

ARIZONA
TELEMEDICINE
PROGRAM



Improving Access to Quality Medical Care Webinar Series

Presented by

Southwest Telehealth Resource Center
and the Arizona Telemedicine Program

Welcome

SWTRC region - AZ, UT, CO, NM & NV

Fellow HRSA Telehealth Resource Centers

All other participants from the US & abroad



The **Arizona Telemedicine Program**, and the **Southwest Telehealth Resource Center** welcomes you to this free webinar. The practice & delivery of healthcare is changing, with an emphasis on **improving quality, safety, efficiency, & access to care.**

Telemedicine can help you achieve these goals!

Webinar Tips & Notes

- When you joined the webinar your phone &/or computer microphone was muted
- Time is reserved at the end for Q&A, please use the Chat function to ask questions
- Please fill out the post-webinar survey
- Webinar is being recorded
- Recordings will be posted on the ATP website
 - <http://telemedicine.arizona.edu/webinars/previous>



**ARIZONA
TELEMEDICINE
PROGRAM**



How to put the Tele into Telegenetics

Janet Major, B.S.

Associate Director for Education & Facilities

Arizona Telemedicine Program

Southwest Telehealth Resource Center

Distance Learning Outreach

University of Arizona Health Sciences Center

Board Member – Telehealth USDLA



GENETICS

This is how it works.

fakeposters.com

Genetics

Genetics is the study of genes, genetic variation, and heredity in living organisms. As members of the health care team, certified genetic counselors help families affected by or at risk for inherited conditions.

Genetic counseling is the process by which the patients or relatives at risk of an inherited disorder are advised of the consequences and nature of the disorder, the probability of developing or transmitting it, and the options open to them in management and family planning.

They often work as part of a medical team with patients seeking a diagnosis, who have just received a diagnosis or who have questions about their chances of developing an inherited condition.

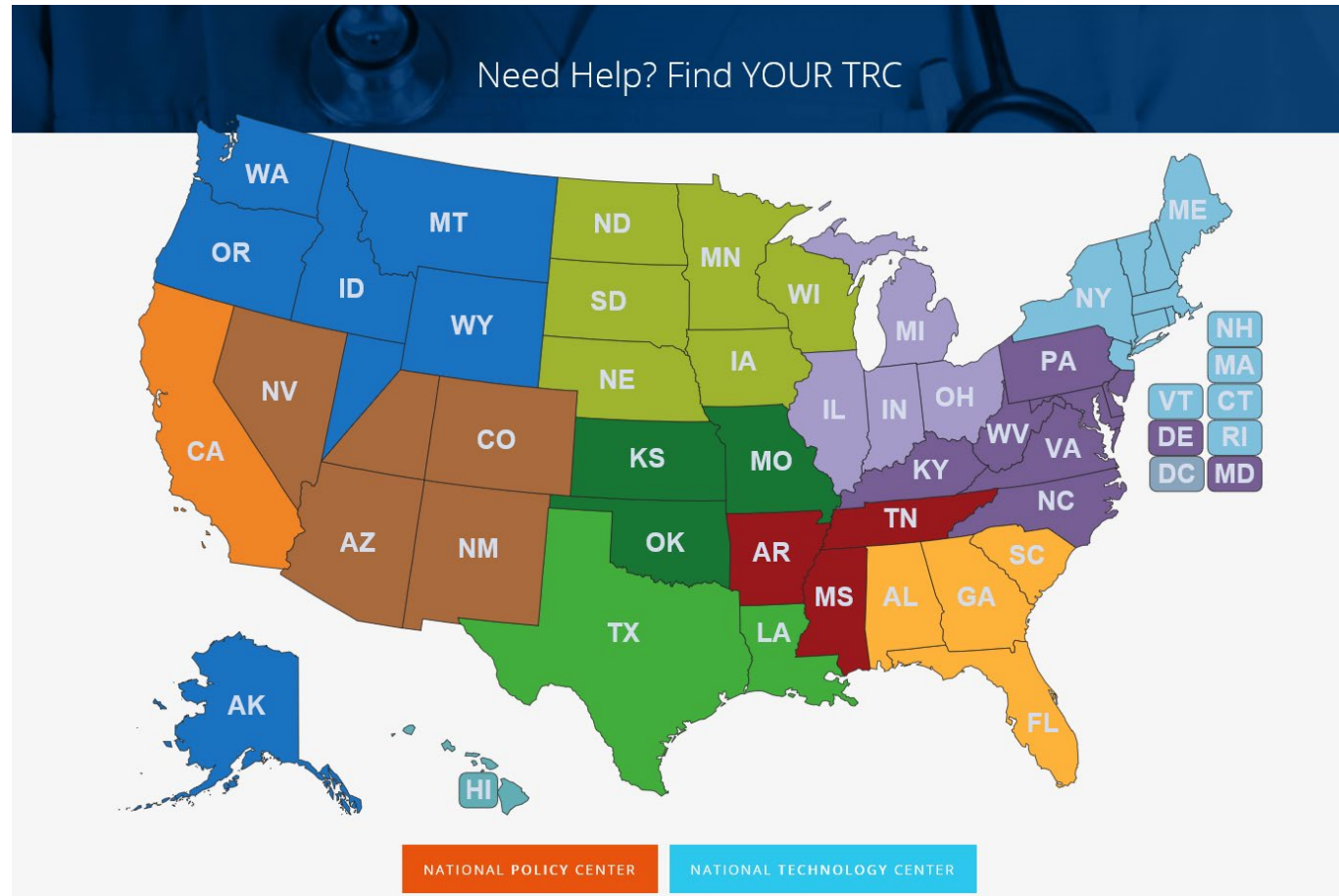
<http://www.telehealthresourcecenter.org/>

The screenshot shows the homepage of the Telehealth Resource Centers website. At the top, there is a navigation bar with a search box and a menu containing: Home, Operations Tools, Reimbursement, Legal & Regulatory, Marketing, Training, Program Development, and Webinars. The main content area is divided into three sections:

- National TRC Webinar Series:** A section with a background image of a female healthcare professional. It includes the text "TWITR: Telemedicine, Wellness, Intervention, Triage and Referral Project" and a "Register for Webinar" button.
- Education and Training:** A section with a background image of a female healthcare professional. It includes the text "From webinars to training events, TRC offers what you need" and three buttons: "Upcoming webinars", "Past webinars", and "Calendar of events".
- About Us:** A dark grey section with the text "Two national and twelve regional resource centers are here to serve you." and a "Find your TRC" button.

On the right side of the main content area, there is a map of the United States titled "Who Is Your TRC?" with different states colored to represent various TRC regions.

www.telehealthresourcecenter.org



National Resource Centers



National Telehealth Policy Resource Center

Serving all Telehealth Resource Centers and All States

Phone: 877-707-7172
Direct: 916-285-1860

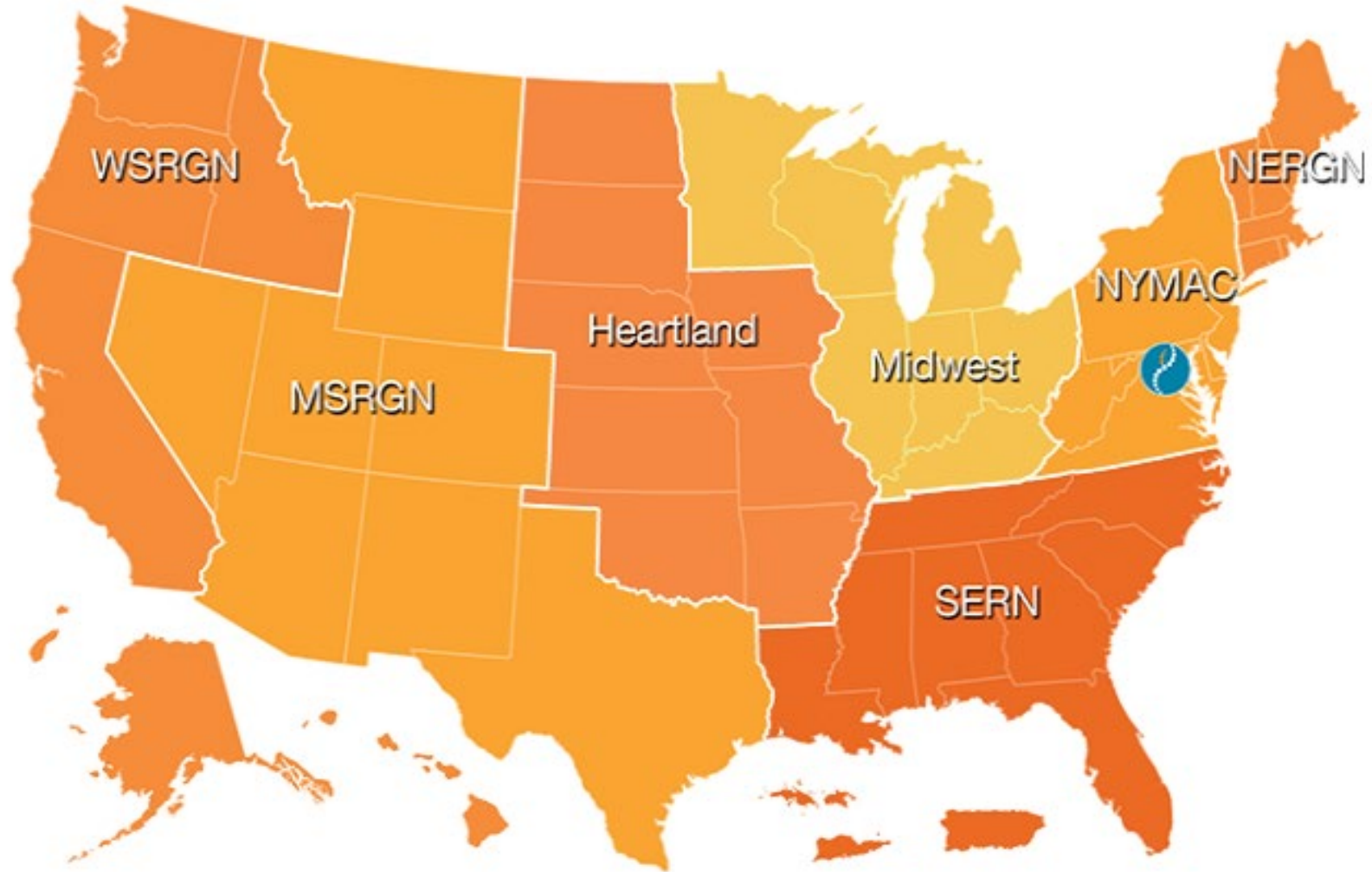


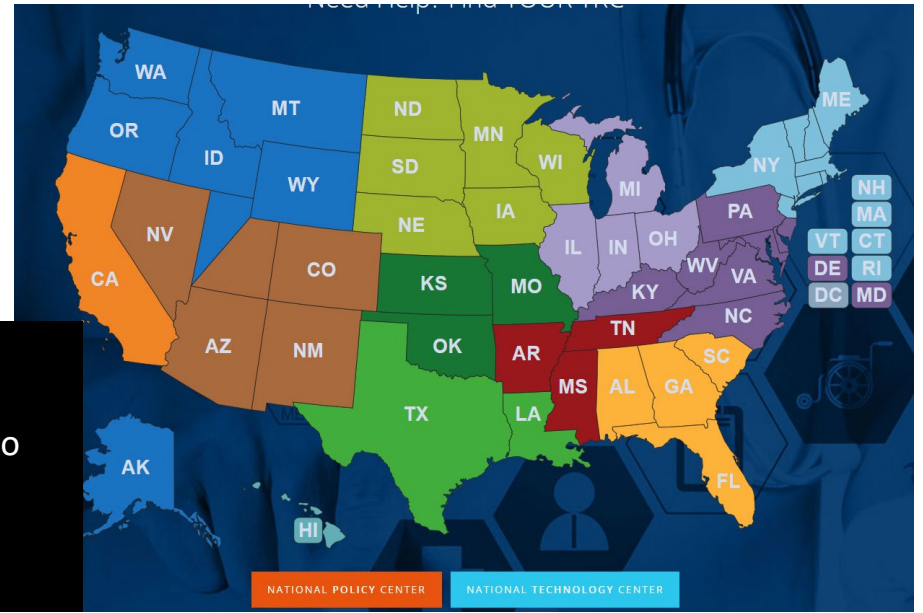
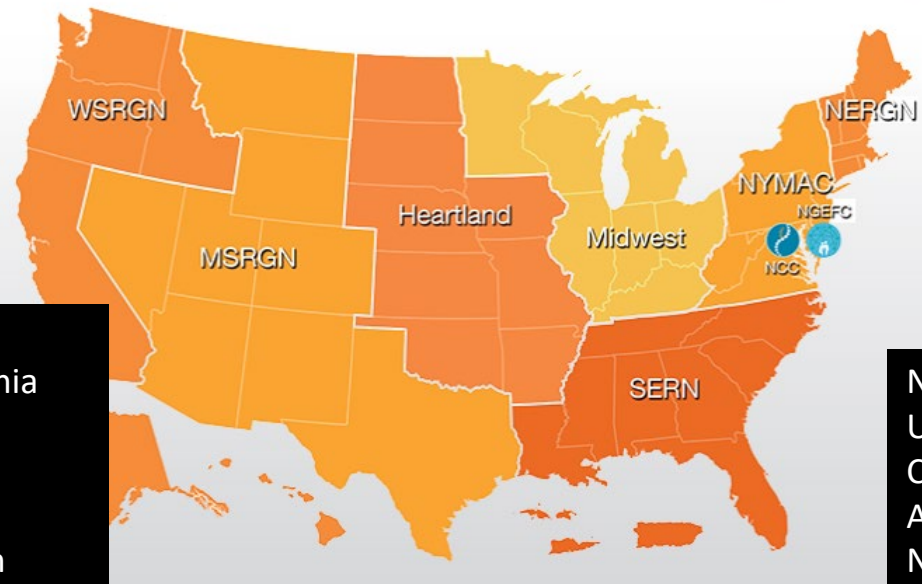
National Telehealth Technology Assessment Resource Center

Serving All Telehealth Resource Centers and All States

Phone: 877-885-5672
Direct: 907-729-4703

National Coordinating Center for the Regional Genetics Network nccrcg.org





Alaska
California
Guam
Hawaii
Idaho
Oregon
Washington

Nevada
Utah
Colorado
Arizona
New Mexico



HRSA MCHB 1 -UH7MC30774-02



Western States Regional Genetics Network



HONOLULU, HAWAII



ALASKA, CALIFORNIA, HAWAII,
IDAHO, OREGON,
WASHINGTON, GUAM



WWW.WESTERNSTATES
GENETICS.ORG



Mission Statement

The Western States Regional Genetics Network, formally known as Western States Genetic Services Collaborative, is a federally-funded, multi-state project that seeks to increase access to genetic services and education for medically underserved populations.

Regional Leadership

Project Director:

Sylvia Mann, MS, CGC
Hawaii Department of Health
Genetics Program
741 Sunset Avenue
Honolulu, HI 96816
Tel: (808) 733-9072

September 22 – 23, 2014

YOUR CONNECTION TO TELEHEALTH IN THE SOUTHWEST



SOUTHWEST TRC TELEHEALTH RESOURCE CENTER™

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

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
- mHealth

Get Blog Updates



Workshop Locations:

State Universities of Arizona, Hawaii, Iowa, Utah, Massachusetts, Johns Hopkins, Southern California @ Irvine and Health Departments of Hawaii & Washington



Iowa Institute of Human Genetics



Curriculum

- Hybrid Certificate Course
- Online Learning Modules with a post-test before 1 day onsite training
- Meet with colleagues onsite for a one day course that includes an agenda with hands-on real life scenarios
- All counselors rotate thru the interactive videoconference role playing experience and participate as a counselor as well as a patient with challenging scripts or reenactments of real-life scenarios
- A National network of TeleGenetic Counselors is being built as a product of this collaborative effort
- Genetic Counselors often deliver very BAD news!

**In-Person Telegenetics Training
August 22, 2017
University of Arizona
Tucson, AZ**

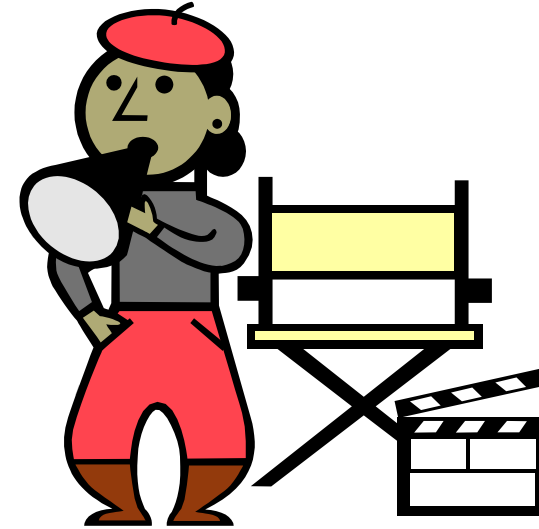
- 9:00 – 9:30 Welcome and Introductions – Sylvia Mann/Tracy Skinner**
An introduction of staff and participants, discussion of meeting goals and objectives, and review of housekeeping items including CE forms.
- 9:30 – 10:00 Review and Discussion of information from on-line modules – Lila Aiyar**
- 10:00 – 11:00 Technology Review – Janet Major**
A review of different technology options, prices, tools, and uses
- 11:00 – 11:15 Break**
- 11:15 – 11:45 Telepresenting 101 – Janet Major**
An overview of how to use telemedicine equipment set up a room to make telemedicine successful, and interact with patients and families.
- 11:45 – 12:45 Lunch**
- 12:45 – 2:30 Simulated Patient Needing Education and Counseling- all**
Students will take turns using the telemedicine equipment to role-play. Students will have a chance to be a genetic counselor and a patient using provided scenarios.
- 2:30 – 3:30 Policy Issues – Sylvia Mann**
2:30 – 3:30 Policy Issues – Sylvia Mann
A discussion of the policies (licensure, credentialing, coverage, and reimbursement, etc.) affecting provision of services using telegenetics
- 3:30 – 4:00 Evaluation of Telegenetics Activities – Lila Aiyar**
A discussion of the tools available for evaluation and what long term evaluation will be done for this training
- 4:00 – 4:30 Wrap Up and De-Brief – Sylvia Mann/Lila Aiyar/Tracy**
- Skinner 4:30 Adjourn**

A scenic view of a canyon, likely the Grand Canyon, with the word "Telepresenting" overlaid in blue text. The canyon is filled with layered rock formations and deep valleys, extending to the horizon. The sky is blue with scattered white clouds. In the foreground, there are dark, silhouetted branches of evergreen trees on the left and right sides, framing the view.

Telepresenting

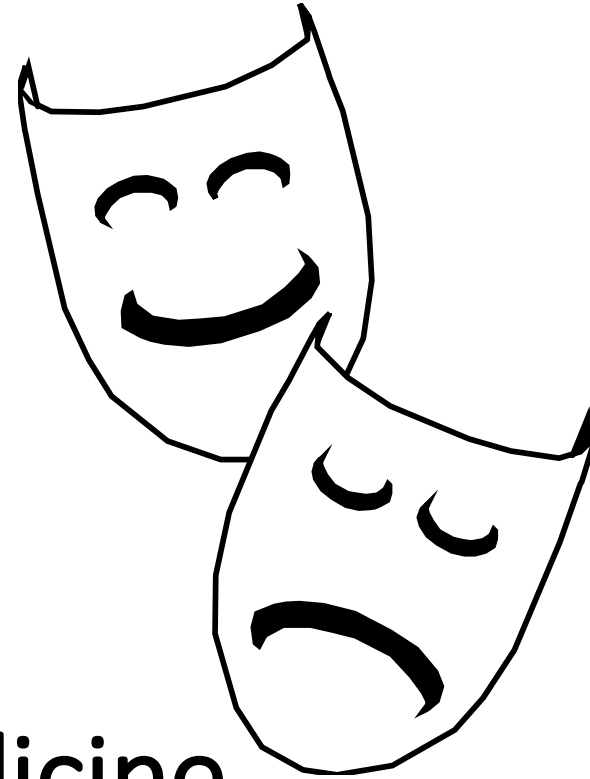
Technology
+
Telecommunications
=
Telehealth/Telemedicine

Communication Technology



- **Lights, Camera ACTION!**
- **Two way videoconferencing**
Using hardware/software
- **Web cams using secure sites over the internet**
- **Other devices or programs which connect to your laptop or desktop @home or bedside**

The Art of Telemedicine



Telemedicine = 

Elements of Production

- Sound
 - microphones
 - electronic stethoscope
- Lighting
 - color temperature
 - angle
- Space and geography of the room

- Same Elements of production whether you are in a state-of-the-art videoconferencing suite, using a videophone, your cellphone or a webcam @ your desktop!
- BACKGROUND
- Lighting
- Audio
- Camera skills – be sure you are looking GOOD!



- **Bandwidth and managing your bandwidth**
- **Back-up plan**
- **Old/new technology combinations**
- **Data Access & Management**
- **Test in advance - and the day of – and repeat!**

Best Practices

- **Technical Protocols**
- **Clinical Protocols**
- **Mock Patients**
- **Training**

LogiTech

- Logitech USB Webcam Drivers
- Logitech Webcam Install without Disk
- Logitech Webcam Installation Program
- Install Logitech Webcam Drivers
- Logitech Webcam Drivers
- Logitech Webcam QuickCam Software
- Old Logitech Webcam
- Logitech Webcam Software
- Logitech Webcam Pro 9000
- Logitech Webcam Drivers Auto Detect
- Logitech Webcam Pro 9000 Setup
- Logitech Webcam Installer No CD
- C92

Ads

 <p>20% Off</p> <p>\$159.99 \$199.99</p> <p>Logitech - 4K Pro Webcam</p> <p>Best Buy</p>	 <p>17% Off</p> <p>\$50.99 \$64.99</p> <p>Logitech - C920 Pro We...</p> <p>Best Buy</p>	 <p>\$99.99</p> <p>Logitech - C922 Pro Str...</p> <p>Best Buy</p>	 <p>\$99.99</p> <p>Logitech C920 HD Pro...</p> <p>Kohl's</p>	 <p>\$69.10</p> <p>Logitech C615 1080P H...</p> <p>Full Compass Systems</p>	 <p>\$37.99</p> <p>Logitech 960000694 C2...</p> <p>WebstaurantStore</p>	 <p>\$65.79</p> <p>Logitech 960000733: C6...</p> <p>OfficeWorld.com</p>	 <p>\$38.13</p> <p>Logitech HD Webcam C...</p> <p>Full Compass Systems</p>	 <p>\$69.99</p> <p>Logitech HD Pro Webca...</p> <p>Office Depot</p>	 <p>\$75.60</p> <p>Logitech HD Pro Webca...</p> <p>Lenovo</p>
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Tuesday, April 17, 201

Echo Cancellation Microphones

Jabra Speak Series

Conference calls made simple; collaboration made easy.

Speak 810

★★★★★ (200)



From \$599.00

- ✓ Meeting with up to 15 people
- ✓ Great for calls
- ✓ Stationary (USB & 3.5mm jack)
- ✓ Kensington Lock adaptor

Speak 710

★★★★★ (115)



From \$299.00

- ✓ Meeting with up to 6 people
- ✓ Great for calls and music
- ✓ Portable (Wireless & USB)
- ✓ Up to 15 hours charge

Speak 510

★★★★★ (2499)



From \$149.00

- ✓ Meeting with up to 4 people
- ✓ Great for calls
- ✓ Portable (Wireless & USB)
- ✓ Up to 15 hours charge

Speak 410

★★★★★ (1199)



From \$129.99

- ✓ Meeting with up to 4 people
- ✓ Great for calls
- ✓ Stationary (USB)
- ✓ LED Indicators

Headphones

- Jabra
- Plantronics
- JBL
- Great for private conversations!

Video + Audio in one device

LogiTech CC3000e

Turn any meeting room into a face-to-face
video-enabled collaboration room.



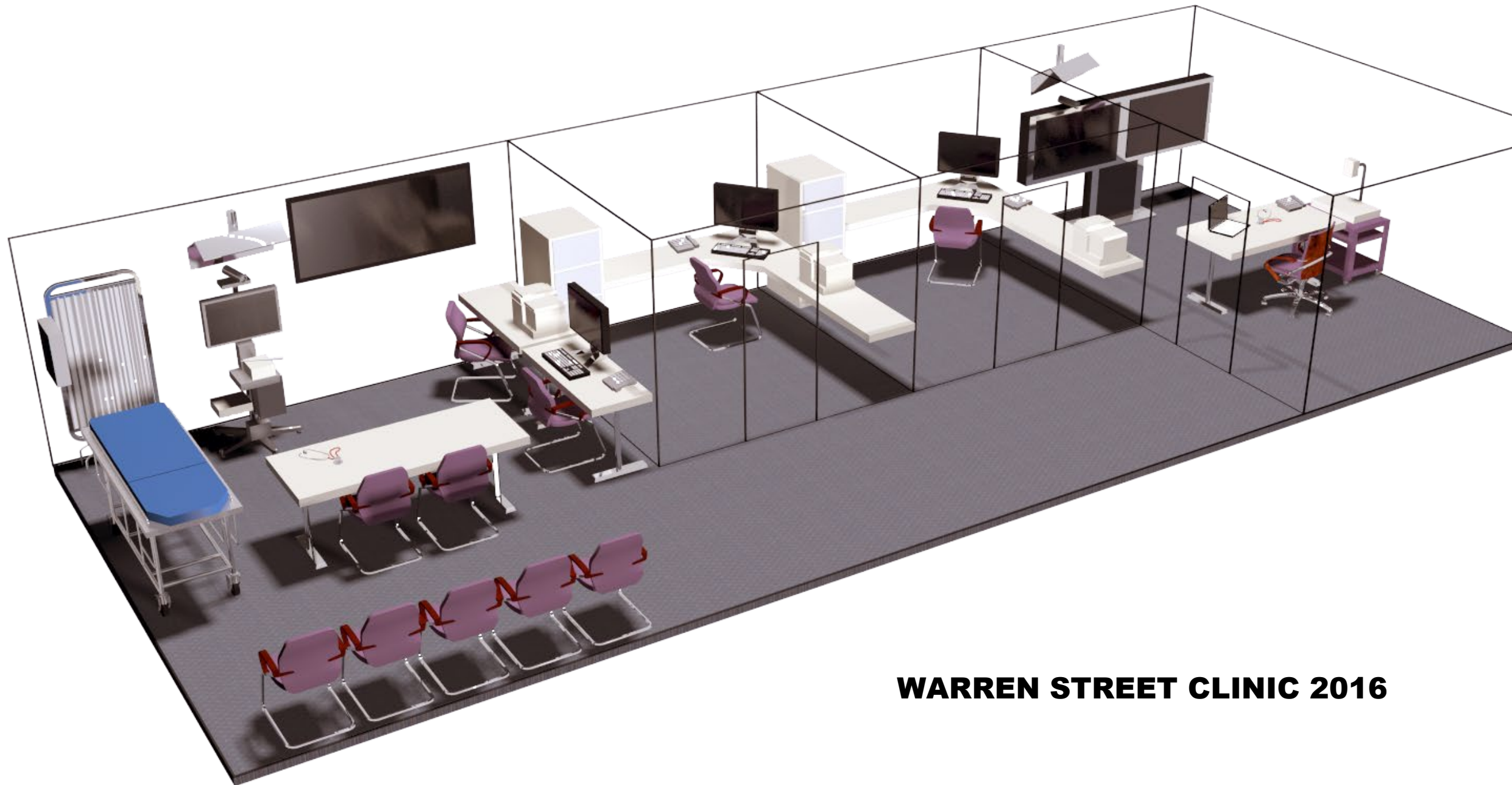
The Logitech ConferenceCam CC3000e

Cameras

- Angle
- Framing
- Lighting
- White balance
- Choosing the right one
- Focus on communication and
NOT the technology







WARREN STREET CLINIC 2016





ARIZONA
TELEMEDICINE
PROGRAM



telemedicine
=
medicine at a distance

Vidyo

GoogleHangout

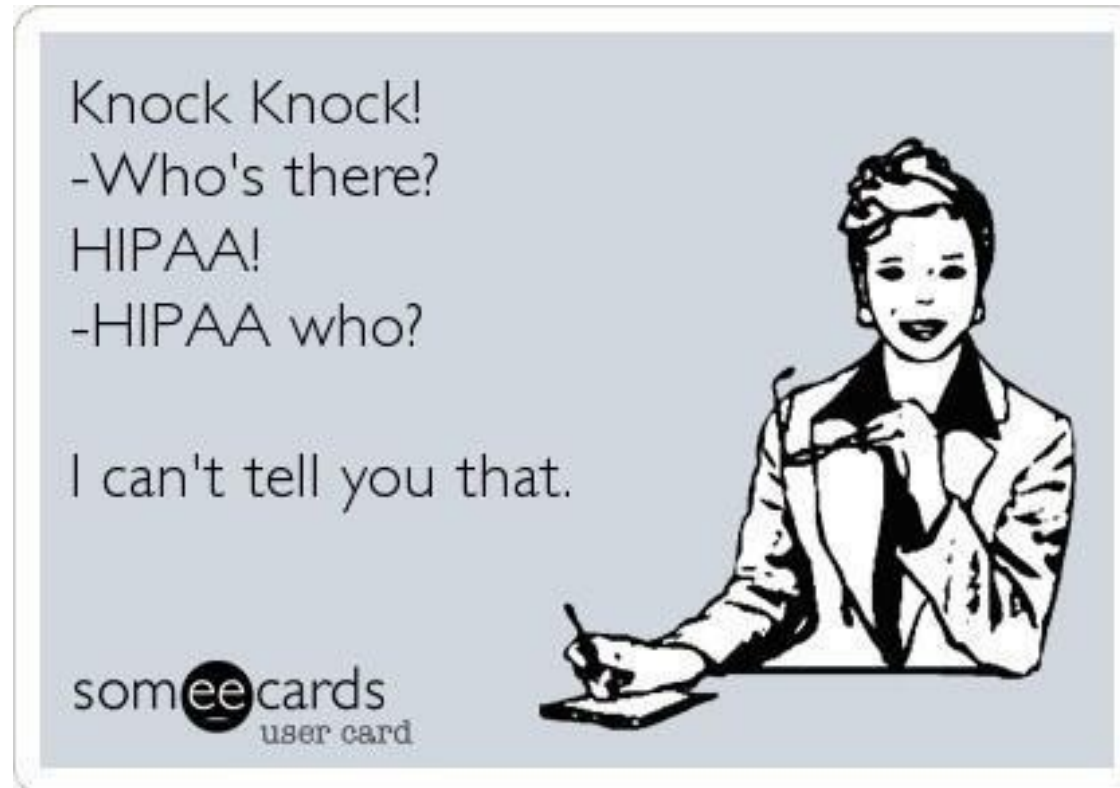
AdobeConnect

Skype
WebEx
lluminate
RealPresence
Windows
ZOOM
LIVE
Bluejeans

Blackboard

GoToMeeting

HIPAA Health Insurance Portability And Accountability Act of 1996





zoom

- Mute your audio
- View
 - Speaker mode
 - Gallery mode
 - Full Screen



Teleconferencing Tips

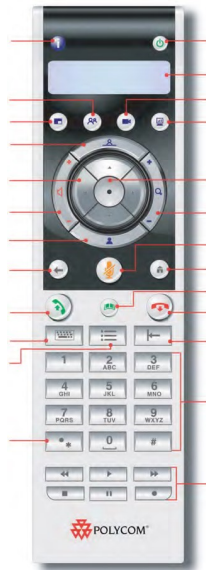
- wear appropriate clothing and jewelry
- be aware of your body language
- use an agenda and facilitate introductions
- develop protocols for questions
- be familiar with the equipment
- test all equipment in advance

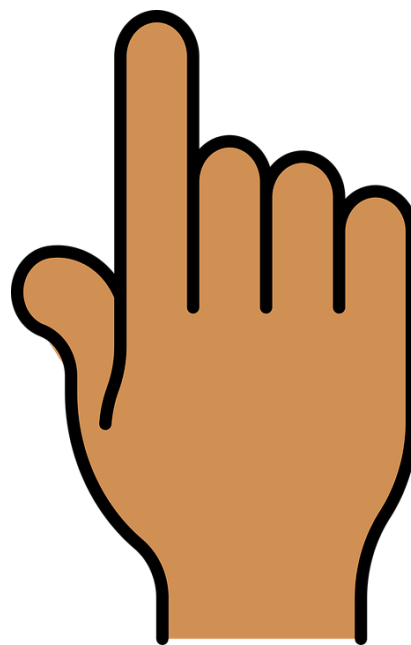
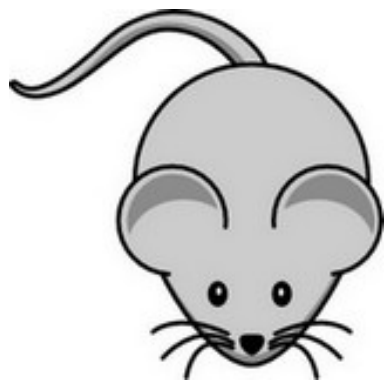
Educational Materials

- send in advance whenever possible
- suggest powerpoint from a computer
- use 24 point font or greater
- use fonts like Arial or Times New Roman
- use a medium blue background with white or yellow font (high contrast)
- use a document camera for 3-D objects
- don't use red

microphones

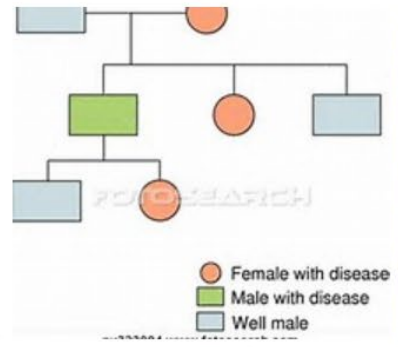
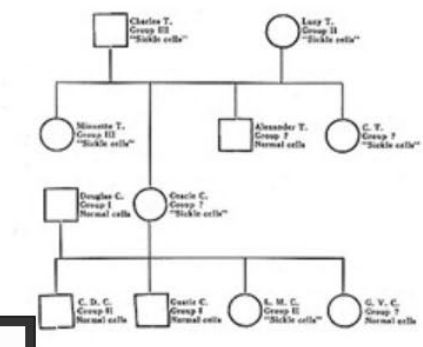
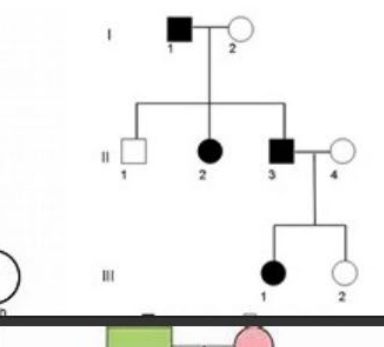
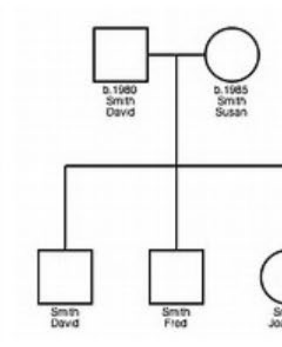
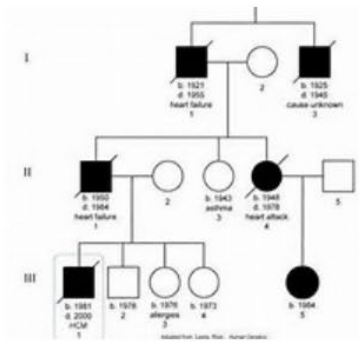
- Require the ability to easily to turn on/off
- Laptop mics and cameras can be adequate but you absolutely have to be able to control on/off quickly
- Echo cancellation is necessary for two-way communication
- Multi-Point events need testing and practice
- Just one open microphone can make or break the conversation or crash a good time!





Web **Images** Videos Maps News Explore

Image size Color Type Layout People Date License SafeSearch: **Moderate**



	Male	Female	Sex unknown or unspecified
Unaffected person	□	○	◇
Person affected with trait	■	●	◆
Multiple persons (S)	⊞	⊚	⊠
Deceased person	⊞	⊚	⊠
Proband (first affected family member coming to attention of geneticist)	⊞	⊚	⊠
Family history of person unknown	⊞	⊚	⊠
Family—parents and three children: one boy and two girls in birth order	⊞	⊚	⊠
Identical, Nonidentical, Unknown	⊞	⊚	⊠

Unaffected individual

○ FEMALE □ MALE △ UNKNOWN

Affected individual

● FEMALE ■ MALE ▲ UNKNOWN

Married or formed offspring

○—□ Offspring

ICONS SET GREAT QUALITY SYMBOLS

CanStock

© Can Stock Photo - csp28029607

Well female (pink circle) Female with Huntington's Disease (orange circle)

Well male (light blue square) Male with Huntington's Disease (green square)

nu323001 www.fotosearch.com

FOTOS

nu323002 www.fotosearch.com

shutterstock

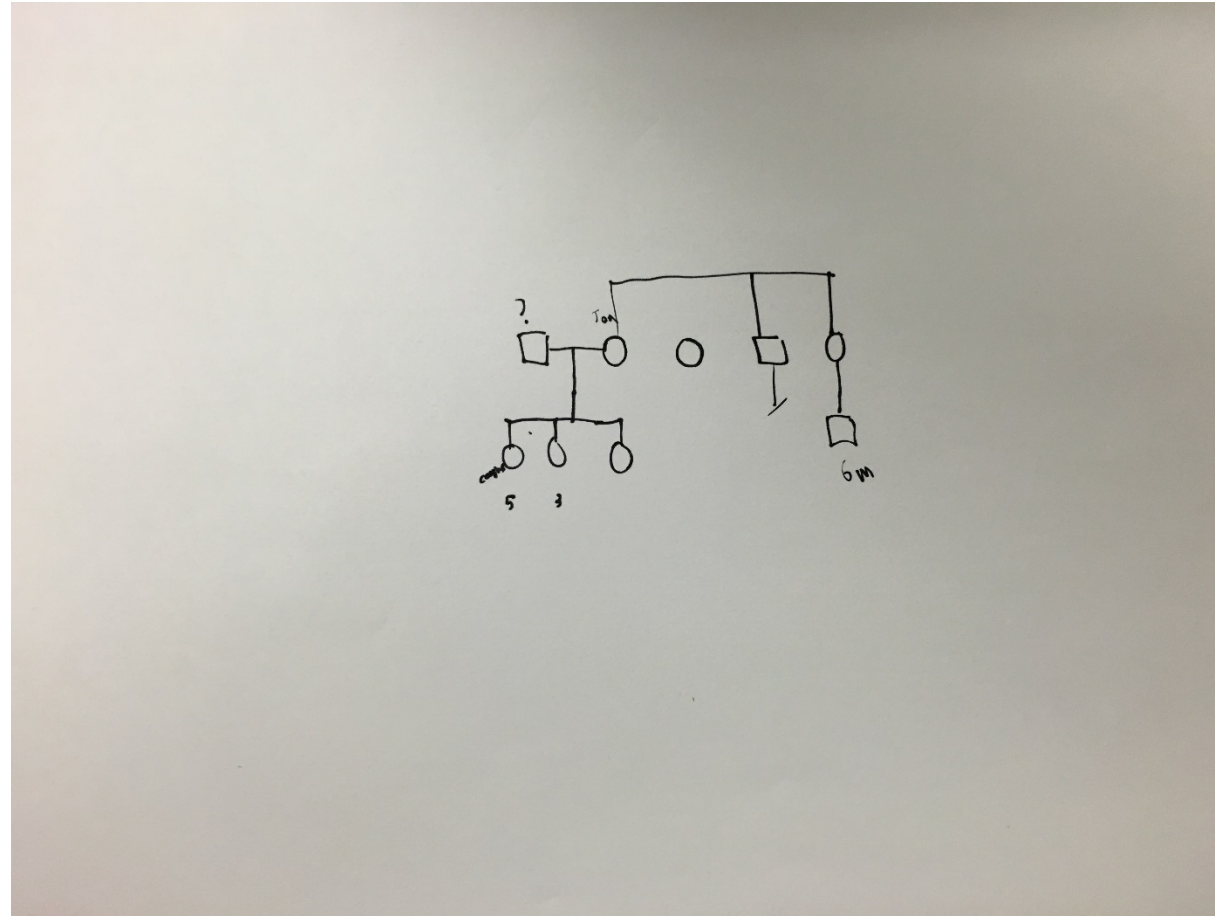
www.shutterstock.com - 326214343

These three genera, show differences in the nucleotide sequences of a 710-bp fragment of the mitochondrial cytochrome c oxidase subunit I gene (COI)

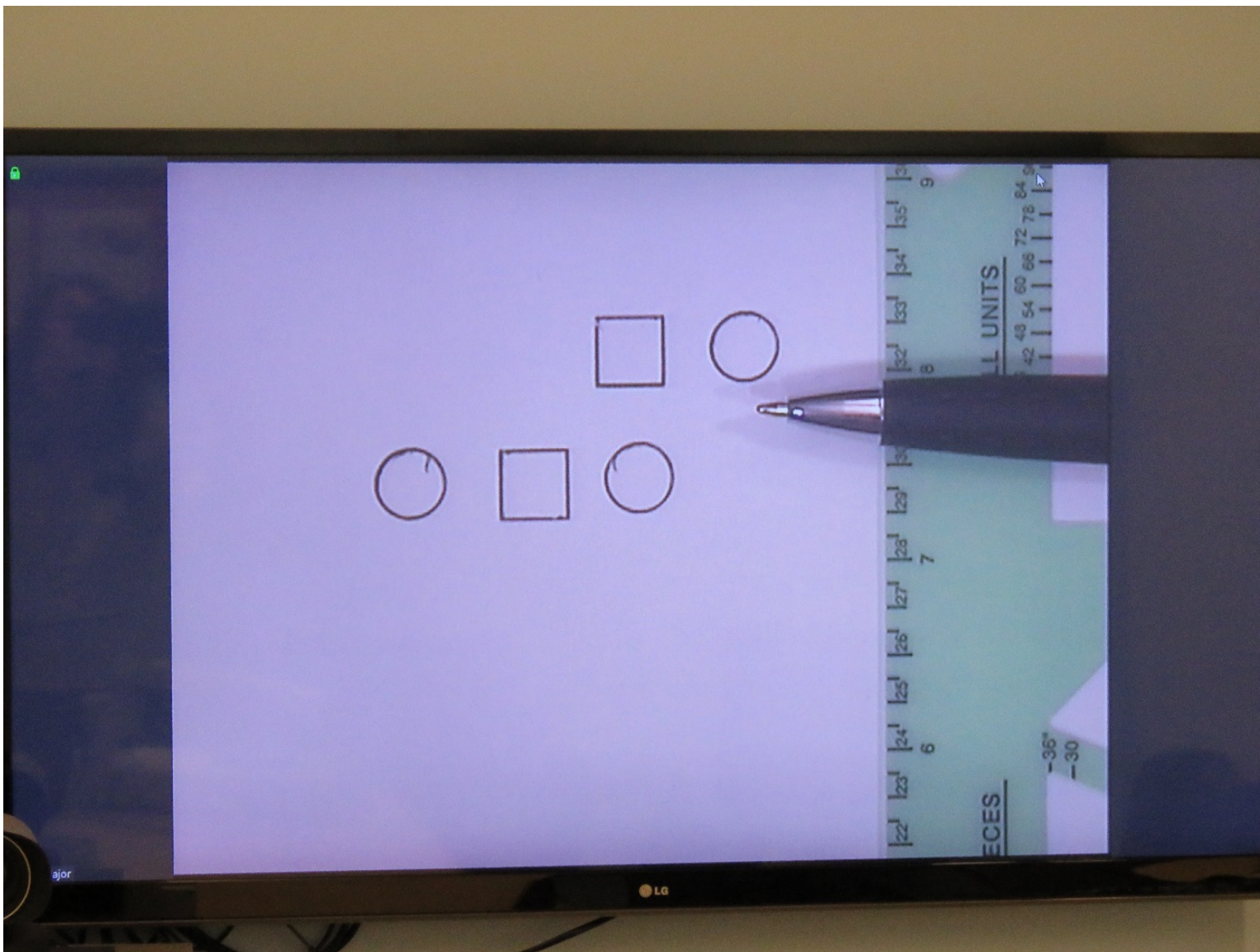
Genus Congarea Genus Mytilopsis Genus Dreissena

Family Dreissenidae

Telegenetics







Patient exam with a telemedicine-quality camera/dermascope using a light blue background to improve the diagnostic quality of the image:



To be a good telepresenter you must be a good communicator.

- verbally
- non-verbally

Hands-on!



SELFIES!



Technology



- Makes the world a smaller place
- Keeps people in their communities

ATP Telegenetics Cases

Oncology Genetics

- 42 Komen grant
- Adults male/female

- Pediatric Genetics
 - 53 mostly with FMC
 - Dr Cuniff & Dr Erikson



POLICY & PUBLICATIONS

NEWS & INSIGHTS

FIND A GENETIC COUNSELOR

PATIENT RESOURCE SITE

ABOUT GENETIC COUNSELORS

MEMBER CENTER

How to Find a Certified Genetic Counselor

<https://www.nsgc.org/findageneticcounselor>

ABOUT US EVENTS PUBLICATIONS NEWSROOM EDUCATION CAREERS BECOME A MEMBER

Find a Genetic Counselor

This directory has been developed to assist physicians, patients and genetic counselors in accessing genetic counseling services.

DISCLAIMER
SEARCH TIPS
MEET BY PHONE
MEET IN PERSON
ABOUT GENETIC COUNSELORS
PATIENT RESOURCE SITE
MEMBER DIRECTORY

In Person - Find a Genetic Counselor

Search Tips:

- The "First Name" and "Last Name" fields should only be used if you know the name of the genetic counselor you are looking to contact.
- If you do not return any results within your zip code, try searching just by state.
- Students interested in contacting a genetic counselor about the profession should check the "Student Contact Welcome" box.

[Disclaimer of Warranties and Liabilities](#)

Clear Search Filters

Search For: Any criteria Exact criteria

State/Province:

Postal Code: Within:

Institution/Organization:

Genetic Counselor First Name (optional):

Genetic Counselor Last Name (optional):

Types of Specialization:

- <Any>
- None
- Adult (Including Complex Disease)
- ART/Preimplantation Genetic Disorder

American Board of Genetic Counselors



ABGC Portal

Search this site...



[About Genetic Counseling](#)

[Becoming Certified](#)

[For Diplomates](#)

[Research & Resources](#)

[About ABGC](#)

American Board of Genetic Counseling
Integrity. Excellence. Leadership.



[Find a Certified Genetic Counselor](#)



[Become Certified](#)



[Renew Your Certification](#)



How to Find a Telegenetics Counselor



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 Endocrinology Epilepsy Emergency medicine Gastroenterology Genetics/genetic counseling Geriatrics Gynecology Hematology	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
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Items per page
20

134 record(s) found, scroll down to see results. Page 1 of 7 page(s); up to 20 displayed per page.

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

Search the Directory

Company Name (or part of)

Services In	Tele-services	Customers	Ancillary Services
Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware	Addiction Allergy Audiology Autism Bariatric medicine Burn Cardiology Chronic disease management	Accountable Care Organizations Assisted living facilities Community mental health clinics Correctional facilities Educational institutions Employers FQHCs Government agencies	Continuing education Continuing medical education Distance education Health call center Language interpretation services Patient education Patient engagement Support groups

Items per page
20

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





Western States Regional Genetics Network (WSRGN)

<https://www.westernstatesgenetics.org/project-activities/telegenetics-training/>

Work Groups

- Centralized Advisory Program for the Authorization of Genetic Services (CAPAGS)
- CPT-1A Arctic Variant Project
- Evaluation Activities
- Family Advocates Work Group
- Family Health History Project
- Telemedicine and Outreach Activities
- Translating Genomic Information
- Affordable Care Act Webpages
- Affordable Care Act Family Survey
- Telegenetics Education and Training Project
- Genetic Services Assessment by State Title V Leaders
- Newborn Screening Parent Fact Sheet Maintenance, Development and Distribution
- Newborn Screening Survey
- Genetic Services Outcome
- PAST ACTIVITIES**
- Outcomes and Data Work Group
- Reimbursement Work Group
- VLCADD Project

TELEGENETICS RESOURCE LIST

- **Telehealth Resource Center**
Consortium of Telehealth Resource Centers
- **Heartland Genetics and Newborn Screening Collaborative**
Guide to developing a telegenetics program
- **California Telehealth Resource Center**
Guide to developing a telemedicine program
- **Great Plains Telehealth Resource and Assistance Center (GPTRAC) Resources**
 - Telehealth toolkit
 - Telehealth resources, particularly for rural areas
- **American Telemedicine Association Resources**
Glossary of telemedicine terminology
- **National Telehealth Policy Resource Center**
 - National telehealth policy, including Medicare, Medicaid, and HIPAA
 - State laws and reimbursement policies regarding telehealth
- **Center for Telehealth and e-Health Law (CTeL)**
Legal and regulatory issues in telehealth
- **HRSA Federal Office of Rural Health Policy (FORHP) Office for the Advancement of Telehealth (OAT)**
Federal funding for telehealth
- **Upper Midwest Telehealth Resource Center (UMTRC) Resources**
Comprehensive list of online telehealth resources
- **Arizona Telemedicine Program Telemedicine & Telehealth Service Provider Directory**
Nationwide directory of providers who deliver medical specialty and ancillary services to healthcare providers using telemedicine
- **Telehealth forms and guidelines:**
 - California TRC sample forms and guidelines
 - Great Plains TRAC patient rights and responsibilities
 - ATA telemedicine consent and evaluation forms
- **National Telehealth Technology Assessment Resource Center (NTTARC) Toolkits**
How to assess different types of telemedicine equipment
- **Telemedicine & Telehealth Service Provider Showcase**
National conference connecting telemedicine and telehealth service provider companies with hospitals, healthcare systems, clinics and others who need their services
- **Project ECHO (Extension for Community Healthcare Outcomes)**
Engages front-line clinicians in a distance learning system to provide them with the knowledge and support they need to manage patients with complex conditions.

WHO ARE WE?

ABOUT THE NCTRC

- [About Us](#)
- [Speaker's Bureau](#)
- [Contact](#)
- [Partner With Us](#)
- [Request for Proposals](#)

TELEHEALTH TOOLS

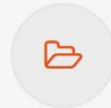
- [Find Your Resource Center](#)
- [Fact Sheets](#)
- [Guides, Checklists, Templates](#)
- [Find Telehealth Providers](#)
- [Evidence for Telehealth](#)

EVENTS

- [Recent Telehealth News](#)
- [Events Calendar](#)
- [Upcoming Webinars](#)
- [Archived Webinars](#)

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 >>>](#)



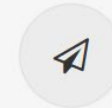
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The National Consortium of Telehealth Resource Centers

Telehealth Resource Centers (TRCs) have been established to provide assistance, education, and information to organizations and individuals who are actively providing or interested in providing health care at a distance. Our simple charter from the Office for Advancement of Telehealth is to assist in expanding the availability of health care to rural and underserved populations. And because we are federally funded, the assistance we provide is generally free of charge.

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

ACMG

American College of Medical Genetics and Genomics



The screenshot shows the top portion of the ACMG website. On the left is the ACMG logo, which consists of a blue circular icon with a white DNA helix and the text "ACMG" in a large, bold, blue serif font, with the tagline "Translating Genes Into Health®" in a smaller, blue sans-serif font below it. To the right of the logo is a search bar with the placeholder text "Q Keyword Search" and a green "Go" button. Further right are two green buttons: "Sign In" and "Create Account". Below these elements is a yellow navigation bar with the following links: HOME | JOIN ACMG | FOUNDATION | LINKS | CALENDAR | FIND A MEMBER | STUDENTS | FIND GENETIC SERVICES | CAREER CENTER | LOGIN |. Below the yellow bar is a grey navigation bar with the following links: About ACMG | Newsroom | ACMG Events | Publications | Resources | Education | Advocacy | Committees | Members Only | Marketing Sponsorship Opportunities with AQMG |. Below the navigation bars is a large banner image. The left side of the banner shows a close-up of a person's hand holding a stethoscope over a chest. The right side of the banner is a dark, blurred image with a bright light source. The text "Medical Genetics: Translating Genes Into Health®" is centered over the banner.



UA Genetic Counseling Graduate Program Gains Accreditation

The new graduate program at the UA College of Medicine - Tucson will begin in fall semester 2019. Genetic counseling is one of the nation's fastest-growing careers.

The University of Arizona Genetic Counseling Graduate Program has been accredited with "new-program status" by the [Accreditation Council for Genetic Counseling](#).

The new UA graduate program is the only genetic counseling graduate program in Arizona and fills a significant gap in genetic counselor training in the Southwestern United States. The program is offered through the [Department of Cellular and Molecular Medicine](#) in the [UA College of Medicine – Tucson](#) and the [UA Health Sciences Center for Applied Genetics and Genomic Medicine](#).

With the emergence of "precision medicine," technological advances are enabling physicians to see patient-to-patient differences based on objective biochemical measures, not only through symptoms and other subjective information. Genetic counselors play a key role in this new era of medicine, helping patients interpret, understand and make decisions about their genetic health.

Genetic counseling is one of the fastest-growing careers in the United States. These counselors are trained to expertly communicate complicated genetic health information and to serve as key liaisons to make genetic and genomic medicine more accessible to patients.

"This is a significant achievement for the UA's new master's degree program in genetic counseling," said **Michael D. Dake, MD**, senior vice president, UA Health Sciences. "The UA Health Sciences' rich biomedical research and clinical training programs at our medical schools in Phoenix and Tucson give our students extraordinary opportunities in genetics and genomics training that is changing the future of medicine."

Graduates of the two-year program will graduate from the UA with a Master of Science in genetic counseling, preparing them for careers in this rapidly growing field. The program combines classroom-based coursework with real-world experience, working with practicing genetic counselors and physicians in the clinic.

The new program is led by a UA team of genetic counselors, geneticists, clinicians and researchers, including:

- Program director: **Dee Quinn, MS, CGC**
- Associate program director: **Valerie Schaibley, PhD**
- Medical director: **Gene Hoyme, MD**
- Research director: **Linda Restifo, MD, PhD**
- Clinical practicum coordinator: **Christine Stallman, MS, CGC**

The first UAGCGP class will consist of five students who will begin in fall semester 2019. To learn more about the program, please visit: precisionhealth.uahs.arizona.edu/GCGP/genetic-counseling-graduate-program.

About the UA College of Medicine – Tucson

The University of Arizona College of Medicine – Tucson is shaping the future of medicine through state-of-the-art medical education programs, groundbreaking research and advancements in patient care in Arizona and beyond. Founded in 1967, the college boasts more than 50 years of innovation, ranking among the top medical schools in the nation for research and primary care. Through the university's partnership with Banner Health, one of the largest nonprofit health-care systems in the country, the college is leading the way in academic medicine. For more information, please visit medicine.arizona.edu.

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Other Resources:



<https://southwesttrc.org/>

YOUR CONNECTION TO TELEHEALTH IN THE SOUTHWEST

SOUTHWEST TRC TELEHEALTH RESOURCE CENTER

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Welcome to the Southwest TRC!

Upcoming Events

- Developing a Telemedicine Program (Phoenix) Monday, May 13, 2019 - 9:00am to 4:00pm
- Developing a Telemedicine Program (Tucson) Monday, May 13, 2019 - 9:00am to 4:00pm
- Arizona Telemedicine Council Wednesday, July 17, 2019 - 11:00am to 1:00pm
- Telemedicine Applications (Phoenix) Monday, July 22, 2019 - 9:00am to 4:00pm
- Telemedicine Applications (Tucson) Monday, July 22, 2019 - 9:00am to 4:00pm

Register / View All Events

Recent Blog Posts

- Telehealth – It's Not About the Technology - But Let's talk About it Anyway!

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

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TEN YEAR REPORT A DECADE OF SERVICE

TRC TELEHEALTH RESOURCE CENTERS

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Clinical Case Presentation

SOUTHWEST TRC TELEHEALTH RESOURCE CENTER™

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Our History. Our Mission

The Southwest Telehealth Resource Center received a federal grant (#G221T16262) to advance telemedicine services throughout the Southwest. It is one of the first Telehealth Resource Centers in the United States, each serving a distinct geographic region. The 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
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- Technical Assistance
- Tools & Templates
- Program Development
- Business Models
- Evaluation
- Best Practices
- Clinical Operations
- Sustainability
- Equipment Recommendations
- Program Operations

Arabic

English

French

Mandarin

Navajo

Spanish

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SWTRC BLOG

SPS Telemedicine Telehealth Service Provider Showcase

Arizona Service Provider Telemedicine & Telehealth

ARIZONA
TELEMEDICINE
PROGRAM



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.



Telehealth Technology Resources

Arizona Telemedicine Program

www.telemedicine.arizona.edu

Telemedicine & Telehealth Service Provider Directory

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

Southwest Telehealth Resource Center

www.southwesttrc.org

National Telehealth Resource Centers

www.telehealthresourcecenter.org

ATA American Telemedicine Association

www.americantelemed.org

USDLA United States Distance Learning Association

www.usdla.org

University of New Mexico Center for Telehealth

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

Project ECHO

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

TTAC Telehealth Technology Assessment
Resource Center

www.telehealthtechnology.org

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>

University of Arizona College of Nursing Telehealth Certificate

- Currently for Nurses
- Required Courses – rural health and technology for expanding healthcare
- 90 hours of telehealth activities/20 as direct observation hours
- Doctoral Nursing students must do their capstone project on telehealth
- Kim Shea kshea@email.arizona.edu



Telehealth Networking

ARIZONA TELEMEDICINE PROGRAM



Thank You, Merci, Gracias y CIAO!
jmajor@telemedicine.arizona.edu



Improving Access to Quality Medical Care Webinar Series

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and events

<http://www.telemedicine.arizona>

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Your opinion is valuable to us.
Please participate in this brief survey:

<https://www.surveymonkey.com/r/SWTRCWebinar>

This webinar series is made possible through funding provided by health Resources and Services Administration, Office for the Advancement of Telehealth and the Office of Rural Health Policy, Rural Hospital Flexibility Program.