



MARIPOSA
Your
COMMUNITY
HEALTH CENTER

Arizona Telemedicine Council Quarterly Meeting Telemedicine at Mariposa

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Mariposa Community Health Center

Nogales, Arizona

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Mariposa Community Health Center

- Santa Cruz County
- 5 sites
- Medical, Dental, WIC, BH, Pharmacy, Radiology, Laboratory, Community Health Services



Pre-COVID

- Sporadic use for a long time
- Exclusion of certain diagnoses
- Patient reluctance
- Limited understanding of telemedicine capabilities
- Provider concerns
- Inconsistent workflows and equipment
- Concerns about billing and payment
- Concerns about liability
- Concerns over missing exam findings: organomegaly, rash, adenopathy, murmur

Response to COVID-19, March 2020-present

- Led a coalition of county, city, health care, others
- Re-visited telemedicine
- Rapid execution for patient management
- Integration with NextGen, OTTO, audio & video
- Consults, management, diagnosis, complications, treatment
- New challenges appeared

Challenges

- Patients: phone, computer, connectivity, perception, privacy
- Mariposa: equipment, carts, rooms, medical assistants, workflows, reliable software, staffing
- Creation of new Best Practices: appropriate conditions, document management, scanning, etc.
- Billing: audio vs. video, insurance reimbursement
- Adaptation and process improvement
- Understanding of significant advantages
- Reduction in the gap between in-person and telemedicine visits

Creation of Best Practices

- Exclusion of certain diagnoses, management of infectious disorders
- Evolution of in-house telemedicine and other settings
- Focus on visit experience and outcome
- Medical Assistant involvement
- Referrals, x-rays, mammograms, DEXA, EKG, labs, CRC screening unchanged
- AWW
- Accurate documentation, allergies, ROS, medication reconciliation
- Future addition of E-Devices, such a stethoscopes, otoscopes, etc.
- Fuze and cell phone access to lab, pharmacy and CSR
- Professional translation services

Current

- Several telemedicine rooms in-house, preferred
- Greeted and managed as in-person visit
- Similar workflows
- Provide assistance with technology
- Primary care and behavioral health



Behavioral Health (Tele-psychiatry)

- 100 % tele-health with remote providers, and in house telemedicine rooms
- Similar workflows
- Clinical Pharmacists
- Counselors in person and remotely
- EHR with BH templates
- All video

Future

- Growing tele-health, primary care and BH
- Most in-house for better experience, will evolve
- Ready access to care, same day
- Provider comfort and training
- Continue to assess best practices with our partners
- Back-up in person provider for certain conditions not identified, i.e HF, serious infections, foot ulcers, volume depletion
- Continue evolution of Best Practices

THANK YOU!



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