Creative Solutions to Challenging Access Issues

2015 Dakota Conference

Session Summary: To share a variety of services and experiences as the “traditional telehealth box” is again stretched to consider new care options, including various levels of Direct-to-Consumer services.

Introduction
- gpTRAC
- Classic Telehealth

Changing environment
- Improved Understanding
- Increased Needs
- Expectations
- Technologies

Same issues of concern
- Lack of access to needed services
- Need to reduce costs
- Desire to improve outcomes
- Customer/patient convenience

What is happening....
- Expanding services (traditional)
- Expanding service locations (residential homes/telepsychiatry services)
  - Residential/group homes
  - Assisted living centers
  - Workplace-based services
  - School-based services
- Convenience-based services (urgent care)
- Non-traditional distance services (drug-abuse treatment services)
- Home-based services
- Mobile health...

What are the challenges being raised...
- Regulations
  - Licensure
  - Practice standards
- Billing
- Continuity of care concerns

What is being done?
- Legislation
  - Federal
  - State
- Regulations are working to catch up
  - Texas Board
  - Others...

What is next?
- Mobile Apps?? What is their role...
- Expanding service locations
- Expanding service providers
- Elimination of the urban “disqualifier”?
- Other?

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