DELIVERY OF TELEHEALTH IN UCLA PRIMARY CARE PRACTICE

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NECESSITY IS THE MOTHER OF INVENTION
CHALLENGES AND BARRIERS

Patients

- Elderly patients
- Access to reliable internet
- ‘Zoom’ fatigue
- Patient safety and confidentiality
- Regulations

Physicians and Clinics

- Comfort with EMR
- Developing new workflows
- No shows
- Limited physical exams
- Antibiotic over dispensing
- Teaching residents
- Reimbursements
SUCCESSES AND FUTURE CONSIDERATIONS

- Convenience for patients
- Safety of patient and staff – offering symptomatic patients avenues to be seen
- Unintended benefit of doing virtual ‘home visit’
- Investing in appropriate infrastructure
- Advocacy opportunities
- Developing best practices