Innovative Solution: In-House Telehealth Visits??? *When the provider is virtual*

West Cecil Health Center (WCHC) is a Federally Qualified Health Center located in an area of the county and state where internet service can be inconsistent at times. WCHC also serves a population of patients that may not be able to afford or access smart devices to engage in virtual care. WCHC set-out to design a model of care and new processes that ensured safe and accessible care to all patients and staff.

Our provider and information technology team collaborated to design this new model of care. Patients come the facility and are escorted immediately into a clean room by a receptionist using appropriate social distancing. The patient does have to interface with any equipment to limit potential exposure and cross-contamination. The patient simply relaxes in a chair and the provider accessed the television on the wall of the room from their home/work office to engage in an audio and video telehealth visit. When the patient visit is done they exit the building with no additional contact. The receptionist thoroughly wipes down the office before the next patient.

While this process does not eliminate all contact and exposure it is greatly reduced by the no wait process and limited touch and contact. It overcomes the obstacles of technology and accessibility for the patients and allows the patients and staff to have a safe and effective telehealth visit.