

## RHIP and COVID-19 MINI-GRANT PROJECT SUMMARIES

### COVID-19 Final Report for Weeks Family Medicine (RHIP) “Weeks Everywhere”

Reviewed by the Behavioral Health: Increase Access & Coordination Workgroup

#### Summary of Results:

- Initially this project started with the focus of being able to outreach to our Behavioral Health population in Deschutes County and rural areas, to increase appointment attendance, decrease our No Show rates, aid in the follow up of AOD treatment and add a convenience for our patients by being able to be seen from their home.
- This project has helped our practice on numerous levels, and we are happy to continue the growth and use of Telehealth.
- With the COVID-19 global pandemic, Telehealth was the only way patients had access to our BHC for almost a year.
- Patients continue to elect Behavioral Health Telehealth visits as this suits their lifestyle, Pandemic awareness, and personal needs best.
- The implementation of Telehealth was the only avenue for our behavioral health patient population to be seen during the onset, and majority of the duration of 2020, due to the global pandemic.
- Patients still elect to be seen via Telehealth as they can continue quarantine, reach out for help from home or work, and receive AOD follow up and assistance.
- Our PCP providers can connect patients in same day circumstances with the ease of a phone call to the BHC, or face to face visit via Telehealth with the BHC.
- The biggest challenge the practice, as well as the patients, encountered were navigating I.T. issues.
- A lot of time and configuration on the back end with our I.T. staff as well as appointing a clinic champion to assist patients and other staff members was very time consuming and expensive.
- A lot of possible face to face telehealth options were converted to phone conversations when needed, due to user error, poor patient internet connection, provider laptop configuration, and a list of ongoing issues.

#### Story:

This project has brought Telehealth services to our Behavioral Health population as well as our routine med checks, sick visits that can't be brought into the clinic, and many other PCP appointment opportunities. By allowing patients to stay in their homes, and not risk contracting or spreading the COVID-19 virus we have helped keep families in their homes and overall assisted in keeping positive cases down.