0003**

Access code  
**663 218 379**



The webinar is being  
recorded



Supporting materials will  
be shared



# Putting Health Care in Schools

The California School-Based Health Alliance is the statewide non-profit organization dedicated to **improving the health & academic success** of children & youth by **advancing health services in schools**.

Learn more:

[schoolhealthcenters.org](http://schoolhealthcenters.org)





# Become a member, get exclusive benefits

- Conference registration discount
- Tools & resources
- Technical assistance

Sign up today:

[bit.ly/CSHAMembership](https://bit.ly/CSHAMembership)



# TELEHEALTH WEBINAR SERIES

## Telehealth Webinar 4: Medical

Wednesday, May 27<sup>th</sup>, 11:00 AM – Noon

Thank you Molina Healthcare for supporting this series



The Los Angeles Trust  
for Children's Health







**Presenter**

**Amanda Martin, MHA**

Executive Director, Center for Rural Health Innovation



**Moderator**

**Sierra Jue-Leong, MPH**

Project Director, California School-Based Health Alliance



**The Los Angeles Trust  
for Children's Health**



# Telehealth Platforms for School-Based Healthcare

Amanda K. Martin, MHA

May 21, 2020



# Disclosures

- I was asked to 'name names' while discussing products and services, so I will, but that does not mean that I recommend any of them.
- I have no financial obligations or relationships with any of the companies mentioned in this presentation, except for being a customer to some.



# Agenda

Use Case for Telehealth

Vendor Considerations

Additional Resources

Q&A

# North Carolina



# Health-e-Schools



# Telehealth for Right Now vs Telehealth for the Long Haul



# Use Case

Need

Model

Provider

Patient Location

Equipment Capability on both ends

Connectivity

# Define Need

- Reach patients at home
- Maximize provider time at top of their license
- Improve variety of provider types available
- Increase patient volumes
- Decrease wait time
- Expand at lower cost

# Choosing a Model

- Are you an SBHC?
- Scope of Services?
- Providers?
- Sponsoring agency?
- Local Champions?
- How will you connect?
- Reimbursement?



# Originating Site - Patient

Student at school with:

School nurse

Non-Nurse Presenter

Social Worker / Counselor

Alone

Student at home:

Alone

With Parent/Guardian

Student at SBHC with:

Nurse

Presenter



# Originating Site - Patient

Smart phone

Tablet

Computer with Camera & Mic

Wifi

Cellular Data

Signal strength, Minutes

**Student at home:**

**Alone**

**With Parent/Guardian**

# Originating Site - Patient

## **Student at school with:**

**School nurse**

**Non-Nurse Presenter**

**Social Worker / Counselor  
Alone**

## **Student at SBHC with:**

**Nurse**

**Presenter**

Two-Way Live Video Conferencing  
Tablet  
Computer

Peripheral devices  
Otoscope  
Stethoscope  
Handheld Camera

# Distant Site - Provider

Who is the provider?

Scope of Care?



This Photo by Unknown Author is licensed under [CC BY](#)

At a clinic or hospital?

In an existing SBHC?

Remote worker at home?

Computer with camera & mic

Tablet with stand

Internet speed and reliability

# Use Case

- ✓ Need
- ✓ Model
- ✓ Provider
- ✓ Patient Location
- ✓ Equipment Capability on both ends
- ✓ Connectivity



# Vendor Considerations



[This Photo](#) by Unknown Author is licensed under [CC BY-SA](#)

# Vendor Considerations

Free Platforms – what is the cost after the free trial or to upgrade?

ex. Doxy.me

Keep it simple – is the platform too much for SBHC?

ex. eVisit

Scalability – can it do both simple and complex arrangements?

ex. zoom for Healthcare

# Vendor Considerations

Purchase or Lease – consider updates, life span, funders, local policy & minimum quantity requirements

ex. Tytocare

Acceptable beyond today – patient privacy and security of information

ex. FaceTime

# Vendor Considerations

Patient experience

- Waiting Rooms

- Ease of Use

- Download apps vs Cloud based

- Text link

MultiPoint – for parent or translation

Integration with EHR

Tech Support



# Additional Resources





[amanda.martin@crhi.org](mailto:amanda.martin@crhi.org)

# STAY CONNECTED

 [schoolhealthcenters.org](https://schoolhealthcenters.org)

 [info@schoolhealthcenters.org](mailto:info@schoolhealthcenters.org)

 [schoolhealthcenters](https://www.facebook.com/schoolhealthcenters)

 [sbh4ca](https://twitter.com/sbh4ca)

 [sbh4ca](https://www.instagram.com/sbh4ca)



Gracias

謝謝

Thank you

Cảm ơn

Salamat

Sierra Jue-Leong, MPH

[sjueleong@schoolhealthcenters.org](mailto:sjueleong@schoolhealthcenters.org)

510.268.1160