

Telehealth Testimonials

At Mayers Memorial Hospital in Fall River Mills we are a Critical Access and Frontier Hospital in eastern Shasta County. We use a combination of live video consultations and econsult. These services combined provide a level of care to Partnership patients that is more efficient and more thorough than would be provided by either individually. We have utilized PHC's specialty telehealth services since August 2017. Before we had telehealth specialty offerings PHC patients in our area would often miss out on specialty care all together. The nearest specialty care providers to our area are at least 70 miles away. With transportation being a regular issue, patients would often not make it to specialty appointments. When they were able to attend appointments, the wait time would often be 6-12months due to demand and limited number specialist providers. We chose to participate in PHC's telehealth program for the benefit of our small community. The utilization grant program helps to offset the cost of the Telemedicine Coordinator role helping us to provide these valuable services to residents of our remote community. The best part of PHC's telehealth program is their ongoing communication with sites like mine and how easy they make it for new sites to start up a Telemedicine program. PHC/Telemed2U made rolling out our program very easy and continue to support the program allowing us to grow over the last three years. As stated above, by using PHC's telehealth program we are able to provide patients in our area with specialty services that they would otherwise have to wait a lot longer for or be unable to attend at all. These specialty services provide patients with better insight and treatment for their chronic illnesses as well as treating new onset issues before they become chronic. I would, of course, recommend PHC's telehealth services to another rural/remote site. This team has been amazing in their ongoing communication and offerings of services. They receive input and are quick to respond and interact and that's not something we have happen with other payers. I would like to thank PHC and their telehealth team. The services they connect sites like mine to with Telemed2U have been exemplary and we are very happy to be a partner.

Amanda Harris, Telemedicine Coordinator
Mayers Memorial Hospital in Fall River Mills

SCHC has been using PHC's video telehealth platform and specialty telehealth services for six years. Before using telehealth, PHC patients had to either travel hours out of the area to be seen or wait many months for an appointment. There has always been a very limited amount of specialist locally, especially in the case of pediatric sub-specialist. SCHC choose to be a part of PHC's telehealth program because of the opportunity to provide patients access to specialty care that was otherwise unavailable. Our mission is to provide quality health care services to the medically underserved populations of our communities, and working with PHC to create access for patients, aligns perfectly with the mission. In my opinion, the best thing about PHC's telehealth program is the collaboration. Over the years as the telehealth industry and our own health center have grown, PHC's telemedicine team and resources grew as well. This program has truly enabled our Telemedicine department to become what it is today. I would highly recommend the Partnership Health Plan's telemedicine program to others!

Leslie Warner, Center Manager of Family Practice and Telemedicine
Shasta Community Health Services



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We use both video and econsult programs with PHC. We have been utilizing the video for well over 5 years and econsult for over 2 years now.

Without having this PHC Telehealth program our patients had long waits to be able to see a specialist and our referral department was at times having a hard time finding specialist office that would accept our patient's insurance. When they did find specialist, they were hours away and patients could not always travel out of the area.

Joining the PHC Telehealth program was one of the best services to our patients we could have ever done. PHC helped us to obtain the tools needed to be able to start our program and they are here to help us step by step. I can always reach a person to talk over any difficulties I run into. They want to hear what our patients need and they do everything in their power to help us get that. If we need access to a specialty that we currently don't have they 99% of the time make it happen. They become a part of our patients care team by helping get the care to the patient they need.

The econsult program has led to faster care for our patients by letting out PCP's directly message a specialist with the question they have to help care for them. It can be as simple as to which medication they think would be best to order or it could be a very complex case. We can also through econsult give a quick introduction of the patient and find out what work up we should do before the specialist see's the patient. This helps to make the most out of that first Telehealth appointment with the patient. We also use it for in-between appointments communication with the specialists to report lab changes or medication side effect. This way we can make the changes needed for our patients right away and not make them wait until the next appointment.

I am able to offer 10 different Specialties to our adult and pediatric patients on a regular base and I have others that I can offer on a PRN base. I cannot speak highly enough about this program and the excellent care it helps us bring to our patients. The amount of support I receive from the PHC team is unbelievable. They are so easy to work with and helpful. Any clinics that are thinking about joining the PHC Telehealth program I say "Do It", you have nothing to lose and hundreds of happy, well cared for patients to gain. Talk to other sites that are in the program and find out how this program could work best for your clinic's needs.

Jamie Wasson, Telehealth Coordinator
Karuk Tribal Health Clinics