

ARIZONA  
TELEMEDICINE  
PROGRAM



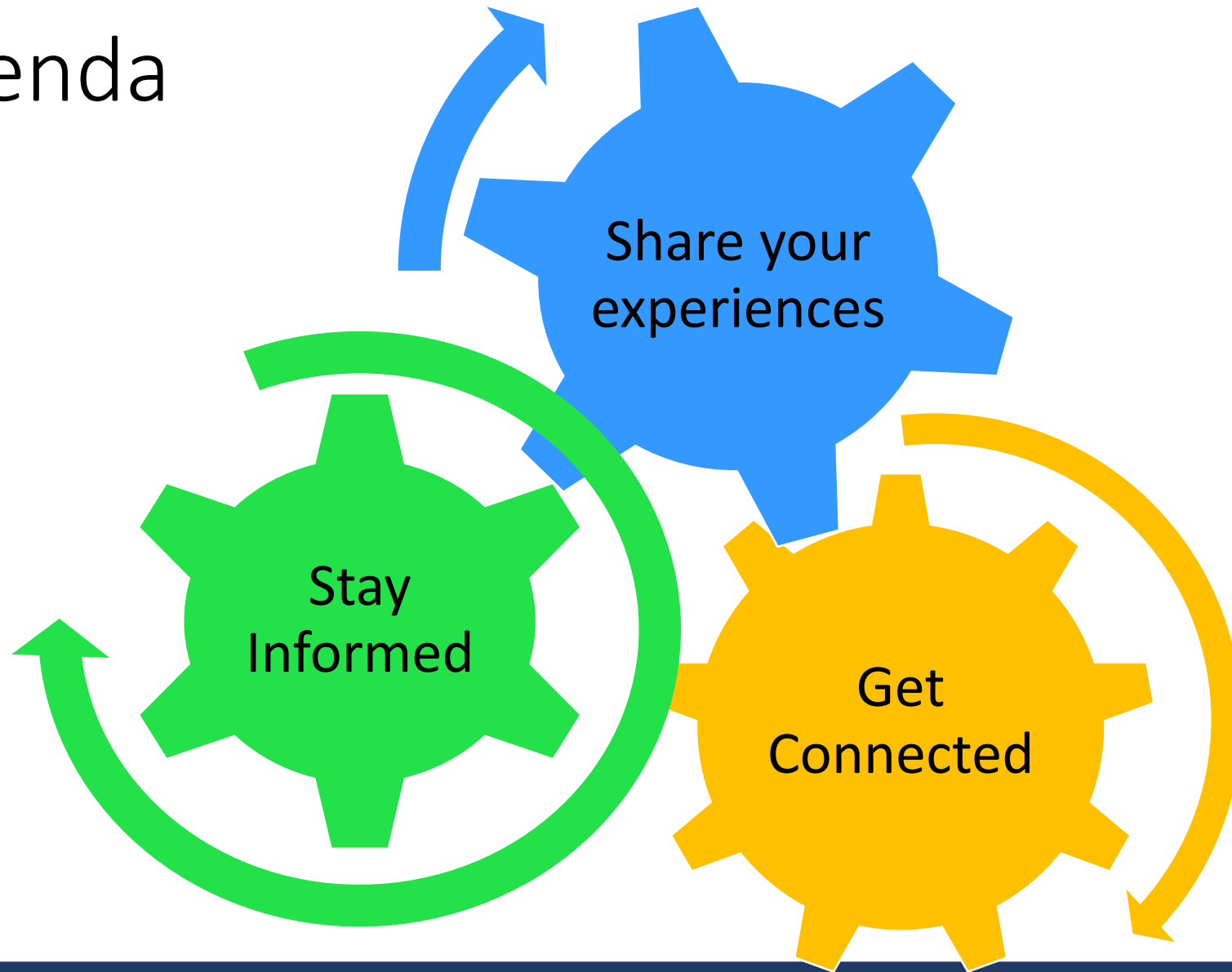
# Resources for Telehealth: Building Connections and Relationships

Kris Erps Stewart

Interim Director, ATP

Program Administration, SWTRC

# Agenda



# Get Connected

## Network

- Alliances
- Councils
- Associations





# Alliances

## Southern Arizona Telehealth Alliance (SATA)

### Northern Arizona Telehealth Alliance (NATA)



The Northern Arizona Telehealth Alliance (NATA) is facilitated by Arizona Telemedicine Program (ATP) staff. NATA is a Flagstaff-based healthcare organizations that want to share telehealth experiences and information, look for opportunities to help each other and the ATP advance telehealth and avoid duplication.

Since then, NATA has grown to 40 organizational members. NATA is open to any organization serving northern Arizona working on starting a telehealth program for its patients.

For more information or to request to join, contact Janet Major, Director for Education and Facilities, [jmajor@telemedicine.arizona.edu](mailto:jmajor@telemedicine.arizona.edu)

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# New Mexico Telehealth Alliance

TELEHEALTH RESOURCES | COMMUNITY | PROGRAM SUPPORT

**NMTHA**

*Connecting New Mexican's to Better Health.* The New Mexico Telehealth Alliance (NMTHA) is a tax-exempt 501(c)(3) non-profit corporation dedicated to promoting telehealth solutions that deliver quality healthcare throughout the state. The NMTHA is a network of members representing a broad spectrum of public and private healthcare organizations. The NMTHA provides program support enabling members to effectively share resources. Board members and officers are all volunteers.

**Vision:** Through the efforts of the NMTHA's work on policy, quality, and equitable access to telehealth services, New Mexicans will be able to get the care they need when they need it.

SATA) is an autonomous group facilitated by SEAHEC staff, with assistance from the ATP. NMTHA was established in 2019 to offer southern Arizona healthcare organizations telehealth experiences and information, look for opportunities to help each other and the ATP advance telehealth and avoid duplication similar to the Northern Arizona Telehealth Alliance.

NMTHA is open to any organization serving southern Arizona working on starting a telehealth program for its patients.

For more information or to request to join, contact Janet Major, ATP Associate Director for Education and Facilities, [jmajor@telemedicine.arizona.edu](mailto:jmajor@telemedicine.arizona.edu)





# Arizona Telemedicine Council

- A.T. Still University, Arizona School of Dentistry & Oral Health
- A.T. Still University - School of Osteopathic Medicine
- ALZPath
- Arizona Complete Health Complete Care Plan
- Arizona Department of Health Services
- Arizona State Senate
- Arizona State University
- Arizona Telemedicine Program
- Arizona Western College
- Southwest Telehealth Resource Center
- Az Rural Health Association
- Banner Health
- Benson Hospital
- BJG Consulting
- Bullhead City Clinic Corp
- Centers for Medicare & Medicaid Services
- Copa Health
- Coppersmith Brockelman
- El Rio CHC
- Emory University, ATP, SWTRC
- GlobalMed
- Health Choice AZ
- Health Choice/Blue Cross Blue Shield of Arizona
- HonorHealth
- Hope bridge LLC
- Hospital UPR
- Independent
- Industrial Commission of Arizona
- International Research Center
- Keeling Law Offices. PC
- Mariposa Community Health Center
- Mayo Clinic Arizona
- Midwestern University Arizona College of Osteopathic Medicine
- Northern Arizona University
- Noble Health Associates
- nodMD
- North Country HealthCare
- Northern Arizona Healthcare
- Pascua Yaqui9 Tribe
- Pima County Health Department
- Regional Center for Border Health, Inc.
- Shriners Hospitals for Children
- Southwest Health Equity Research Collaborative
- Summit Healthcare Regional Medical Center
- T-MedRobotics
- Tohono O’odham Nation Healthcare
- UC Davis Health
- United Healthcare Community Plan
- University of Arizona
- UA College of Medicine-Tucson
- University of Colorado Anschutz medical Campus
- Vizient
- World Nehemiah Project
- Wyoming Telehealth Network



# Arizona Telemedicine Council



- A.T. Still University, Arizona School of Dentistry & Oral Health
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- Copa Health
- Coppersmith Brockelman

- El Rio CHC
- Emory University - ATP, SWTRC

- Pascua Yaqui9 Tribe
- Pima County Health Department
- Pima County Health Department Board of Health
- Pima County Health Department for Community Equity Research
- Pima County Health Department Regional Medical Center
- Pima County Health Department National Healthcare
- Pima County Health Department Community Plan
- Pima County Health Department Medicine-Tucson
- Pima County Health Department Colorado Anschutz medical campus
- Vizient
- World Nehemiah Project
- Wyoming Telehealth Network

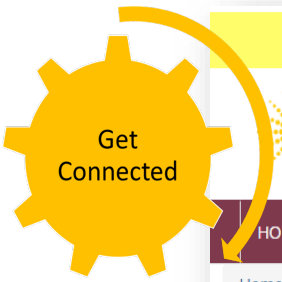
**Quarterly Meeting**

**Members include:**

- ❖ Governmental
- ❖ Agency
- ❖ Education
- ❖ Corporate
- ❖ Public

**Meeting are open to the public**

**Meet, network and learn about what is going on in the state**



Learn more about coronavirus (COVID-19)



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## Telehealth Advisory Committee

Subscribe to Receive Committee Updates

The Telehealth Advisory C... identifying best practices l

### Purpose

- Requires the Advisory Committee to review national and other standards for telehealth best practices and relevant peer-reviewed literature.
- Allows the Advisory Committee to conduct public meetings at which testimony may be taken regarding the efficacy of various communications media and the types of services and populations for which telehealth is appropriate.
- Requires the Advisory Committee to adopt telehealth best practices guidelines and recommendations regarding the health care services that may be appropriately provided through an audio-only telehealth format and make updates, when applicable.
- Requires the Advisory Committee, before making its recommendations, to:
  - Analyze medical literature and national practice guidelines;
  - Consider the comparative effectiveness, safety and benefit to the patient of performing a service through an audio-only telehealth format instead of in person or through an audio-visual format; and
  - Consider the appropriate frequency and duration of audio-only telehealth encounters.
- Allows the Advisory Committee to authorize subcommittees to address select issues or services and report to the Advisory Committee as directed.
- Requires the Advisory Committee to submit a report to the Governor, the President of the Senate and the Speaker of the House of Representatives by:
  - December 1, 2021, with recommendations regarding the specific health care services that are appropriate to provide through an audio-only telehealth format as a substitute for an in-person or audio-visual telehealth encounter; and
  - June 30, 2022, with recommendations regarding telehealth best practice guidelines for health care providers.
- Requires AHCCCS to staff the Advisory Committee and provide meeting space.
- Requires, from October 1, 2021 until January 1, 2026, each health care provider regulatory board or agency to submit to the Advisory Committee a report identifying the number and type of out-of-state health care providers who have applied for interstate telehealth registration and the number and type of out-of-state health care providers who registration has been

- HB2454
- Open meetings
- Subcommittees
  - Audio Only Physical Health
  - Audio Only Behavioral Health
  - Best Practices
  - Coding



<https://www.azahcccs.gov/AHCCCS/CommitteesAndWorkgroups/telehealthadvisorycommittee.html>





Office of the Director  
*Telehealth Advisory Committee*

## Telehealth Advisory Committee Telehealth Best Practice Guidelines for Health Care Providers

A handwritten signature in black ink that reads "Christina Corieri".

Christina Corieri, Telehealth Advisory Committee Co-Chair

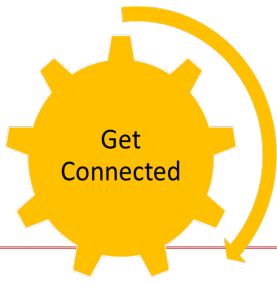
A handwritten signature in black ink that reads "S. Salek".

Sara Salek, M.D., Telehealth Advisory Committee Co-Chair

[TAC BestPracticesRecommendations2022.pdf \(azahcccs.gov\)](#)

June 2022





# Associations



## Arizona Rural Health Association

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Membership News Policy Events Co

### Telehealth. Is. Health.

ATA is working to transform health and care through enhanced, efficient delivery.



Events & Webinars

Telemental Health Special Interest Group - Feb 2, 1p ET

[Join the SIG to participate](#)



Events & Webinars

Risks and Rewards of Virtual Services - Feb 23

Join this Member Webinar to hear a panel of experts review the current regulatory environment - Co-Hosted by Beazley

[Register here](#)



Events & Webinars

TeleDermatology Special Interest Group - Feb 2, 11

Discussion and presentation Opportunities for Collaborat

[Join the SIG to participate](#)



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## Improving the Health of Arizona's Communities

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<https://azpha.org/>



# Special Interest Groups

- Async Telehealth
- Decentralized Clinical Trails
- Digital Transformation
- Government Relations
- Healthy Aging
- Home Telehealth
- Home Testing
- Interdisciplinary Clinicians
- International
- Interstate
- Ocular
- Pediatric
- Remote Patient Monitoring
- Teledermatology
- Telehealth Technology
- TeleICU & Acute Care
- Telemental Health
- TeleRehabilitation

The screenshot shows the ATA website with a navigation menu (Membership, News, Policy, Events, Co) and a main heading "Telehealth. Is. Health." followed by the text "ATA is working to transform health and care through enhanced, efficient delivery." Below this are three event cards, each with the ATA logo and "Events & Webinars" label. The first card is for the "Telemental Health Special Interest Group - Feb 2, 1p ET" with a "Join the SIG to participate" link. The second card is for "Risks and Rewards of Virtual Services - Feb 23" with a "Register here" link. The third card is for the "TeleDermatology Special Interest Group - Feb 2, 11" with a "Join the SIG to participate" link.





WEngland



Kristine Erps



Mei Kwong



Jonathan Neufeld



Janine Gracy



Ray Dizon



Kathy Chorba



Zoi P Hills



Doris Barta



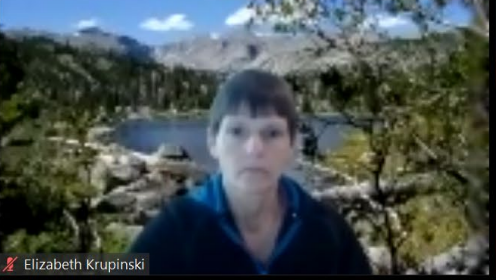
Danielle Louder



Heather Dimeris



Deb LaMarche



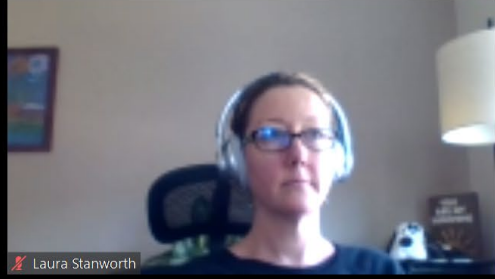
Elizabeth Krupinski



Northeast Telehealth Resource Center



Ariel Santos



Laura Stanworth



Kathy Wilberly



Deborah Peters



Matt



Ronald Weinstein



Christina Higa



Wendy Ross



Hari



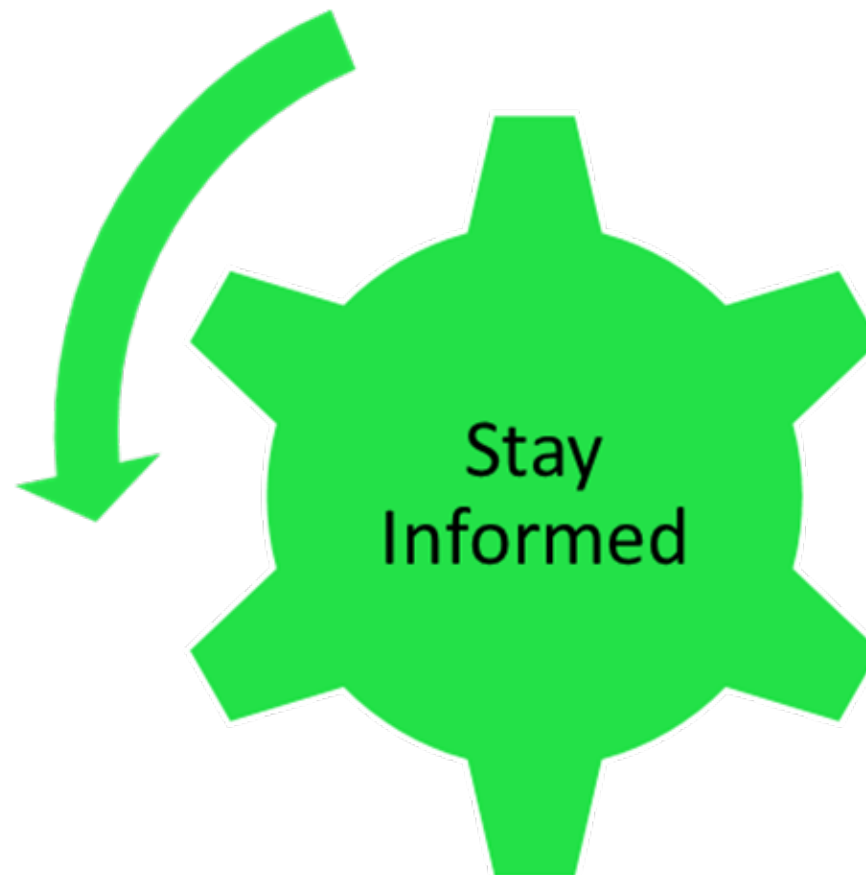
Rebecca Picasso

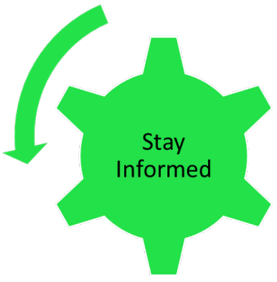


Mary E DeVany


# Stay Informed

- Newsletters
- Trainings
- Webinars





# Monthly “In the News” summary



**ARIZONA  
TELEMEDICINE  
PROGRAM**

***Telemedicine In the News***

Welcome to the Arizona Telemedicine Program's first  
*'Telemedicine In the News'* update.

Each month we will be compiling interesting Telemedicine stories from around  
Arizona and Nationally making it easier for you to see what is going on. Keep an eye  
out in your inbox for our monthly recap!

## **AZ Governor News Release: Accomplishment, Optimism And Strength: Arizona's 2021 Year In Review**

“Arizona dramatically expanded telehealth, providing greater opportunities for accessible medical services. The broadest telemedicine law in the nation, House Bill 2454 expanded access to telemedicine for patients, ensured doctors receive equal compensation from insurance companies for telemedicine services, and allowed out-of-state health care professionals to provide telemedicine in Arizona....”

[Accomplishment, Optimism And Strength: Arizona's 2021 Year In Review](#)

Office of the Arizona Governor (azgovernor.gov)

## **Companies are trying to reconfigure their telehealth strategies for the long term**

“Next year—and possibly the next decade—will be all about defining how telehealth is best deployed, integrated, and used....Telehealth is not a bust – it’s just in its infancy.”

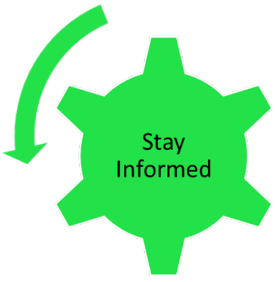
<https://www.fastcompany.com/90706243/telehealth-in-2021-and-beyond>

## **Practitioners like ‘telerehab’, but want more training**

“According to a study published in JMIR, providers are generally positive about remote therapy and tele-rehabilitation, but they need more training and support to overcome obstacles like technology hurdles and practical concerns...”

<https://www.mobihealthnews.com/news/study-practitioners-telerehab-want-more-training>





## UPCOMING EVENTS

**Get ATP/Blog Updates**

**Subscribe**

January 27, 2022 1:00pm MST  
 Medicaid School Based Claiming: How the AHCCCS "Open Care" Model Can Serve Rural Arizona  
[Click here to find out more and to register](#)

February 1, 2022, 11:30am MST  
 2022 Arizona Rural & Public Health Policy Forum  
[Click here to find out more and to register](#)

February 2 - 3, 2022  
 Building Tomorrow's Virtual Healthcare with Today's Technology  
[Click here to find out more and to register](#)

February 6-9, 2022  
 American Hospital Association's 2022 Rural Health Care Leadership Conference  
[Click here to find out more and to register](#)

February 7, 2022 9am - 2pm MST  
 Developing a Telemedicine Program  
[Click here to find out more and to register](#)

February 8, 2022 10am MST  
 Meet the Grant Writing Experts & Write a Successful Grant Series  
[Click here to find out more and to register](#)

February 22, 2022 1:00pm MST  
 Sharing is (Critical) Caring  
[Click here to find out more and to register](#)

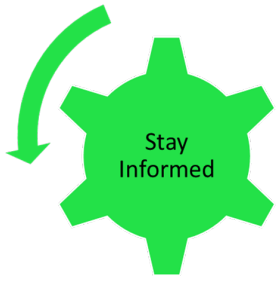
February 22, 2022 5:30pm MST  
 Occupational and Physical Therapy Webinar Series Session 1: Building Relationships and Rapport with Telehealth  
[Click here to find out more and to register](#)

**Miss one of our webinars?** Our past webinars are available at <https://telemedicine.arizona.edu/webinars/previous>

## FIND MORE EVENTS AT TELEMEDICINE.ARIZONA.EDU



ATP Facebook ATP Twitter SWTRC Twitter ATP LinkedIn ATP Site SWTRC Site



# Rural Health Information Hub

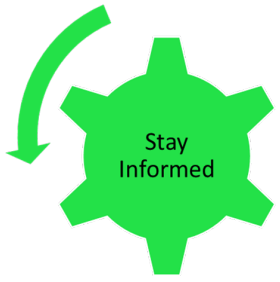
The screenshot shows the RHIhub website with the following elements:

- Header:** RHIhub Rural Health Information Hub logo, navigation links (Updates & Alerts, About RHIhub, Contact Us), social media icons, and a search bar.
- Navigation Menu:** Online Library, Topics & States, Rural Data Visualizations, Case Studies & Conversations, Tools for Success.
- Hero Section:** "Your First Stop for Rural Health Information" with a map of the United States.
- Get Rural Updates & Alerts:** Sign-up to receive the weekly newsletter with an email input field and a "Subscribe" button. Also mentions daily and weekly custom alerts.
- Find Rural Data:** Links to Rural Data Explorer and Chart Gallery. Includes a "Finding Statistics and Data Related to Rural Health" topic guide.
- Funding Opportunities:** "Discover the latest funding and opportunities to support rural health. Browse all funding opportunities."
- Am I Rural?:** "Use the Am I Rural? Tool to find out if a location is considered rural based on various definitions of rural, including definitions that are used as..."
- Coronavirus Disease 2019 (COVID-19):** "Rural Response to COVID-19: Key federal and state resources to address COVID-19."
- Exploring Rural Health Podcast:** "Check out Insights on Educating the Rural Nursing Workforce with Jan Probst, the inaugural episode of RHIhub's new podcast. New episodes will be released the first Tuesday of each month."
- The RURAL MONITOR:** "A New Era of Health Literacy? Expanded Definitions, Digital Influences, and Rural Inequities. The priority for rural population health is access, including access to health information needed to make personal health decisions. Two of the nation's health literacy experts join a federal agency official to review current rural challenges of accessing health information that is clear and usable. Along with an exploration of digital health literacy, recently expanded definitions of health literacy are discussed."

## Customize Updates

- By State
- By Topics
- By Type
- Frequency

<https://www.ruralhealthinfo.org/>



# Webinars

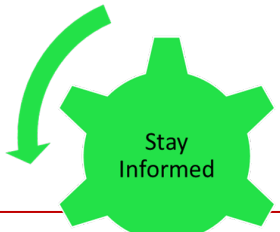
- 20 Webinars 2022
- Averaging 150 Registrations per webinar



AzCHOW  
Arizona Community Health Workers Association







### Improving Access to Quality Medical Care

The practice and delivery of healthcare is changing with an emphasis on improving quality, safety, efficiency, & access to care. Telemedicine can help you achieve these goals! The Arizona Telemedicine Program and the Southwest Telehealth Resource Center invite you to a free webinar on the implementation and practice of telemedicine.

Join us, Tuesday, August 16, 2022

at 12:00 pm PDT/1:00 pm MDT/2:00pm CDT/3:00pm EDT

For a Billing and Reimbursement Webinar

## “Medicare Physicians Fee Schedule 2023 draft and the Impact on Rural Health”

#### Learn about:

- 1) Updates in the MPFS telehealth billing guidance
- 2) What's new for RHCs
- 3) Updates for the Evaluation and Management (E&M) guidelines



Carol Yarbrough is a healthcare compliance and reimbursement specialist. Providing a unique background in legal, technology, revenue management, clinic management and both federal and state regulations, for the past four years, she has actively contributes to telehealth initiatives at UC Health. She works hands-on with professional fee and hospital-based fee professionals to implement billing strategies and provides real-time feedback to clinicians regarding documentation and staff with encounter guidance. She also trains CPT coding professionals at UC Medical Center in order to maximize EMR workflow with greater documentation and coding

For more information and registration instructions go to [www.telemedicine.arizona.edu](http://www.telemedicine.arizona.edu)

This webinar is made possible through funding provided by Health Resources and Services Administration, Office for the Advancement of Telehealth (U1U42527).



### 2022 Arizona Center for Rural Health Fall Webinar Series

A webinar series focused on providing technical assistance to rural stakeholders to disseminate research findings, policy updates, best-practices and other rural health issues to statewide rural partners and stakeholders throughout the state.

August 18th, 2022

12:00 - 1:00 pm

### Loren Halili, MPH Identifying and Addressing Health Misinformation



- ▶ Understand what misinformation is and how it is spread
- ▶ Identify different types of misinformation
- ▶ The role of healthcare and public health professionals in dispelling misinformation



Loren Halili is a recent graduate of the University of Arizona, where she received both her B.S. and MPH in public health. She currently works at the Arizona Center for Rural Health as a program coordinator for the Public Health Youth Champions Training program. In her role, she has developed trainings on community resilience, misinformation, and advocacy. She has taught workshops on these topics for summer youth programs on campus and will continue to develop curriculum for future partnerships with youth engagement initiatives across the state.

For more information contact Jennifer Peters: [petersjs@arizona.edu](mailto:petersjs@arizona.edu) • 520.626.2254

To register: <https://telemedicine.arizona.edu>

This webinar is made possible through funding provided by Health Resources and Services Administration, Office for the Advancement of Telehealth (U1U42527). Arizona State Office of Rural Health is funded granted through a grant from US Department of Health and Human Services. Grant number H95RH00102-25-00. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, DHHS or the U.S. Government.



### Educational Webinar

## Arizona Primary Care Office: Health Professional Shortage Areas (HPSAs) & Loan Repayment Programs

Tuesday, August 23, 2022

11:00am PDT

**DESCRIPTION:** Speakers will provide an update on the designation of Arizona's healthcare workforce shortage areas and identify state and federal resources to support health professional service in disadvantaged communities.



**Tracy Lenartz**, CEO of Lenartz Consulting, works on a contract basis for the Arizona Department of Health Services. She coordinates Arizona's shortage designations program, and assists with health planning, data and training around issues related to access to health care for Arizona's underserved and rural communities. Tracy has served as project staff for Arizona's HRSA-funded Primary Care Office Cooperative Agreement since 2007. She received a Masters of Public Health degree with a focus on Community Health Education from the University of Minnesota.



**Edith di Santo** is the Chief for the Primary Care Office, ADHS. The Primary Care Office oversees workforce programs aimed at increasing access to primary care with emphasis on the health needs of underserved people and areas. Edith has a Master's Degree in Public Health focused in health policy from George Washington University and has over 13 years of experience, working at the federal, state, local and non-profit sectors.

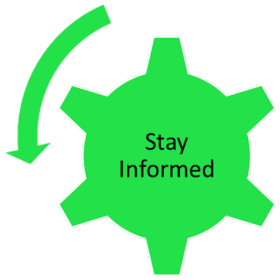
Register at: <https://bit.ly/30ZAUhc>

For more information contact: [azrhassociation@gmail.com](mailto:azrhassociation@gmail.com) (928) 315-7916



<https://telemedicine.arizona.edu/upcoming-events>





# Webinars

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## Previous Webinars and Workshops

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### Southwest Telehealth Resource Center

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 <p><b>Advancing DEI in Healthcare Leadership</b> 56:44</p>	 <p><b>Assistive Technology Telehealth</b> 56:03</p>	 <p><b>"Critical (Caring) is Sharing"</b> 58:41</p>	 <p><b>Occupational and Physical Therapy Webinar Series</b> 1:00:26</p>	 <p><b>WEBINAR: Challenges to Effective Telehealth in Colorado</b> 57:47</p>



# Telemedicine Training Program

- Started offering CME January 2020



## TRACK 1: Developing a Telemedicine Program

- February 7, 2022
- May 9, 2022
- August 15, 2022

### Course Content:

This course gives a broad overview of a variety of telemedicine topics, including:

- Clinical services
- Telecommunications and infrastructure development/operations
- Evaluation
- Business aspects
- Equipment demonstration virtual tour

## TRACK 2: Telemedicine Applications

- March 28, 2022
- June 6, 2022
- November 7, 2022

### Course Content:

This course covers advanced telemedicine topics through an in-depth look at real-world clinical applications of telemedicine and telehealth.

- Pediatrics - neonatal
- Telepsychiatry
- Infectious Disease
- Teleradiology
- Telehealth and Physical Therapy
- Telehealth and Nursing
- Telehealth and Occupational Therapy

Contact: Melanie Esher-Blair - [mesher@telemedicine.arizona.edu](mailto:mesher@telemedicine.arizona.edu)

# Share your experiences

- Write a blog
- Present on a webinar
- Twitter/Facebook



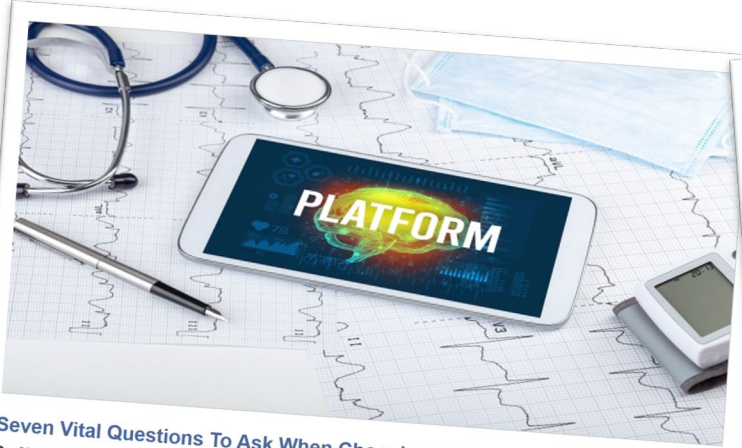


300th

### Covid-19's Telemedicine Sea Change: A Surge or a Tsunami? Imagining the Future

By Camryn Payne, Elizabeth A. Krupinski PhD, Ronald S. Weinstein MD on Jan 14, 2021

A storm surge and a tsunami are vastly different entities. A storm surge is an oceanic phenomenon resulting from the piling up of surface water from the sustained pressure of wind in a storm. Damage.



### Seven Vital Questions To Ask When Choosing A Virtual Care Platform

By Nathan Bradshaw on Sep 24, 2020

Seeking a virtual care platform? Here are seven critical questions to ask your vendor before you make your choice.

Telemedicine has inevitably reached its pinnacle during the recent public health emergency. Virtual care has evolved as the new norm in the healthcare industry. However, it is subject to technological barriers and limitations, which must necessarily be addressed to deliver quality care.



### Telehealth Does Not Equal Video Visit!

By Jan Ground, PT, MBA on Jan 20, 2021

I spend many hours every week in meetings regarding telehealth. I lead one on proving the value of telehealth. I participate in others focused on mental health, pediatrics, ocular care, the business of telehealth, the associated technology, etc. etc. etc. Over time I've realized that in most cases the focus is on the technology, not the patient.

# BLOGS



### 5 Tips for Preparing Your Child for a Telemedicine Visit

By Rhonda Martinez on Sep 16, 2020

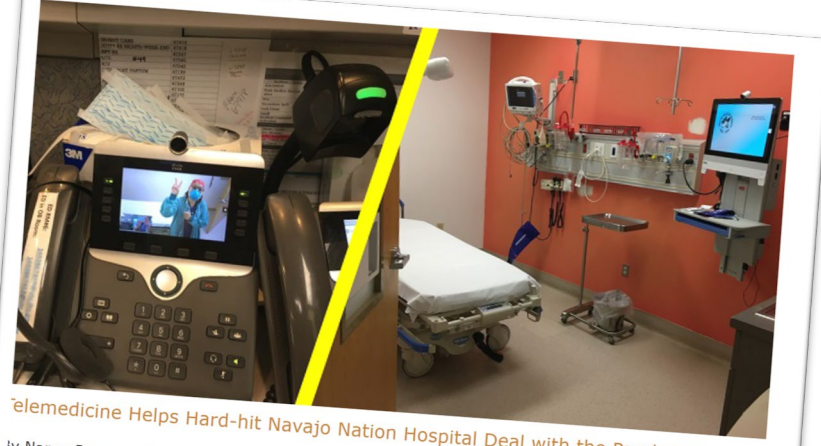
The coronavirus pandemic has changed our lives in many ways. Adapting to the "new normal" can be challenging.



### A Rural Perspective on COVID-19: Yavapai County, Arizona

By Nandini Sodhi on Jul 30, 2020

The COVID-19 pandemic has completely transformed our world in a matter of a few months. Issues that have prevailed for years like healthcare access disparity, have become exacerbated even though agencies have put forth their best efforts to mitigate the effects.



### Telemedicine Helps Hard-hit Navajo Nation Hospital Deal with the Pandemic

By Nancy Rowe on Jul 01, 2020

In May, the Navajo Nation surpassed New York and New Jersey for the highest per-capita infection rate of COVID-19 in the US. In an area where 30 to 40 percent of residents don't have running water and families live together in multigenerational homes, containing the spread has been difficult. In addition, residents seek care at home and see a healthcare provider using telemedicine, so many of us have





## Guest Author Information



57 blog published  
34 ATP  
23 SWTRC  
19 authors  
6,432 subscribers

### Writing for the Arizona Telemedicine Program Blog

We're always looking for guest authors to share their experiences and perspectives related to **telemedicine** and **telehealth**.

### Who Can Contribute

We welcome guest posts from healthcare executives and professionals, community members, patients, faculty, students and anyone else who has a telemedicine story to share.

# Top ten viewed Blogs



1. The Risks of Multi-State Licensure for Telemedicine Providers (16)
2. Telehealth Reimbursement: What You Don't Know Could Hurt You! (15.8)
3. Telemedicine and HIPAA (15.3)
4. Heading Into 2019 - Hopes & Expectations for Telehealth (15.1)
5. Good News from Washington: Congress and CMS are Embracing Telehealth (14.9)
6. UA's Rural Health Professions Program: Teaching Students How to Practice Medicine Outside the Big Cities (14.7)
7. Rural Telehealth Certificate Program (14.6)
8. Seniors Stepping into the World Wide Web (14.5)
9. UA CON Telehealth Training Program Receives Wide Recognition and Approval for Graduate Certificate in Rural Telehealth (14.4)
10. Telemedicine Brings Better Outcomes for Patients with Strokes and Chronic Disease (14.4)



# Searching our archive

**Stay Informed**

**Share your experiences**

**SOUTHWEST TELEHEALTH TRC RESOURCE CENTER**

**Southwest Telehealth Resource Center Blog**

**Data - Your Performance Enhancer**

By Trudy Bearden, PA-C, MPAS on Feb 02, 2022

In hopes of sparking renewed commitment to applying improvement science to telehealth, we offer this Telehealth QI and QA Miniseries. Today is the third in the series.

Recall that data can come in many forms and doesn't have to be a report out of your electronic medical record (EHR). It can be hashmarks, start-end times, glass globes in a jar and more. I'm not kidding about glass globes. Once when I visited the Institute for Healthcare Improvement (IHI) there were two jars; one was labeled "Having a good day" the other was labeled "Having a bad day". Each person who checked in at reception put a glob in the jar that reflected how their day was going.

[Read More...](#)

**ARIZONA TELEMEDICINE PROGRAM**

**THE UNIVERSITY OF ARIZONA**  
SWTRC | T-Health | UAHS  
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[Home](#) > [The Arizona Telemedicine Program Blog](#)

**The Arizona Telemedicine Program Blog**

**MY STORY**

**My Story: A Patient's Perspective**

By Tara Barry on Jan 27, 2022

The pandemic has created a lot of new realities throughout the world, telemedicine being one of them. As someone with thyroid disease and other ailments, I have to get regular check-ups (sometimes every month when it's really flaring up). With my health issues, I see multiple different doctors (primary, cardiologist, endocrinologist, allergist), and it's often very hard for me to find time to fit them all in to my already jam-packed schedule. Telemedicine has been such a welcome adaption for me, as it has truly taken a lot of the usual "appointment" stress, like commute time, completely out of the equation.

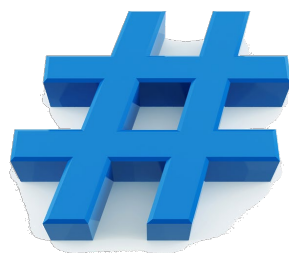
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#telemedicine  
#telehealth  
#PowerOfRural







# National Consortium of Telehealth Resource Centers

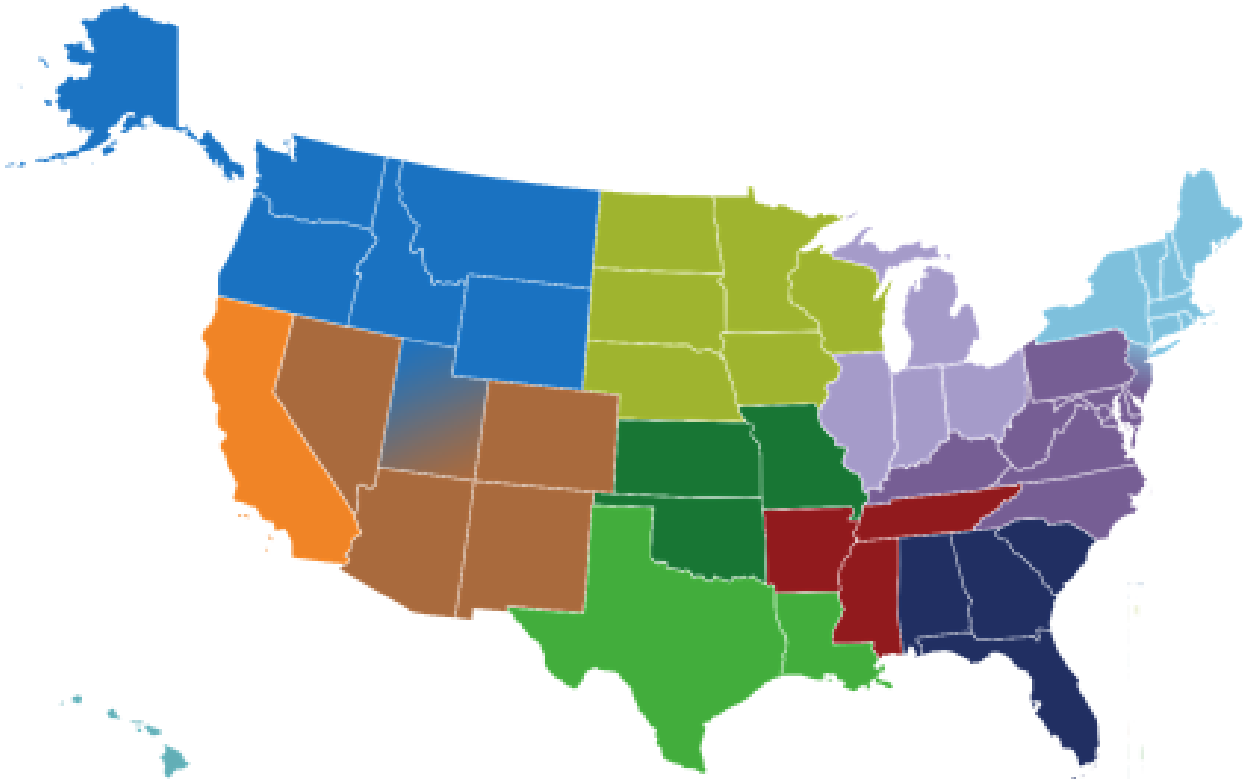


NATIONAL CONSORTIUM OF  
**TELEHEALTH**  
RESOURCE CENTERS

Funded by the U.S. Health Resources and Services Administration (HRSA) The National Consortium of Telehealth Resource Centers (NCTRC) consists of 14 Telehealth Resource Centers (TRCs). As a consortium, the TRCs have an unparalleled amount of resources available to help virtual programs across the nation, especially within rural communities. Each TRC is staffed with telehealth experts to who are available to provide guidance and answer questions. As telehealth continues to gain more visibility and recognition in healthcare, the TRCs will remain positioned to provide assistance for all.

## Regionals

- |              |  |               |  |
|--------------|--|---------------|--|
| <b>CTRC</b>  |  | <b>gpTRAC</b> |  |
| <b>HTRC</b>  |  | <b>MATRC</b>  |  |
| <b>NETRC</b> |  | <b>NRTRC</b>  |  |
| <b>PBTRC</b> |  | <b>SCTRC</b>  |  |
| <b>SETRC</b> |  | <b>SWTRC</b>  |  |
| <b>TexLa</b> |  | <b>UMTRC</b>  |  |



## Nationals

- |             |  |             |  |
|-------------|--|-------------|--|
| <b>CCHP</b> |  | <b>TTAC</b> |  |
|-------------|--|-------------|--|



<https://telehealthresourcecenter.org/>





# Consortium Members

## California Telehealth Resource Center

*Lindsey Haase, Executive Director*  
[www.caltrc.org](http://www.caltrc.org)

## Great Plains Telehealth Resource & Assistance Center

*Jonathan Neufeld, PhD, Program Director*  
[www.gptrac.org](http://www.gptrac.org)

## Heartland Telehealth Resource Center

*Eve-Lynn Nelson, PhD*  
[www.heartlandtrc.org](http://www.heartlandtrc.org)

## Mid Atlantic Telehealth Resource Center

*Kathy Hsu Wibberly, PhD, Director*  
[www.matrc.org](http://www.matrc.org)

## Northeast Telehealth Resource Center

*Danielle Louder, Program Director*  
[www.netrc.org](http://www.netrc.org)

## Northwest Regional Telehealth Resource Center

*Matt McCullough, Principal Investigator*  
[www.nrtrc.org](http://www.nrtrc.org)

## Pacific Basin Telehealth Resource Center

*Christina Higa, Program Co-Director*  
[www.pbtrc.org](http://www.pbtrc.org)

## South Central Telehealth Resource Center

*Hari Eswaran, PhD, Principal Investigator*  
[www.learntelehealth.org](http://www.learntelehealth.org)

## Southeast Telehealth Resource Center

*Rena Brewer, RN, MA, Principal Investigator*  
[www.setrc.us](http://www.setrc.us)

## Southwest Telehealth Resource Center

*Elizabeth Krupinski, PhD, Co-Director*  
[www.southwesttrc.org](http://www.southwesttrc.org)

## TexLa Telehealth Resource Center

*Ariel Santos, MD, Principal Investigator*  
[www.texlatrc.org](http://www.texlatrc.org)

## Upper Midwest Telehealth Resource Center

*Cameron Hilt, Program Director*  
[www.umtrc.org](http://www.umtrc.org)

## Center for Connected Health Policy

*Mei Wa Kwong, JD, Executive Director*  
[www.cchpca.org](http://www.cchpca.org)

## Telehealth Technology Assessment Resource Center

*Jordan Berg, Director*  
[www.telehealthtechnology.org](http://www.telehealthtechnology.org)

**Power  
of  
Partnerships!**

# Fact Sheets

- HIPAA & Telehealth – A Stepwise Guide to Compliance
- How Patients Can Engage Telehealth
- Telehealth 101 The Basics
- Virtual Healthcare – What Should I Know?
- What is Telehealth? Context for Framing your Perspective

**Telesalud 101**  
lo básico

LA TELESALUD PROVEE LA ATENCIÓN MÉDICA ADECUADA A LOS PACIENTES DONDEY CUANDO LA NECESITAN

Actualizado a septiembre de 2017

**¿Espera...**

- ▶ darles más **acceso** a los pacientes?
- ▶ aumentar el **mercado** para los proveedores?
- ▶ **reducir costos?**

**Objetivos en telesalud?**

- Supervisar a distancia el estado de salud y el comportamiento de los pacientes.
- Reunirse cara a cara con los pacientes usando videoconferencias para hablar y dar tratamiento.
- Obtener imágenes para hacer diagnósticos usando miras y cámaras especializadas.
- Capturar, guardar y luego enviar imágenes.

**Béesh Nitsíkeesí Binikáá' Góne' Ak'i Adéest'í'í 101 t'áálá'hídi neeznádiin dóo bi'aan t'áálá'í daasdzhíí**

101

BÉESH NITSÍKEESÍ BINIKÁÁ' GÓNE' AK'I ADÉEST'Í'Í ÉÍ HÁADISHÍÍ DÓO HAHGO HWIDÍ'NÓOL'ÍIL

**Díish jíidi Béesh Nitsíkeesí binahjí' t'óó ahayóógó bee k'íhoodool:**

T'áá háadéeshjí' nidi diné bits'íis bik'i da' déest'í'í dóo bini baa áko hwiindzin

Azee' íil'ini éí diné yil naalkidgo alhizhnil'íigo alch'í' hane' dóo alch'í' yáti' go bee aa áháyá

Ha'áshí'í dínóol'í'ígí biniyé' bí' adéest'í'í dóo bee eda'alne'e dóo t'áá íshjání áalníí

Eda'alyaagíí éí náaná la' aze' ádeel'ini bich'í' náas kódadoolníil dóo binahjí' ajit' éhíi bil béedahoodoozil' dóo hah' ádoolníil

Ak'i dadéez'í'í naalkid alhil hane' dóo hodiné'í' éí diné yindeiníitin

Diné t'áá ákwí'í j' yaa naagháhi' éí hait' éego bits'íis bá yá'át' éehíi yik'i dadéez'í'í

Diné éí bee ádahoodooníil yee yiká' nidaalwo' go áko t'áá bí yá'át' éehgo bits'íis yaa áhalyáqo

**Díí Daats'í Biká Hojooba' Íninízin...**

- ▶ Haash yit'éego diné díí hózhó yich'í' **Cho'ool'í'ído?**
- ▶ Haash yit'éego **lahdée' bee aa áháyání** diné yich'í' cho'ool'í'ído?
- ▶ **Bąh' íliníí yaa kódooníil?**
- ▶ Haash **yit'éego** hózhó ats'íistah yá'áhoot' éehdo?
- ▶ Haash yit'éego **diné baa áháyání bil yá'át' éehdo?**
- ▶ Haash yit'éego aah **á'ál'íníí bil yá'át' éehdo?**

**Ha'át'íish éí laanaa dooleel nímin'íní díí béesh nitsíkeesí binikáá' góne' ak'i adéest'í'í?**

**Ha'át'íish Baa Nitsáhákees Dooleel Díí Naaltsos Bá Íl'íidogo**

Díí aah áda'al'íníí éí díí bik'ehgo binaaltsos bá íli ádeil'ini bibee nahaz'áanii yich'í' cho'ool'í'í dooleel. Nidi, díí éí bee nahaz'á bidéet'í'í:

- ▶ Díí dikwíidée' binaaltsos da'íil'íidogo éí díí binaaltsos bá íli ádaalne'í doo bá nant'a da do. Aze' Neikáhi Binaaltsos éí dikwíidée' badahasdo bá íli íeh. Díkwíidée'

**Ha'át'íish Baa Nitsáhákees Dooleel Díí Íl'íigo Baa Hodzódlíi dooleel'ígí**

Ya'íishjáshtsoh biyi, naaki dimíil' dóo bí'aan t'áálá'í yihah yéedáq', Centers for Medicare dóo Medicaid Services' bil nahaz'áádée' díí aze' ál'í bil nahaz'á (diné nábidiné'í'í) éí báa hodzódlíido dóo náaná lahdi aze'í

**Factores que se deben considerar sobre las credenciales**

En julio de 2001, la decisión final de los Centros de Servicios de Medicare y Medicaid sobre la emisión de credenciales y privilegios estableció un proceso para que los hospitales del lugar de origen (ubicación del paciente) confiaran en las decisiones sobre credenciales y privilegios del hospital en el lugar distante (ubicación del especialista).

## Online Education: Video Library



Click here to take our quick survey and get a user name and password (on the last page of your survey) to access the videos below. Then click on the title to start the video. If you already have your username and password, click [here](#) to login.

### Telemedicine and Telehealth Overview

The history, progression and current uses of Telemedicine and Telehealth.

### Clinical Applications Overview

Clinical services (real-time and store-forward) that have been amenable to telemedicine consultation and how these services can help underserved areas.

### Telecardiology

Definition of telecardiology services, requirements to provide this service, and current applications.

### Teledermatology

Definition of teledermatology services, requirements to provide this service, and current applications.

### Telenursing

How telenursing can help close the nursing shortage gap. Case studies are presented and outcome results are discussed.

### Telepathology

Definition of telepathology services, requirements to provide this service, and current applications.

### Telepsychiatry

Definition of telepsychiatry services, requirements to provide this service, and current applications.

### Teleradiology

Definition of teleradiology services, requirements to provide this service, and current applications.

### Teletrauma

Definition of teletrauma services, requirements to provide this service, and current applications.

### Distance Education

The role of tele-education in continuing medical education for various healthcare professionals and the necessary components to set up such a program.

### Evaluation

The importance of evaluation in telemedicine/telehealth and how it relates to acquiring and organizing data about the program that can be used to obtain funding for increased sustainability.

### Business

Sources of funding for telemedicine/telehealth programs, the business model developed and used by the Arizona Telemedicine Program, and paths towards sustainability and business planning.

### Facility Design

Go through the steps required to set up a telemedicine/telehealth facility, including placement of the equipment, lighting, wall color, etc.

### Video and Data Communication

Basic introduction to networking and data communications. Description of the Internet, local area networks, Ethernet, wireless communications and communication modes (e.g., Internet, satellite, wireless), including the advantages and disadvantages of each as they relate to telemedicine/telehealth.

### Telemedicine/Telehealth Network

Basics of how a telemedicine/telehealth network is set up and the roles of various pieces of equipment: CODECs, MCUs, computer applications (e.g., videoconferencing, Skype), video bridges, gatekeepers, and communication protocols (e.g., H.239).

### Culture, Etiquette & Technology

The impact of technology on social interaction and the universal rules of good manners and technology.

## Online Education

Arabic

English

French

Mandarin

Navajo

Spanish

# Service Provider Directory

198 Healthcare Organizations Listed  
73 Tele-services Listed  
8 Ancillary Services  
On average 2,500 hits on the SPD

Company Name (or part of)

Services In

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Delaware

Tele-services

- Addiction
- Allergy
- Audiology
- Autism
- Bariatric medicine
- Burn
- Cardiology
- Chronic disease management

Customers

- Accountable Care Organizations
- Assisted living facilities
- Community mental health clinics
- Correctional facilities
- Educational institutions
- Employers
- FQHCs
- Government agencies

Ancillary Services

- Continuing education
- Continuing medical education
- Distance education
- Health call center

## Service Provider Directory



### DIRECTORY OVERVIEW

Welcome to the Telemedicine & Telehealth Service Provider Directory, a service of the Arizona Telemedicine Program. The directory is a resource for hospital and healthcare administrators and other decision-makers who want to expand or improve their healthcare services to their patients, employees, clients, etc. The directory lists companies providing medical specialty services (such as radiology, rheumatology, neurology, psychiatry) and ancillary services (such as patient education and language interpretation) through telemedicine to healthcare providers such as hospitals, clinics, nursing homes, private practices and urgent care centers.

Service Providers: List your company here.

188 record(s) found, scroll down to see results displayed per page.

List your company here.

### Directory Listings

Scroll to view company dashboard listings in alphabetical order.

Click on company name or logo to see more detailed information.



Search

- Neurology
- Arizona
- FQHCs

10 out of the 198 offer this service

## Search the Directory

Company Name (or part of)

### Services In

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Delaware

### Tele-services

- Long-term care
- Maternal care
- Menopause care
- Mental/Behavioral health
- Microbiology
- Mobile health (mHealth)
- Neonatology
- Nephrology
- Neurology

### Customers

- Accountable Care Organizations
- Assisted living facilities
- Community mental health clinics
- Correctional facilities
- Educational institutions
- Employers
- FQHCs
- Government agencies

### Ancillary Services

- Continuing education
- Continuing medical education
- Distance education
- Health call center
- Language interpretation services

## Service Provider Directory



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**Service Providers:** [List your company here.](#)

**9 record(s) found, scroll down to see results. Page 1 of 1 page(s); up to 20 displayed per page.**

### Directory Listings

Scroll to view company dashboard listings in alphabetical order.

**Click on company name or logo to see more detailed information.**



## Directory Listings

Scroll to view company dashboard listings in alphabetical order.

Click on company name or logo to see more detailed information.

---

### Alina Telehealth

[www.alinatelehealth.com](http://www.alinatelehealth.com)  
877-744-6483  
USA



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### TeleMed2U

[www.TeleMed2U.com](http://www.TeleMed2U.com)  
855-446-8628  
USA



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### CareClix

[careclix.com](http://careclix.com)  
855-227-3259  
USA



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### LifeMD

[www.LifeMD.com](http://www.LifeMD.com)  
866-954-8281  
USA



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### Synergy Physicians PLLC

<https://www.thesynergyhealth.com/>  
713-302-6420  
United States



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### Ochsner Health System

<https://www.ochsner.org/careconnect-360>  
504-842-4204  
USA



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### Vivo HealthStaff Inc./Vivo TeleHealth

[www.VivoTelehealth.com](http://www.VivoTelehealth.com)  
510-284-5400  
USA



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### Virtual Medical Staff

[www.virtualmedstaff.com](http://www.virtualmedstaff.com)  
770-643-5647  
USA



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### Vituity

<https://www.vituity.com/services/telehealth>  
510-350-2777  
USA



# Service Provider Directory

Company Name (or part of)

### Services In

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Delaware

### Tele-services

- Addiction
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<https://telemedicine.arizona.edu/servicedirectory>



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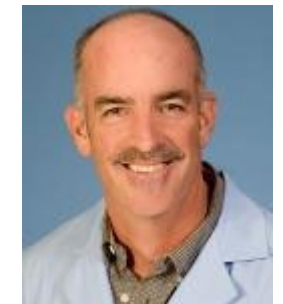
### HIPAA Compliant Software

### References and Resources

- State specific Telehealth Billings Manual (AZ, NM, CO, NV)
- Update quarterly
- Partnering with



People are  
our number  
1 resource



ARIZONA  
TELEMEDICINE  
PROGRAM



# Thank you! Questions

kerps@telemedicine.arizona.edu



<https://telemedicine.arizona.edu/contact>

<https://southwesttrc.org/contact>