The Use of Telehealth to Operate the Greenville Community Shelter Clinic During the Covid-19 Pandemic
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INTRODUCTION

At the onset of the Covid-19 Pandemic in March of 2020, the Greenville Community Shelter Clinic (GCSC) was forced to close its doors. Clinic leaders implemented a telehealth model using donated iPads and Microsoft Teams. Telehealth proved to be a useful and effective tool for providing health care when in-person services were not feasible.

ABSTRACT

At the onset of the Covid-19 Pandemic in March of 2020, the Greenville Community Shelter Clinic (GCSC) was forced to close its doors. Clinic leaders implemented a telehealth model using donated iPads and Microsoft Teams. Telehealth proved to be a useful and effective tool for providing health care when in-person services were not feasible.

RESULTS

March, 2020- Implemented Prescription Refill Program

Provided 55 prescriptions to 16 unique patients at no cost, at a value of $566.08

September, 2020- Piloted First Telehealth Clinic

Hosted 11 Telehealth clinics serving 26 patients and provided 70 additional prescriptions

DISCUSSION

• There were barriers to making telehealth work for our patient population.
• The main barrier that we faced was poor internet connectivity at the shelter.
• We added a wireless extender and switched to having our physician volunteers at clinic in person, which helped free up some bandwidth.
• Survey satisfaction rates improved significantly to all questions after these changes were made.
• Our telehealth model continued to allow medical student volunteers to practice their interviewing and clinical skills. This aspect was maintained through virtual breakout rooms on Microsoft Teams.
• An area for improvement was to be more on top of our survey collection, making sure each patient responded to the survey.
• Lack of access to technology in some populations can make health disparities worse. Our project proves that those disparities can be combated.
• We were able to meet our patients where they were and provide consistent care to a population in need from the safety of our homes.

REFERENCES


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