

ARIZONA
TELEMEDICINE
PROGRAM



Telemedicine Impact

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Telemedicine

Modalities

Services

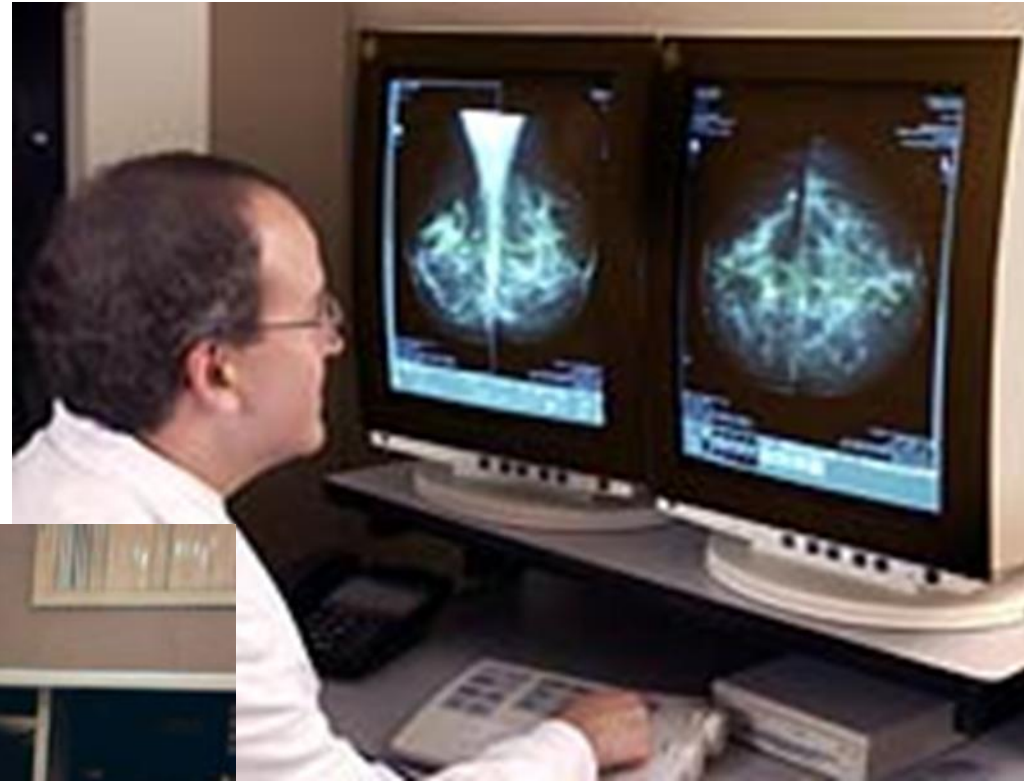
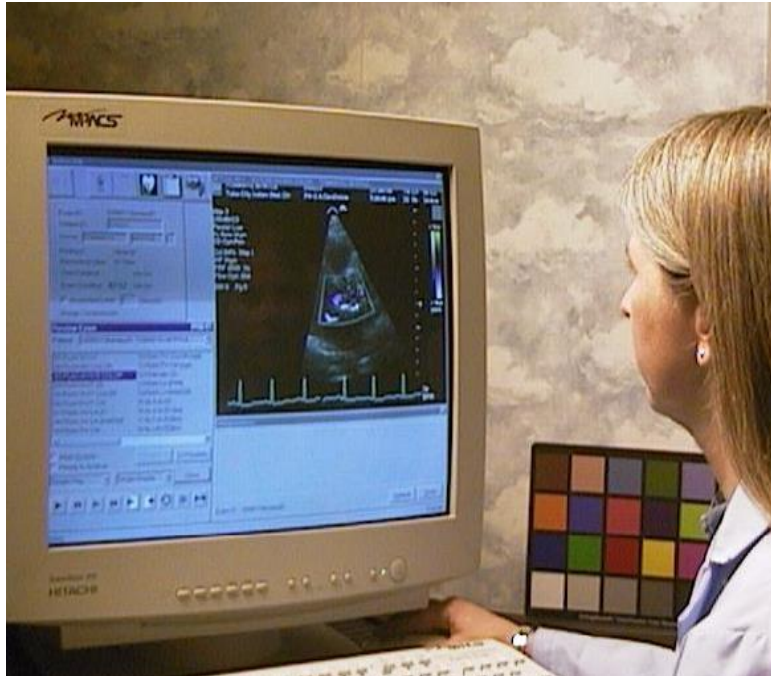
Modalities

Visual

Auditory

“Talk is the treatment”

Teleradiology



Medical Imaging

Teledermatology



Medical Imaging

Otorhinolaryngology (ENT)



Medical Imaging



Modalities

Visual

Auditory

“Talk is the treatment”

Electronic Stethoscope



Modalities

Visual

Auditory

“Talk is the treatment”

Multiple Applications

- Psychiatry/psychology
- Genetic & other counseling
- Pain management
- Nutrition (diabetes education)
- Support groups
- Hospice care

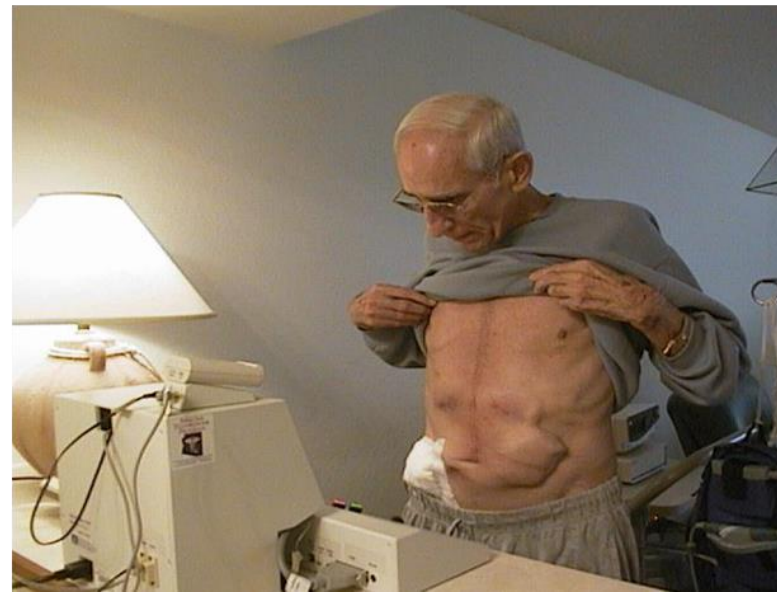
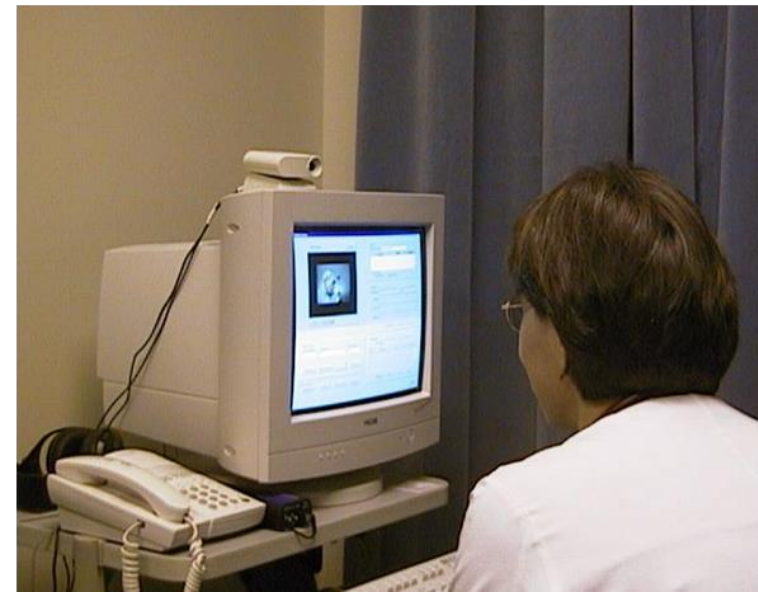
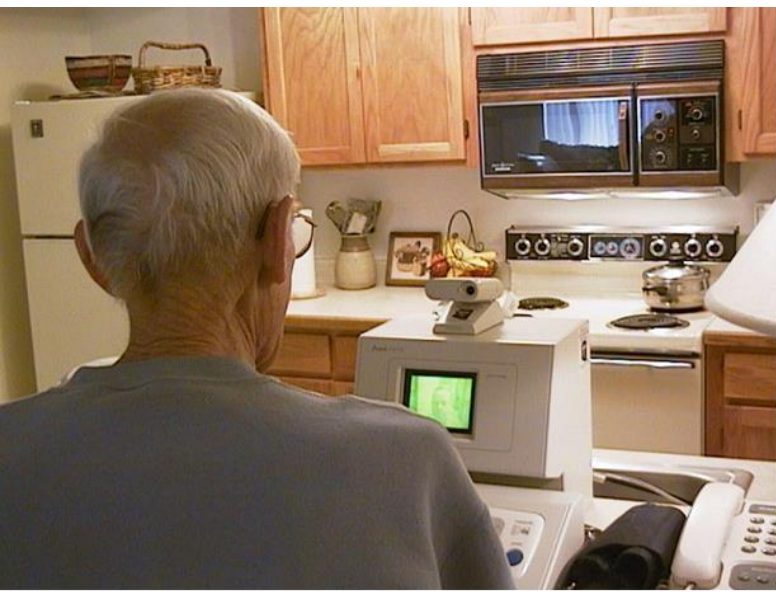


Telepsychiatry



Breast Cancer Survivor Support Group Training







Telemedicine

Modalities

Services

Pre-Internet Dominant

- Gap services - teleradiology
- Urgent services - telestroke
- Mandatory services – ID

Post-Internet Dominant

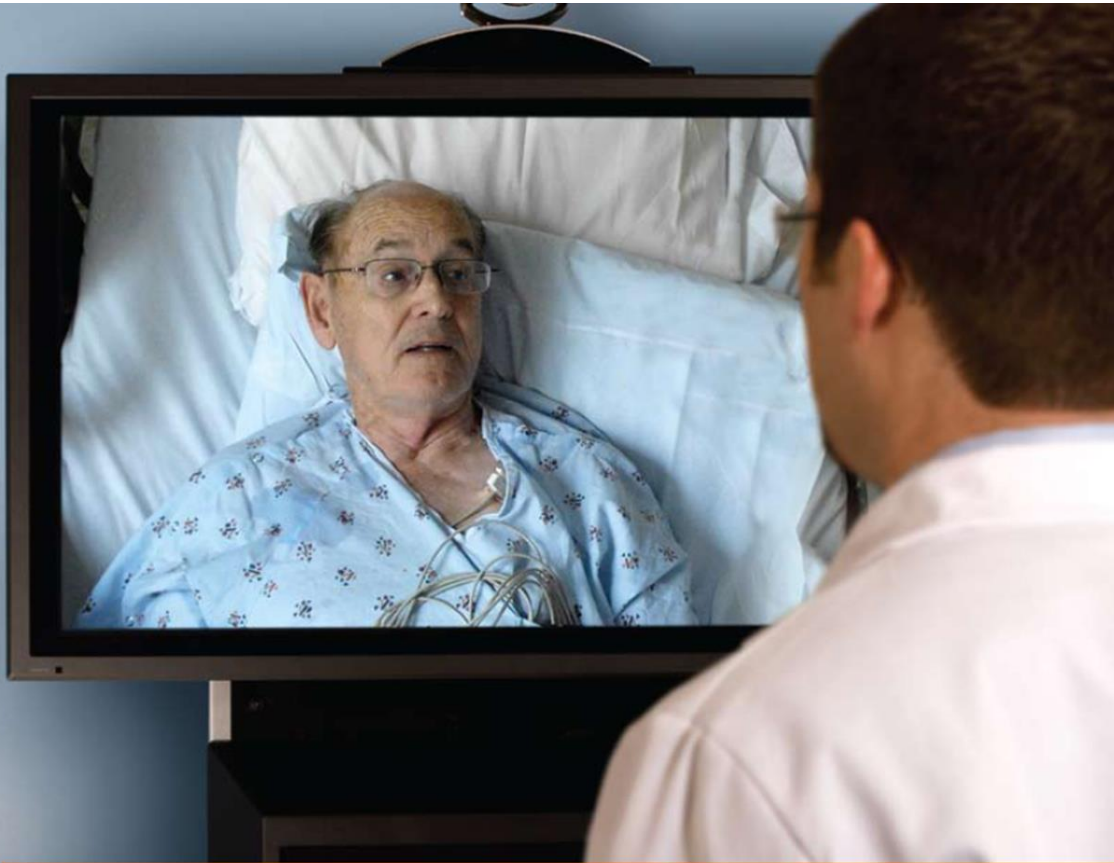
Mobile Telehealth

Direct-to-consumer telehealth



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Barrow Neurological Institute (PHX)



TeleStroke
Supporting Community Hospitals



ResolutionMD mobile.



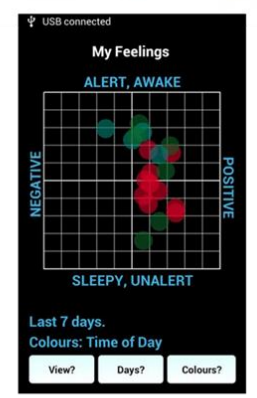
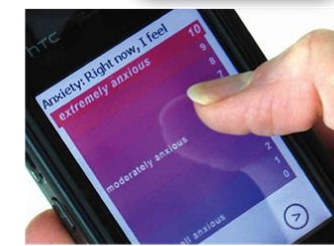
American Heart Association 
Learn and Live

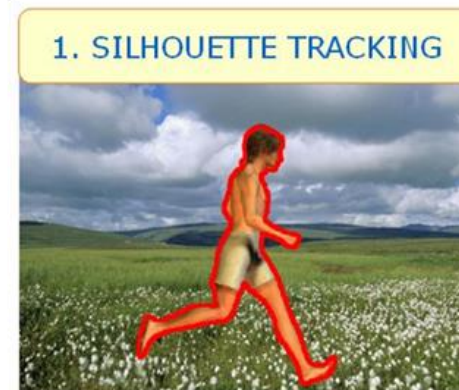
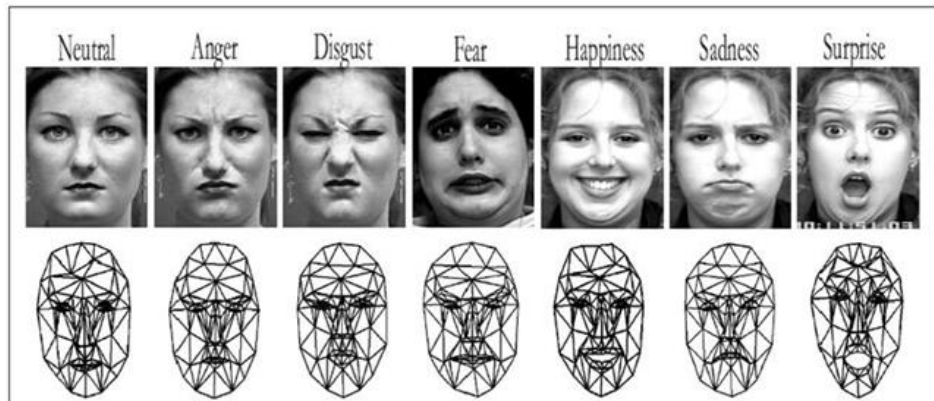
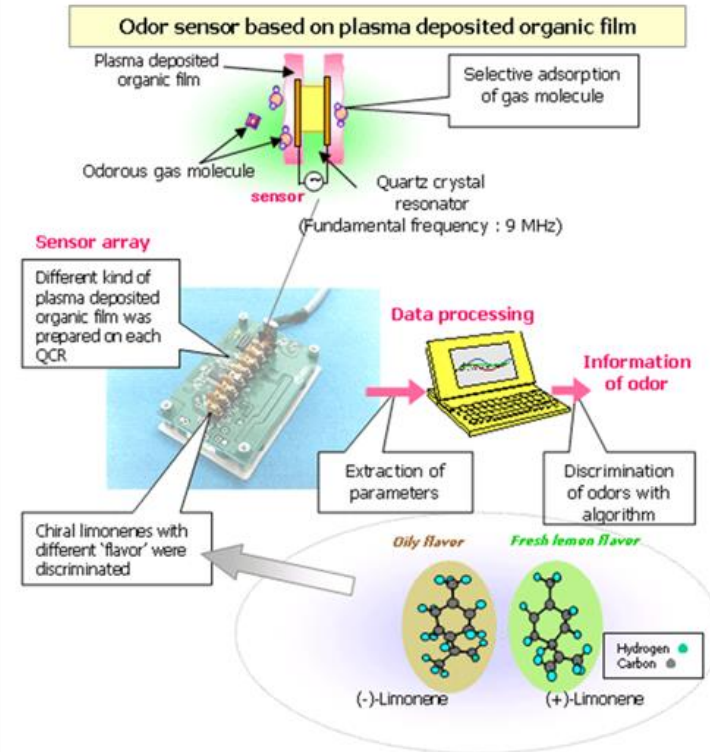
Demaerschalk B M et al. Stroke 2012;43:3098-3101



<https://ihealthlabs.com/wireless-scales/ihealth-core/>

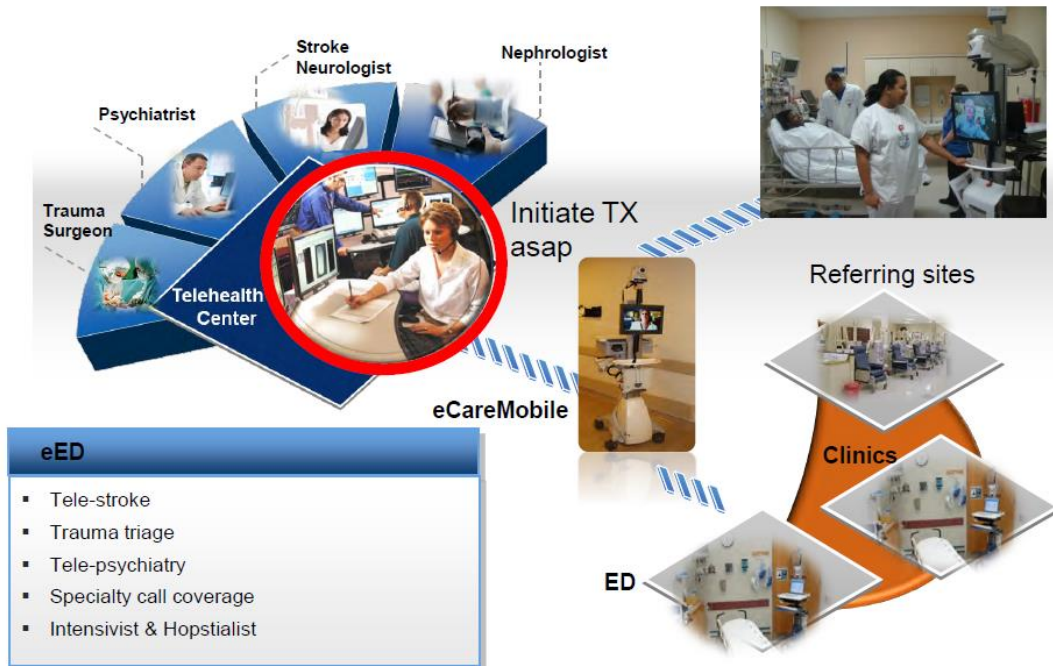
WEARABLE/USABLE DEVICES







-- Emergency Medicine Telehealth Center --



- eED**
- Tele-stroke
 - Trauma triage
 - Tele-psychiatry
 - Specialty call coverage
 - Intensivist & Hospitalist



Telemedicine Competencies

- Patient Safety and Appropriate Use of Care
- Data Collection and Assessment of via Telehealth
- Communication via Telehealth
- Ethical Requirements and Legal Requirements for Telehealth
- Technology for Telehealth
- Access and Equity in Telehealth



Tomorrow's Doctors, Tomorrow's Cures®



Didactic UAMS & UofA



Simulated Patient



Simulated Counselor



Observers

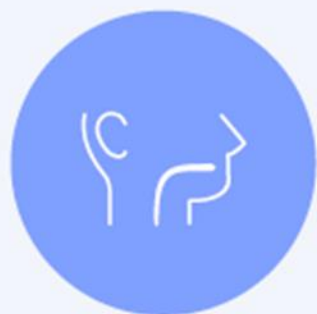
What Do Patients Think?

- Doctor.com survey
- 50% have used TM past 3 months
- Why not: 58% had no reason, 32% financial concerns, 18% tech
- 83% likely to use TM after COVID
- Terms preferred: 24% TM, 21% virtual visit, 18% TH, 16% virtual care, 12% remote visit, 10% telecare
- Preferred device: 68% mobile phone, 48% laptop, 28% tablet, 17% desktop

https://www.doctor.com/resources/telemedicine?utm_source=medical_economics&utm_medium=PR&utm_campaign=telemedicine_awareness&utm_content=telemedicine_resources

- **74% would use TM to see doctor already have relationship with**
- **55% would use TM to see new doctor**
- **40% would use TM to see new doctor only if have referral or doctor has great online reviews & star ratings**
- **If had to cancel appt due to COVID how resume care: 57% in-person after COVID, 35% want treatment via TM, 6% can't resume/reschedule financial reasons, 2% other**
- **93% likely use TM prescription management**
- **91% agree TM would help with appt & prescription adherence**

Q: What types of conditions would you seek telemedicine treatment for?



48%

ALLERGY, EAR
NOSE THROAT



45%

ROUTINE
PREVENTIVE VISIT



45%

MENTAL / BEHAVIORAL HEALTH /
COUNSELING / THERAPY

34%

COVID-19
screening

30%

GI / stomach-related
issue

29%

Pain management /
regenerative
medicine

25%

Arthritis
(rheumatology)

24%

Dermatologic or
cosmetic surgery
consultation

22%

Eye-related
issue

19%

Physical /
occupational therapy

19%

Respiratory
issue

19%

Urgent care

15%

Pediatric
care

13%

Heart-related
(cardiology) issue

12%

Oral / dental
care

Q: Which factors would help you decide to make a telemedicine appointment?



69%

**EASY-TO-USE
TECHNOLOGY**



57%

**COMMUNICATION THAT
TELEMEDICINE SERVICES
ARE AVAILABLE**



47%

**ONLINE
SCHEDULING
OPTIONS**



47%

**IMMEDIATE
AVAILABILITY**

42%

Understanding
how my insurance
covers
telemedicine

42%

A secure
communication
platform that
protects my privacy

42%

Reading reviews from
other patients about
their telemedicine
experience

39%

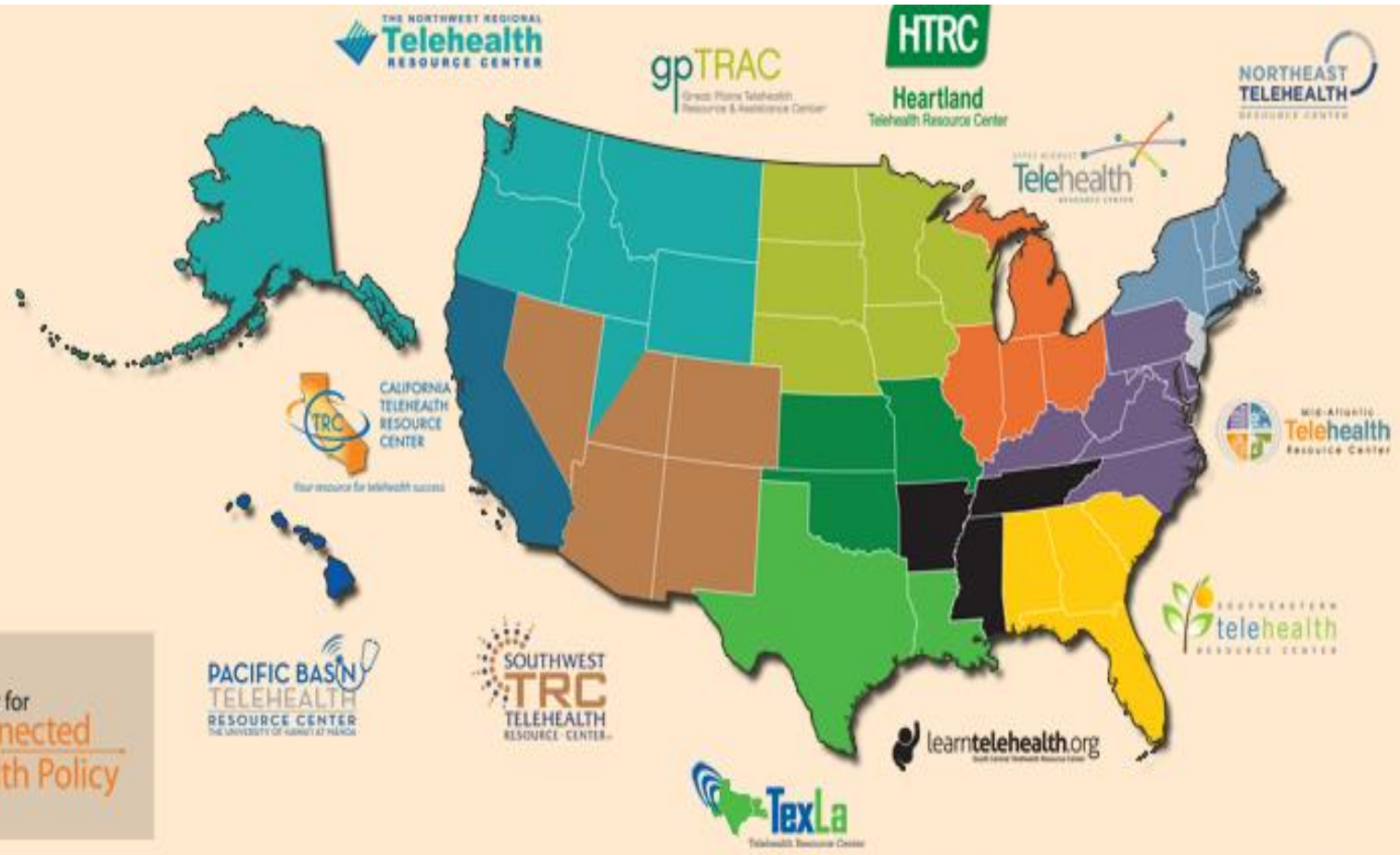
The ability to see
the same
provider in a
practice

33%

Information on what
types of services
can be provided via
telemedicine

30%

Credentials and
expertise of the
physician /
healthcare provider



 **TTAC**
TelehealthTechnology.org
National Telehealth Technology Assessment Resource Center

 Center for
Connected
Health Policy

2 National Resource Centers

12 Regional Resource Centers

<https://southwesttrc.org/>

TELEMEDICINE SERVICES



98point6

Future of telemedicine

- Demand will continue to increase
- We are learning more directly what works & what doesn't – real life doesn't always match controlled studies!
- Patient driven
- Direct to consumer
- Sensors integrated into multiple environments
- New in-person delivery models – hybrid visits
- Deep learning, machine learning, AI integration





Thank You!!



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