

ARIZONA  
TELEMEDICINE  
PROGRAM



## **Resources for Families: Enhancing the Genetic/Telegenetic Experience**

**Presenters:**

**Janet Major, BS**

Associate Director, Distance Education and Facilities  
Arizona Telemedicine Program and the Southwest Telehealth  
Resource Center

**Kristi Wees, MS Chem**

Consumer Engagement Director & Social Media Coordinator  
Mountain States Regional Genetics Network

**Sylvia Mann, MS, CGC**

Supervisor, Genomics Section Hawaii Department of Health  
Director, Western States Regional Genetics Network

# Learning Objectives:

1. Describe the Telehealth Resource Centers, the Regional Genetics Networks and the National Coordinating Center for the Regional Genetics Networks.
2. Distinguish elements of public health genetics.
3. Identify resources and tools available for families to learn about telegenetic and genetic services.
4. Name three genetics and/or telegenetics family resources offered by the Western and Mountain States Regional Genetics Networks.

<http://www.telehealthresourcecenter.org/>

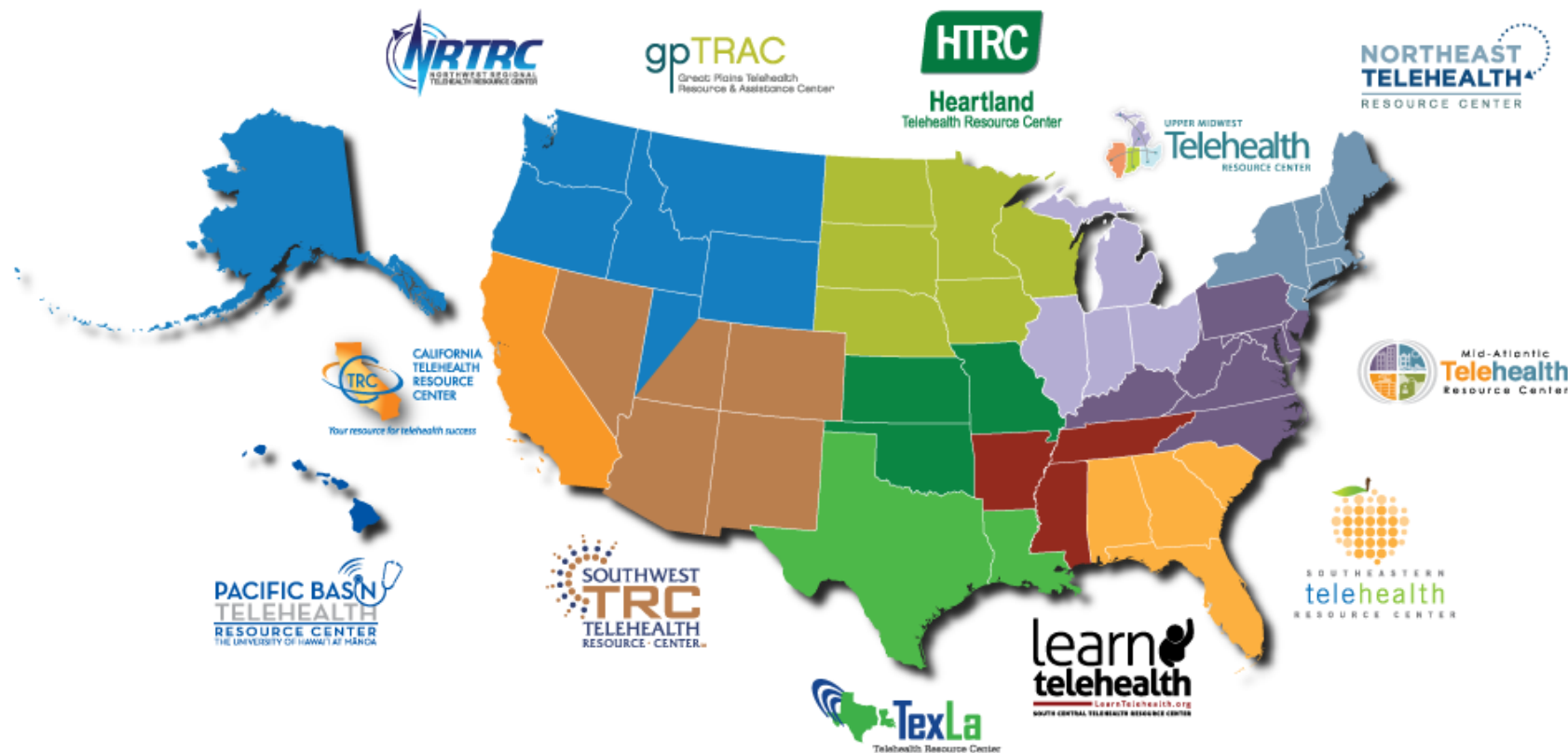
**WHO ARE WE?**

# THE NATIONAL CONSORTIUM

Our 12 regional and 2 national TRCs are expertly staffed. We've come together under one consortium to forefront the advancement and accessibility of telehealth with a focus in rural healthcare. As a consortium, we are committed to helping your organization/practice advance telehealth education, overcome barriers, and provide you with the adequate resources.

[More about us >>](#)

# TelehealthResourceCenters.org





Find your TRC



## 12 Regional Resource Centers



### TexLa Telehealth Resource Center

Serving Texas and Louisiana

Phone: 877-391-0487

Direct: 806-743-4440



### Mid-Atlantic Telehealth Resource Center

Serving Virginia, West Virginia, Kentucky, Maryland, Delaware, North Carolina, Pennsylvania, Washington DC, and New Jersey [shared]

Phone: 855-MATRC4U (628.7248)

Direct: 434-906-4960



### Upper Midwest Telehealth Resource Center

Serving Indiana, Illinois, Michigan and Ohio

Phone: 855-283-3734



### Southeastern Telehealth Resource Center

Serving Georgia, South Carolina, Alabama, and Florida

Phone: 1-888-738-7210



### Pacific Basin Telehealth Resource Center

Serving Hawaii and Pacific Basin

Phone: 808-956-2897



### Heartland Telehealth Resource Center

Serving Kansas, Missouri and Oklahoma

Phone: 877-643-HTRC (4872)



### South Central Telehealth Resource Center

Serving Arkansas, Mississippi and Tennessee

Phone: 855-664-3450



### Southwest Telehealth Resource Center

Serving Arizona, Colorado, New Mexico, Nevada and Utah

Phone: 877-535-6166

Direct: 404-712-3868



### Northwest Regional Telehealth Resource Center

Serving Washington, Oregon, Idaho, Montana, Utah, Wyoming and Alaska

Phone: 888-662-5601



### Great Plains Telehealth Resource & Assistance Center

Serving North Dakota, South Dakota, Minnesota, Iowa, Wisconsin and Nebraska

Phone: 888-239-7092



### California Telehealth Resource Center

Serving California

Phone: 877-590-8144



### NorthEast Telehealth Resource Center

Serving New England (Connecticut, Maine, Massachusetts, New Hampshire, New Jersey [shared], New York, Rhode Island, and Vermont)

Phone: 800-379-2021

## National Resource Centers



### **National Telehealth Policy Resource Center**

Serving all Telehealth Resource Centers and All States

Phone: 877-707-7172

Direct: 916-285-1860



### **National Telehealth Technology Assessment Resource Center**

Serving All Telehealth Resource Centers and All States

Phone: 877-885-5672

Direct: 907-729-4703



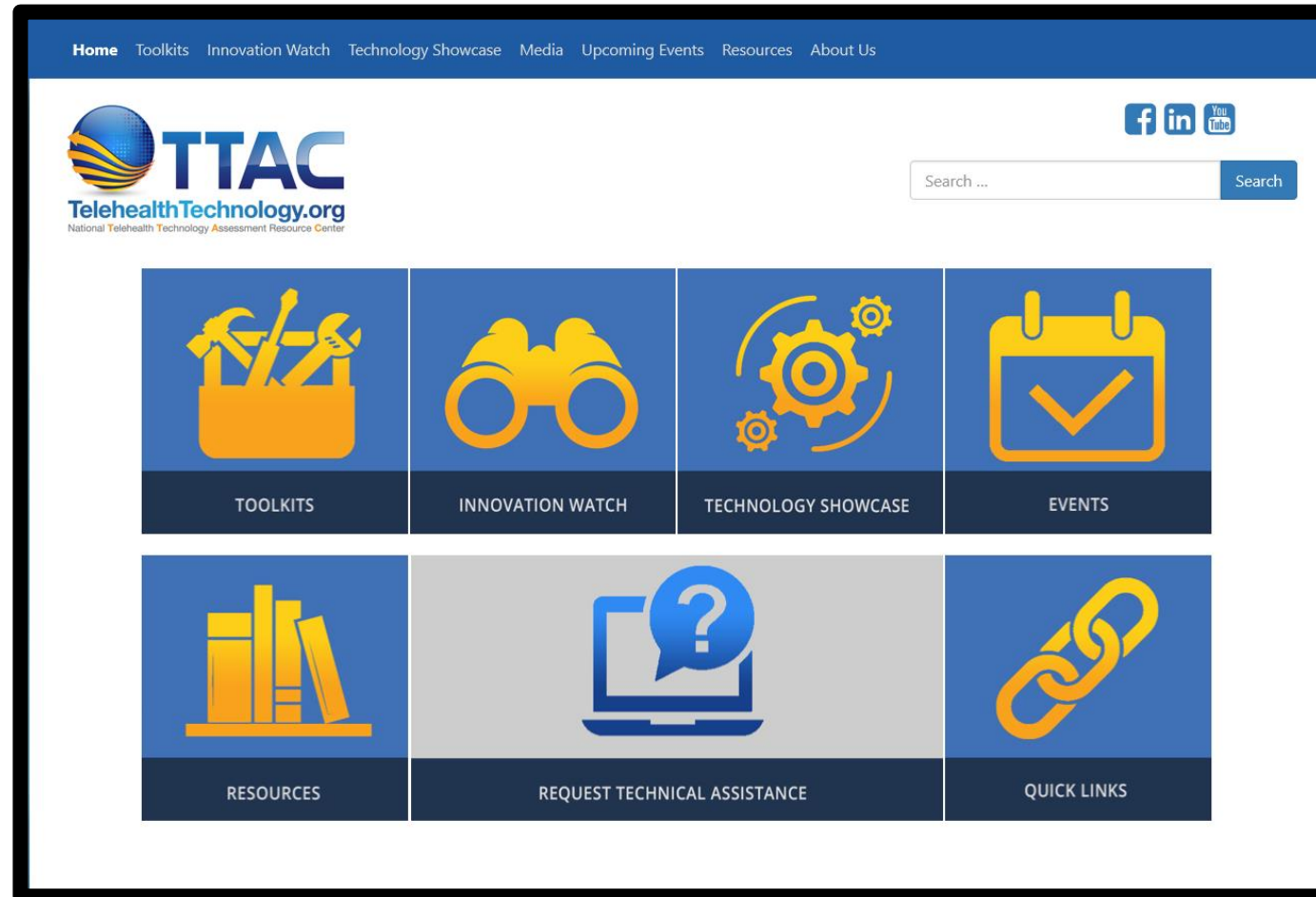
# COVID-19 Telehealth Resources

The Telehealth Resource Centers are dedicated to provide healthcare providers with the resources to develop a telehealth program.



# TTAC National Telehealth Technology Assessment Center

telehealthtechnology.org





# <https://southwesttrc.org/>

## Resources

Arizona

Colorado

Nevada

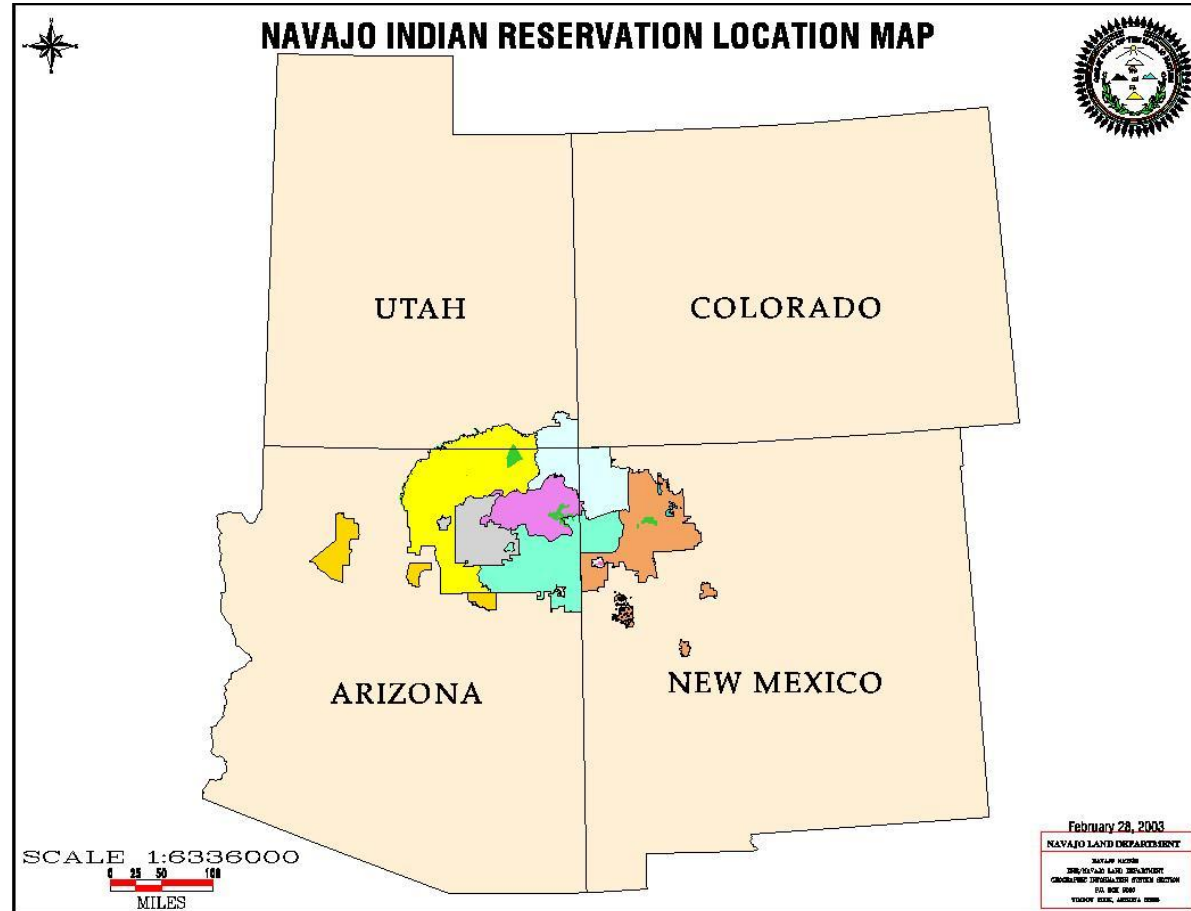
New Mexico

Utah




- Telemedicine & Telehealth Service Provider Directory
- Business & Finance
- Form Templates
- Policy & Sustainability
- Standards & Guidelines
- Telemedicine Information
- Tools & Tips
- General





National Consortium of Telehealth Resource Centers (NCTRC) - Find your TRC






# Southwest Telehealth Resource Center





The Southwest TRC is a subsidiary of  
 **ARIZONA  
TELEMEDICINE  
PROGRAM**

[Home](#) [About Us](#) [Region](#) [Blog](#) [Online Education](#) [Resources](#) [Events](#) [Training](#) [Contact Us](#)

### Events

USDA Grant Funding  
Tuesday, February 11,  
2020 - 12:00pm to  
1:00pm

Valerie Schaibley, PhD -  
Incorporating Genetics in  
the Clinic: Common  
Indications for Genetic Services  
Thursday, February 13, 2020 -  
12:00pm to 1:00pm

Connie Ihde -  
Constitutional Variants





## Welcome to the Southwest TRC!

Service  
Provider  
Directory

Events


On-Line  
Library

Resources



### SWTRC Blogs

Phoenix VA : Electronic Daily  
Reminders Can Increase Home  
Telehealth Utilization



Announcing the New Southwest  
Telehealth Resource Center  
Website!

# Clinical Case Presentation

**SOUTHWEST TRC TELEHEALTH RESOURCE CENTER™**

Home About Us People Resources Online Education Events Partners Links Help Desk Blog

## Our History. Our Mission

The Southwest Telehealth Resource Center (SWTRC) was established through a federal grant (#G221T16262) to advance telemedicine services throughout the Southwest. It is one of the largest telemedicine Centers in the United States, each serving a distinct geographic region. SWTRC serves hospitals, clinics, public health offices, and other providers in the broader Southwest region.

The SWTRC assists start-up telehealth programs and serves as a resource for existing programs regarding changes in technology and other issues affecting telehealth in the Southwest region.

Telemedicine has been shown empirically to improve access to quality medical care for many patients living in rural and medically underserved areas. The SWTRC draws expertise from the internationally recognized [Arizona Telemedicine Program](#), which has been providing telemedicine services throughout the state of Arizona since 1996.

This website has been made possible by grant G22RH24279 from the Office for the Advancement of Telehealth, Federal Office of Rural Health Policy, Health Resources and Services Administration, DHHS

### SWTRC Services

- Full-Day Training Program
- Online Learning Modules
- Help Desk
- Technical Assistance
- Tools & Templates
- Program Development
- Business Models
- Evaluation
- Best Practices
- Clinical Operations
- Sustainability
- Equipment Recommendations
- Program Operations

Arabic  
English  
French  
Mandarin  
Navajo  
Spanish

### Key Contacts

**Elizabeth A. Krupinski, PhD**  
Program Director  
520.626.4498  
[Email](#)

**Kristine A. Erps**  
Administrative Director  
520.626.2493  
Toll Free: 1.877.535.6166  
[Email](#)

[Find us on Facebook](#)

[SWTRC BLOG](#)

[SPS Telemedicine Telehealth Service Provider Showcase](#)

[Arizona Service Provider Telemedicine & Telehealth](#)

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## The Telemedicine Referral Case Process

Phyllis Webster,  
Program Coordinator, Sr.  
Arizona Telemedicine Program

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### Case Management

Go through the steps required to set up, carry out and complete a clinical telemedicine referral.

# www.telemedicine.arizona.edu/webinar



The Arizona Telemedicine Program, the Southwest Telehealth Resource Center and the mHealth, Technology & Distance Learning Special Interest Group of the American Telemedicine Association invite you to a **free** webinar to review the telemedicine and telehealth technology recently exhibited at the American Telemedicine Association's 23rd Annual Telemedicine Meeting & Trade Show: ATA 2018

## Webinar

Thursday, August 9, 2018 ~ 12:00pm Arizona Time  
(12pm PDT; 12pm Arizona; 1pm MDT; 2pm CDT; 3pm EDT)

### “ATA 2018 Exhibit Hall Technology Review”

#### Learning Objectives:

1. Review some of the current trends observed at the annual signature event for telemedicine technology.
2. Take a virtual tour of the ATA 2018 Exhibit Hall & Showcase at the Chicago Convention Center.
3. Learn who and where you can go to get access to the best resources in telemedicine and telehealth technology.



Janet Major, B.S.  
Associate Director  
for Telemedicine  
Education & Facilities



Janet Major is the Associate Director of Facilities for the Arizona Telemedicine Program (ATP). She earned her B.S. Degree in Telecommunications from Northern Arizona University with her major emphasis in producing and directing. She has worked at the University of Arizona for 30 years and was initially the primary manager of videoconferencing services at the Arizona Health Sciences Center. She has since been employed by ATP for 20 years. As Associate Director of Telemedicine Education & Facilities, her current responsibilities include the design, development and installation of the teleconferencing and telemedicine peripheral equipment used for telemedicine services. She also provides training to healthcare professionals in the effective use of teleconferencing for both clinical and educational applications. Ms. Major has served as Co-Chair as well as Chair for the mHealth, Technology & Distance Learning Special Interest Group of the American Telemedicine Association as well as for the board of USDLA; the United States Distance Learning Association, representing the telehealth constituency and ATIC; the Arizona Telecommunications and Information Council where she is currently working with fellow telecommunications experts to implement a broadband plan to eliminate telecommunications disparity in rural and urban Arizona.

For more information and registration instructions please visit our website:  
<http://www.telemedicine.arizona.edu/webinar>





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SOUTHWEST  
TELEHEALTH  
RESOURCE · CENTER™

## Telehealth Technology Resources

Arizona Telemedicine Program

[www.telemedicine.arizona.edu](http://www.telemedicine.arizona.edu)

Telemedicine & Telehealth Service Directory

<http://telemedicine.arizona.edu/servicedirectory>

Southwest Telehealth Resource Center

[www.southwesttrc.org](http://www.southwesttrc.org)

National Telehealth Resource Centers

[www.telehealthresourcecenter.org](http://www.telehealthresourcecenter.org)

ATA American Telemedicine Association

[www.americantelemed.org](http://www.americantelemed.org)

USDLA United States Distance Learning Association

[www.usdla.org](http://www.usdla.org)

University of New Mexico Center for Telehealth

<http://hsc.unm.edu/community/telehealth/>

Project ECHO

<http://echo.unm.edu/>

ATP Project ECHO

<http://telemedicine.arizona.edu/echo/>

UNR Project ECHO

<https://med.unr.edu/echo>

CO ECHO

<https://echocolorado.org/>

TTAC Telehealth Technology Assessment

[www.telehealthtechnology.org](http://www.telehealthtechnology.org)

Resource Center



# Telemedicine & Telehealth Service Provider Directory

## <https://telemedicine.arizona.edu/servicedirectory>



### DIRECTORY OVERVIEW

Video: 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.](#)

### Search the Directory

**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  
Language interpretation services  
Patient education  
Patient engagement  
Support groups

**Items per page**  
20



## DIRECTORY OVERVIEW

Video: Directory Overview

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

## Search the Directory

**Company Name (or part of)**

**Services In**  
Alabama  
Alaska  
**Arizona**  
Arkansas  
California  
Colorado  
Connecticut  
Delaware

**Tele-services**  
Epilepsy  
Emergency medicine  
Gastroenterology  
**Genetics/genetic counseling**  
Geriatrics  
Gynecology  
Hematology  
Hepatology

**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  
Patient education  
Patient engagement  
Support groups

**Items per page**  
20

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

## Search the Directory

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
- Language interpretation services
- Patient education
- Patient engagement
- Support groups

Items per page

20

Search listings

Clear search

5 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.

# ATP Training

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

## Arizona Telemedicine Training Program



## TRACK 1: Developing a Telemedicine Program

**2020: January 27, June 1, September 14**

### Course Content:

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

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

### Who should attend?

This course is excellent for individuals or groups who have some telehealth experience and are interested in expanding their services. It is also a great course for those new to telehealth who are interested in gaining a deeper understanding of this growing industry.

### Conference Goals:

- To provide ongoing training for health care professionals involved or interested in clinical telemedicine and telehealth services
- To promote improved public health in rural and urban communities by providing current telemedicine and telehealth information and training
- To provide health care systems throughout Arizona and nationally with information, training, and expertise in telemedicine and telehealth applications

**Register Now!**



## TRACK 2: Telemedicine Applications

2020: July 20 & November 2

### Course Content:

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

### Who should attend?

This course is excellent for individuals or groups who have some telehealth experience and are interested in expanding their services. It is also a great course for those new to telehealth who are interested in gaining a deeper understanding of this growing industry.

### Conference Goals:

- To provide ongoing training for health care professionals involved or interested in clinical telemedicine and telehealth services.
- To promote improved public health in rural and urban communities by providing current telemedicine and telehealth information and training
- To provide health care systems throughout Arizona and nationally with information, training, and expertise in telemedicine and telehealth applications

**Register Now!**

Join us at an upcoming training course to enhance your telemedicine and telehealth knowledge, to network and build relationships, and discover resources to help advance your telemedicine and telehealth efforts.

Space is limited. Contact [Melanie Esher-Blair](#) for more information.

\*Accredited by the ATA since May 2009

# September 22 – 23, 2014



YOUR CONNECTION TO TELEHEALTH IN THE SOUTHWEST



**SOUTHWEST TRC**  
TELEHEALTH  
RESOURCE CENTER

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### Western States Genetic Services Collaborative

By Elizabeth A. Krupinski on Aug 19, 2015

The need for genetic counselors is immense as there simply are not enough to cover the number of patients requiring their services.

Sound familiar? Can you think of a solution? Telegenetics of course!

But as we all know, you can't just jump into telemedicine without some degree of training. That's where the [Western States Genetic Services Collaborative](#) (WSGSC) comes into play.

WSGSC is a HRSA-funded, multi-state project seeking to improve genetics and newborn screening services through sharing of resources across the region. The WSGSC includes Alaska, California, Guam, Hawaii, Idaho, Oregon, and Washington.

The Telegenetics Education and Training Program is a joint effort organized by the WSGSC and the Heartland Regional Genetics and Newborn Screening Collaborative. Working collaboratively with the Southwest Telehealth Resource Center (SWTRC) in Tucson, Arizona, and the South Central Telehealth Resource Center (SCTRC) in Little Rock, Arkansas, the Program seeks to train genetics providers, including genetic counselors and medical geneticists, in the use of telehealth in clinical genetics practice.

**Blog Categories**

- News & Events
- Patients
- Policy
- Providers
- Technology
- Training
- m-Health

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# Arizona Rural Health Association

## <https://www.azrhassociation.org/>



ABOUT US

Health News/Policy/Advocacy

Youth Leadership Conference

More

## Arizona Rural Health Association



The Arizona Rural Health Association, Inc. (AzRHA) was established in 1994 as an independent organization after serving as the Advisory Committee of the University of Arizona Rural Health Office (RHO) for many years. AzRHA is a not-for-profit corporation and while we continue to serve as the RHO advisory body, we've expanded to cover many other areas involving advocacy for rural healthcare programs.

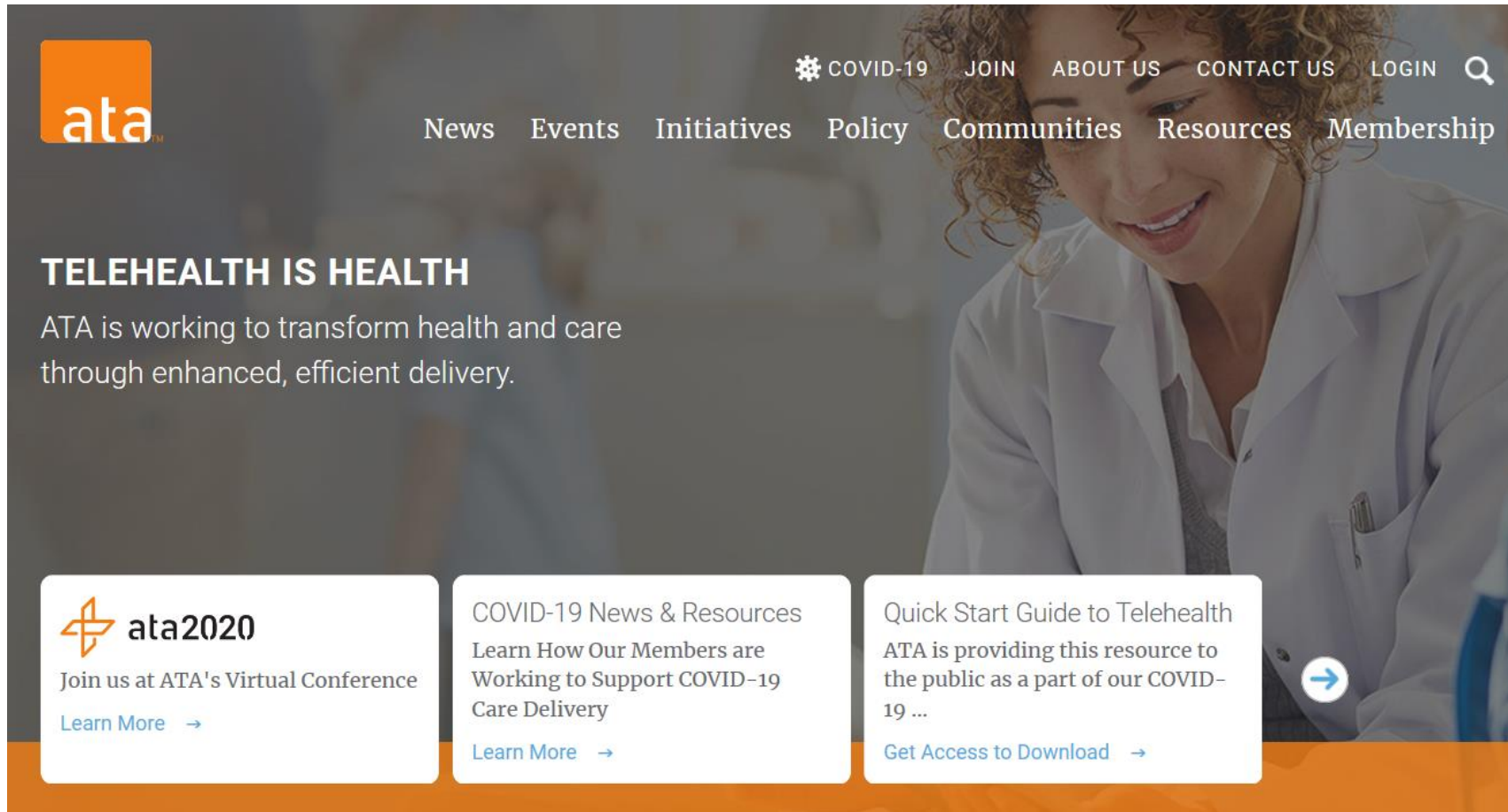
The mission of the Arizona Rural Health Association is to be a leader in partnerships, education and policy for improving the health status of rural communities in Arizona.





# ATA American Telemedicine Association

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



The screenshot shows the ATA website with a background image of a smiling healthcare professional. The top navigation bar includes the ATA logo, a COVID-19 icon, and links for JOIN, ABOUT US, CONTACT US, LOGIN, and a search icon. Below this is a secondary menu with links for News, Events, Initiatives, Policy, Communities, Resources, and Membership. The main content area features the headline "TELEHEALTH IS HEALTH" and a sub-headline "ATA is working to transform health and care through enhanced, efficient delivery." At the bottom, there are three white boxes with orange borders. The first box is for "ata2020" with the text "Join us at ATA's Virtual Conference" and a "Learn More" link. The second box is for "COVID-19 News & Resources" with the text "Learn How Our Members are Working to Support COVID-19 Care Delivery" and a "Learn More" link. The third box is for a "Quick Start Guide to Telehealth" with the text "ATA is providing this resource to the public as a part of our COVID-19 ..." and a "Get Access to Download" link. A blue circular arrow icon is visible in the bottom right corner of the third box.

**ata**

COVID-19 JOIN ABOUT US CONTACT US LOGIN

News Events Initiatives Policy Communities Resources Membership

## TELEHEALTH IS HEALTH

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

**ata2020**  
Join us at ATA's Virtual Conference  
[Learn More](#)

COVID-19 News & Resources  
Learn How Our Members are Working to Support COVID-19 Care Delivery  
[Learn More](#)

Quick Start Guide to Telehealth  
ATA is providing this resource to the public as a part of our COVID-19 ...  
[Get Access to Download](#)



[www.usdla.org](http://www.usdla.org)





# GENETICS

This is how it works.

[fakeposters.com](http://fakeposters.com)

# ARIZONA TELEMEDICINE PROGRAM



Thank You, Merci, Gracias y CIAO!  
[jmajor@telemedicine.arizona.edu](mailto:jmajor@telemedicine.arizona.edu)  
[jmajor@usdla.org](mailto:jmajor@usdla.org)