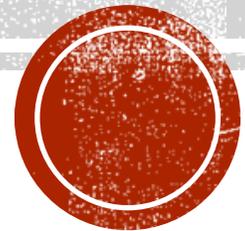


DELIVERY OF TELEHEALTH IN UCLA PRIMARY CARE PRACTICE

Gifty-Maria Ntim, MD, MPH



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



SUCCESSSES 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

