2020 NRTRC TAO VIRTUAL CONFERENCE

Northwest Regional Telehealth Resource Center and the Telehealth Alliance of Oregon

Welcome You

Bronze Sponsors:

Exhibitors:

Non-profit:

Pacific Northwest University of Health Sciences

University of Utah Health Clinical Neuroscience

VIRTUAL SESSION INSTRUCTIONS

- Audio and video are muted for all participants
- Use the Q&A feature to ask questions
- Moderator will read questions to the speaker
- Presentation slides are posted at https://nrtrc.org/sessions. Recordings will be posted after the conference.

Telehealth Technology during COVID-19

- Moderator: Doris Barta, Director TTAC
- Presenters:
  - Jordan Berg, Technology Assessment Specialist, National Telehealth Technology Assessment Resource Center (TTAC)
  - Don Patten, General Manager, Monmouth – Independence Networks (MINET)

Telehealth Technology during COVID-19

By Don Patten, General Manager of MINET and Willamette Valley Fiber in northwest Oregon

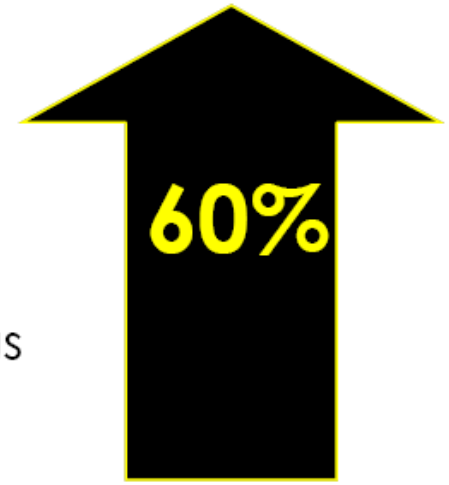
What COVID-19 has revealed

The **gross shortage** of broadband coverage in rural areas

The **high demands** for telehealth connectivity

What MINET, as a service provider, has experienced during COVID-19:

MINET is seeing a 60% increase in network demand



MINET is used to handling data spikes from 9-10 gigs at peak hours

Currently the spikes are 16-17 gigs at peak.

If MINET had to pay for bursting speeds it would bankrupt us…but that doesn't happen because we have purchased enough bandwidth from upstream providers to absorb the bursting requirements of the COVID-19 environment.

MINET was ready to lead the charge on local Telehealth…

Senator Ron Wyden was is on board

We attended the telehealth conferences in Anchorage, AK and Bend, OR

In Bend, students presented ideas for experiments that were new, innovative, and ended with this statement:

"If there had been adequate broadband available, this experiment would have been successful."

We realized: The cart was before the horse.
Broadband must be in place for telehealth to work.

MINET then refocused on the essential issue: Expanding Broadband

Senators Wyden and Merkley are both focused on broadband needs, and they, with the help MINET and other electeds, are actively pushing the issue with the FCC, USDA, and more.

Funding systems and strategies have failed rural and low-income areas.

MINET understands that only

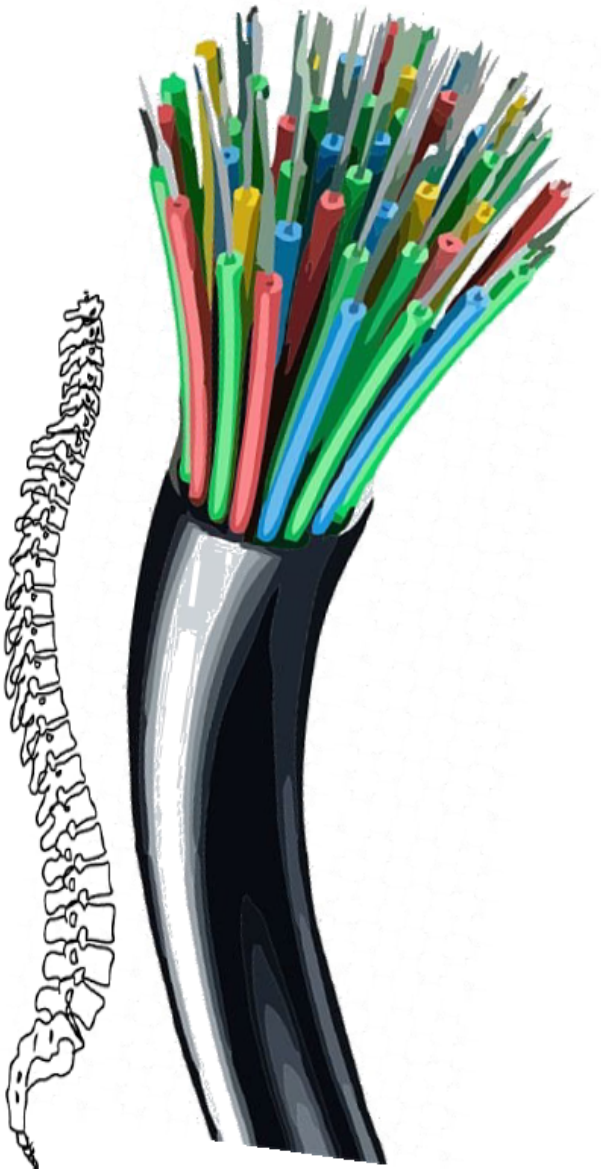
TEAMWORK can realize the effective spread of broadband

Telehealth is most efficiently delivered via dedicated broadband.

MINET has dedicated bandwidth to our schools to guarantee solid connections during testing times.

The **converse of MINET's and our school system's success**:
Small cities that have declared "internet moratoriums" during testing times to allow students the most bandwidth possible.

Delivery of telehealth can't be accomplished by moratoriums, poor connections, or unreliable hotspots. It needs a **fiberoptic backbone**.



Broadband Needs of the Patients

A strong connection from provider to patient may diminish patient connection requirements, however, it is always wise to **pre-test a patient's bandwidth.**

Challenge any misconception on the patient's part that "telehealth doesn't work."

Telehealth IS THE FUTURE.

It will take all parts of the system, from broadband provider to patient, to create a strong telehealth system and create trusting and confident users.