



Telehealth in our Libraries

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Telemedicine COVID-19 Resources https://telemedicine.arizona.edu







FOR HEALTHCARE PROVIDERS

STATE-SPECIFIC INFORMATION

CONSUMER RESOURCES

COVID-19 NEWSLETTERS

VIRTUAL OFFICE HOURS

Technology + Telecommunications = Telehealth/Telemedicine





Technology + Telecommunications = ACCESS to Healthcare











Access to Healthcare in Public Places for Private Conversations about our Health







Telehealth in our Public Libraries

- Idaho has two current pilots
- Webinar by Indiana Libraries (MWTRC)
- Webinar by Delaware Libraries (NCTRC)
- AZ (SWTRC)





Delaware Libraries Telehealth and Teleservices Initiative August 19 @11am PDT

https://us02web.zoom.us/webinar/register/WN mx7J-MaNTZK9Hbl86NiQXA

Establishing a Telehealth Center in Your Library (Indiana) August 20 @2pm EDT

https://us02web.zoom.us/webinar/register/6016279336529/WN - ewVq 0VSxWRcYZhY1xmNQ



2015











Our Telemedicine Solutions



Health Screening Kiosks

Visit Texas Medical Screening 🕑

Models available with blood pressure, weight, pulseox, and body composition testing and intuitive touch screen interfaces.



Mobile Telemedicine Solutions

The X-1 Mobile Unit is a self-contained telemedicine system designed to provide remote, diagnostic screenings while connected securely to a medical professional through a telehealth portal.

View Products ①



Diagnostic Telemedicine Kiosks

This cutting-edge healthcare kiosk allows healthcare providers an easy way to establish secondary locations for patient screenings and/or diagnostic testing while staying connected to the medical professional and the medical records system.

View Products 🕑



Diagnostic Telemedicine Clinics

This fully enclosed, private telemedicine clinic leverages the diagnostic and telehealth capabilities of the X-1 Kiosk while providing for more advanced, personal care in a completely private environment all while connected securely to a product of the secure of the s

View Products ①

Welcome to CSI Health, ho





8 x 8 sound booth

- ie, The breast feeding kiosks at the airport
- \$1500 \$2000 for a sound booth
- "Talk box"
- https://talkboxbooth.com
- https://zenbooth.net/
- https://room.com/pages/office-privacy-booths



NATIONAL CENTERS





















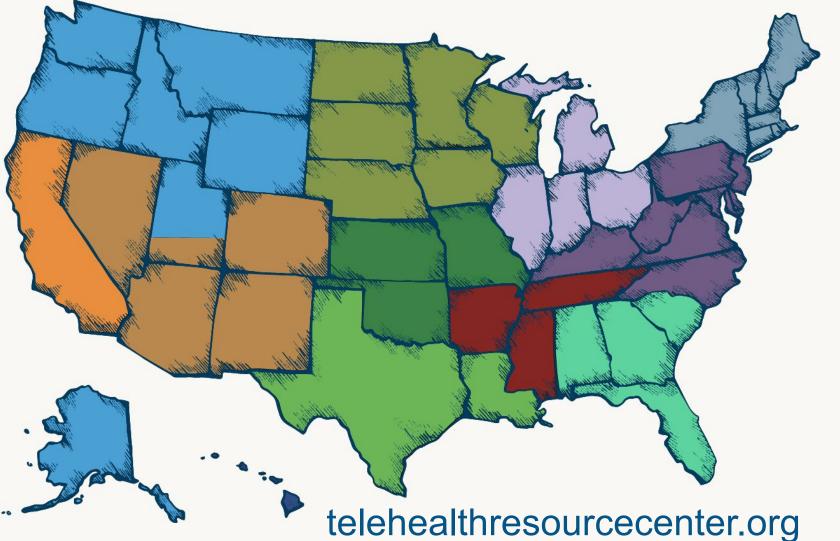












INDIANA







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SPEAKERS

- Moderator: John Windhausen Jr., executive director, SHLB Coalition
- Craig Settles, industry consultant
- Michael Williams, president, Indiana Library Federation
- Brian Hubbard, senior manager of customer services, ENA

@SHLBCoalition



SHLB Webinar #34 Establishing a Telehealth Center in Your Library





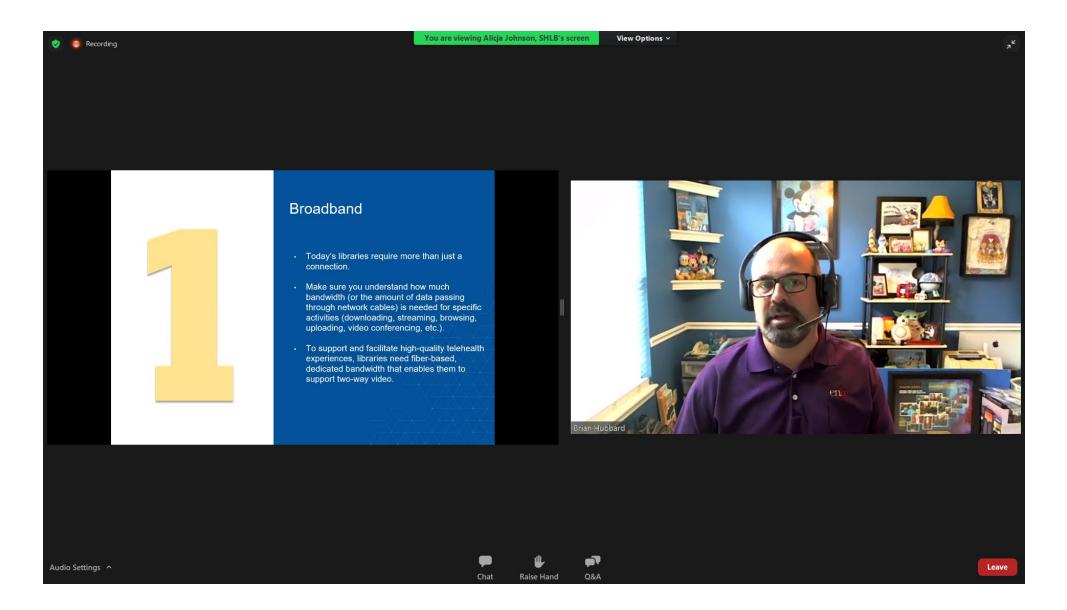






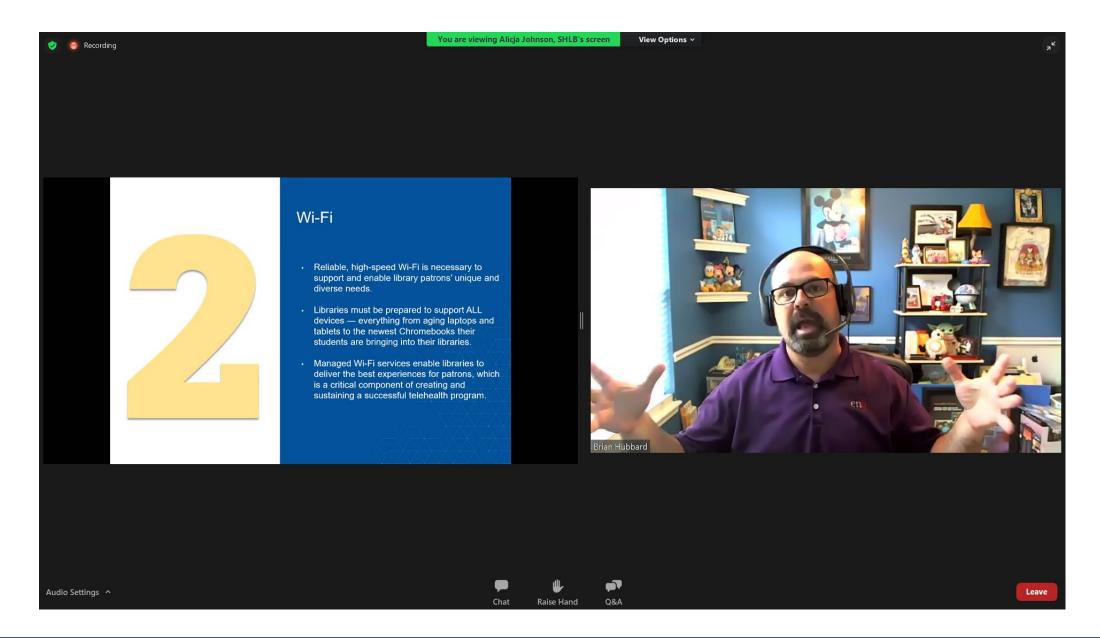












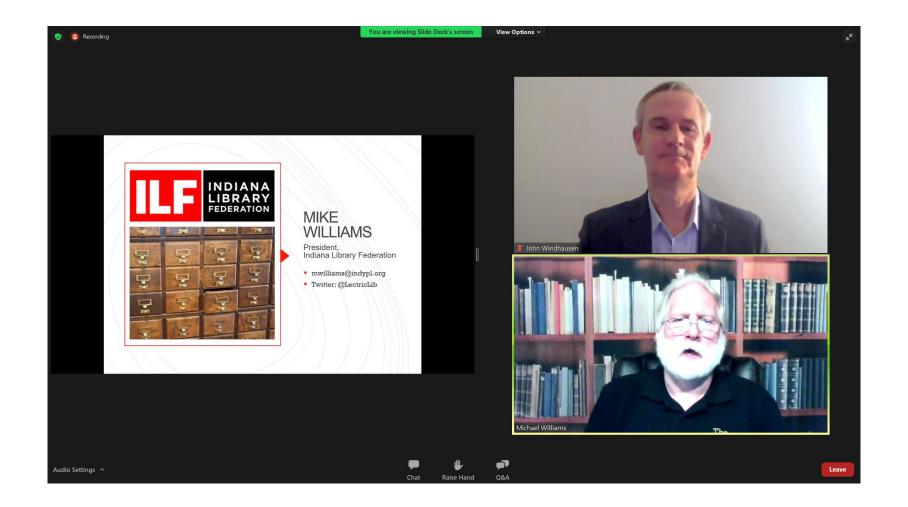




- https://libguides.unthsc.edu/Pottsboro-library
- To share best practices
- MedlinePlus free thru LOC
- Look @wifi deployment within the library
- Wifi beyond walls telehealth to the car
- Look @broadband and wifi



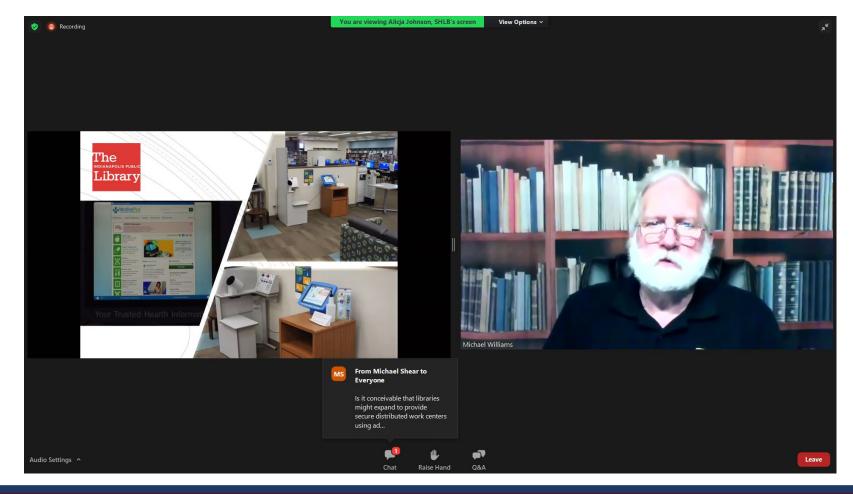








Support from Upper Midwest TRC https://www.umtrc.org/







You are connected to computer audio X

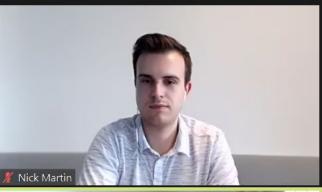
see the original size, click "Original size" in the menu.



Delaware Libraries Telehealth and **Teleservices Initiative**

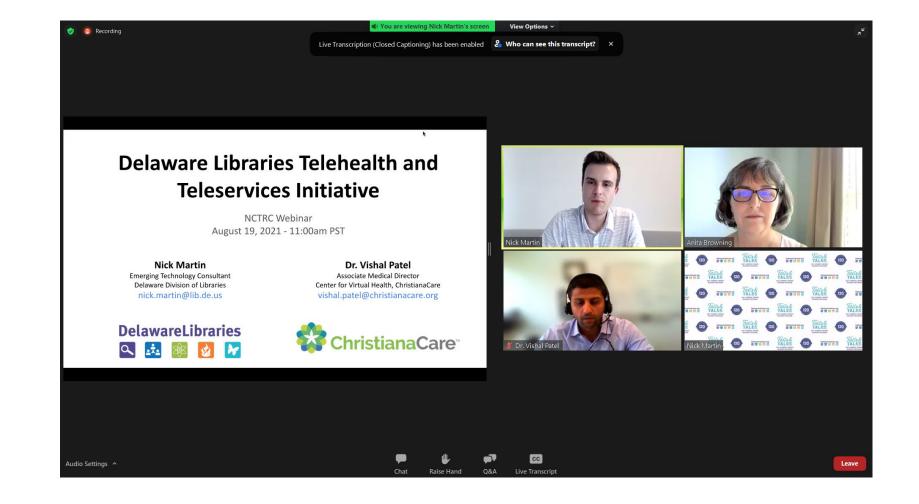
August 19th, 2021



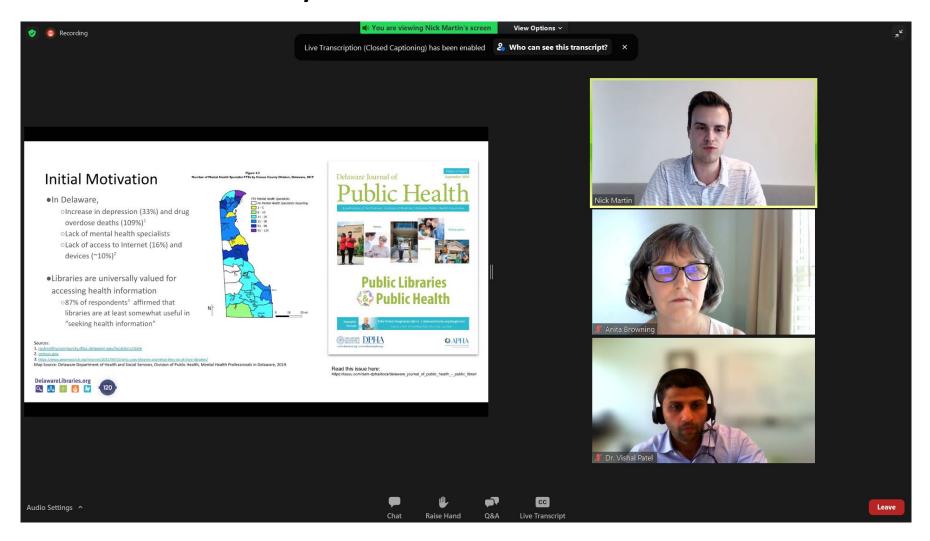




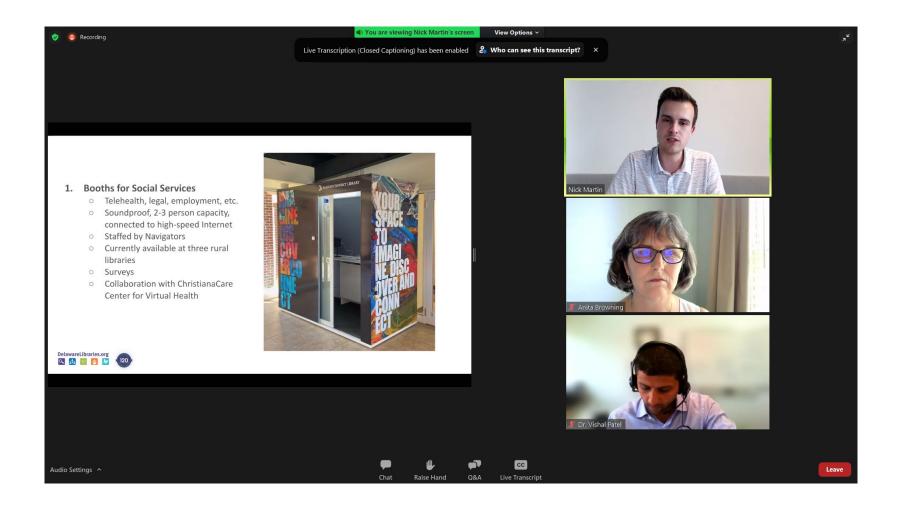




Driven by behavioral health



Three Kiosks

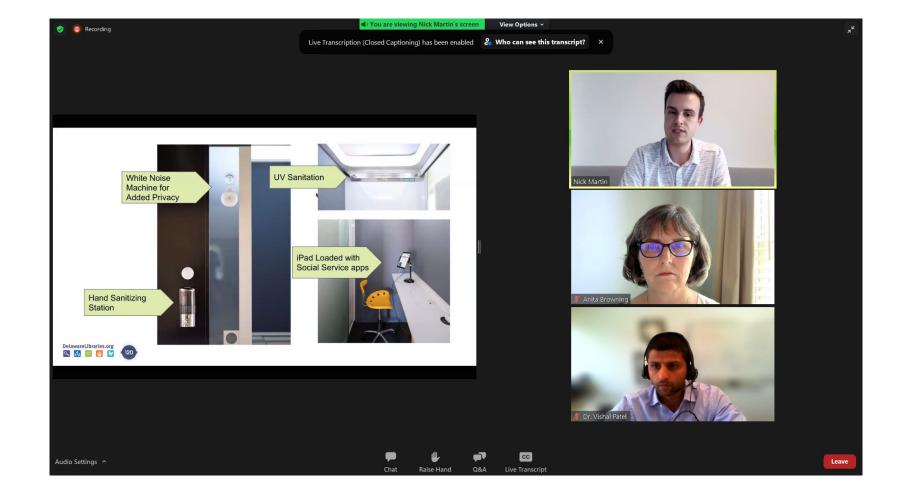


3 rural libraries

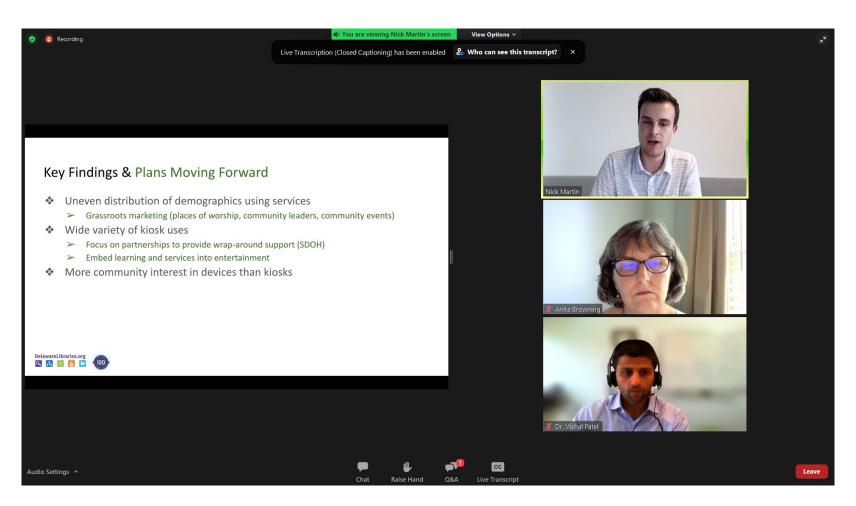
- Soundproof
- Multiperson
- Confidential
- Staffed with staff navigator
- Survey before/after
- Christianacarecenter







M health, more devices, kiosks not as popular. People want to be @home.

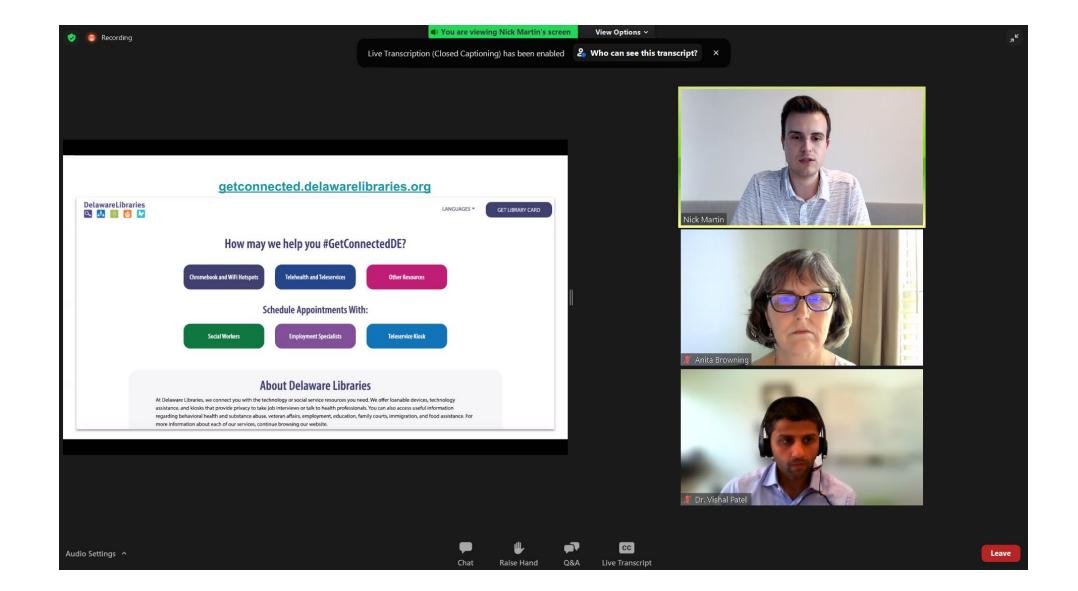


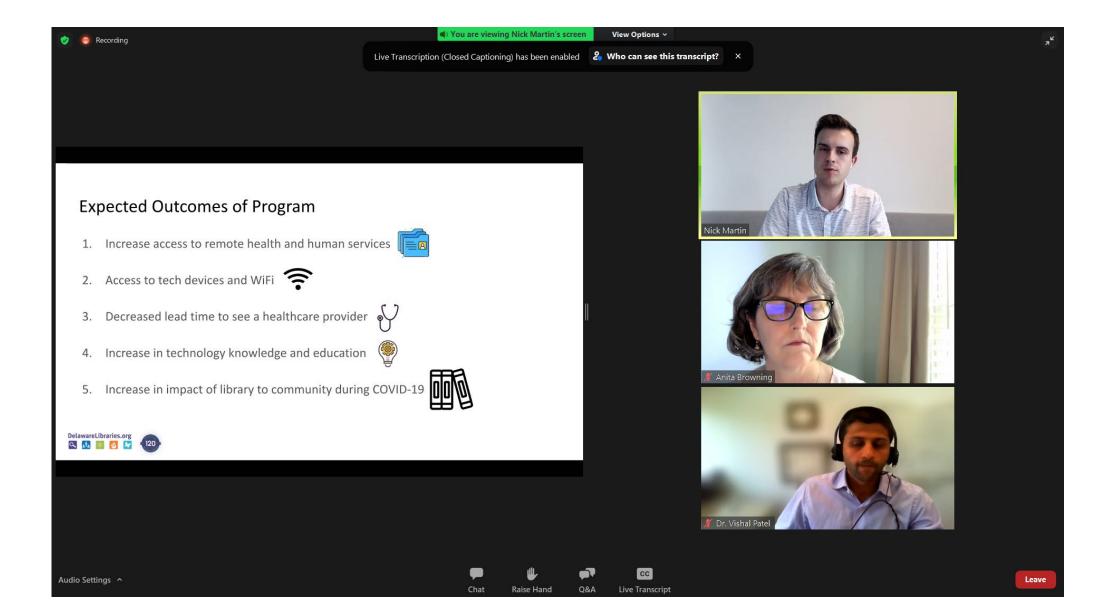
- Kiosk
- Navigators
- Case Mgr
- Chromebooks mifis schedule appts
- getconnected@delawarelibraries.org
- Lack of internet
- Lack of devices

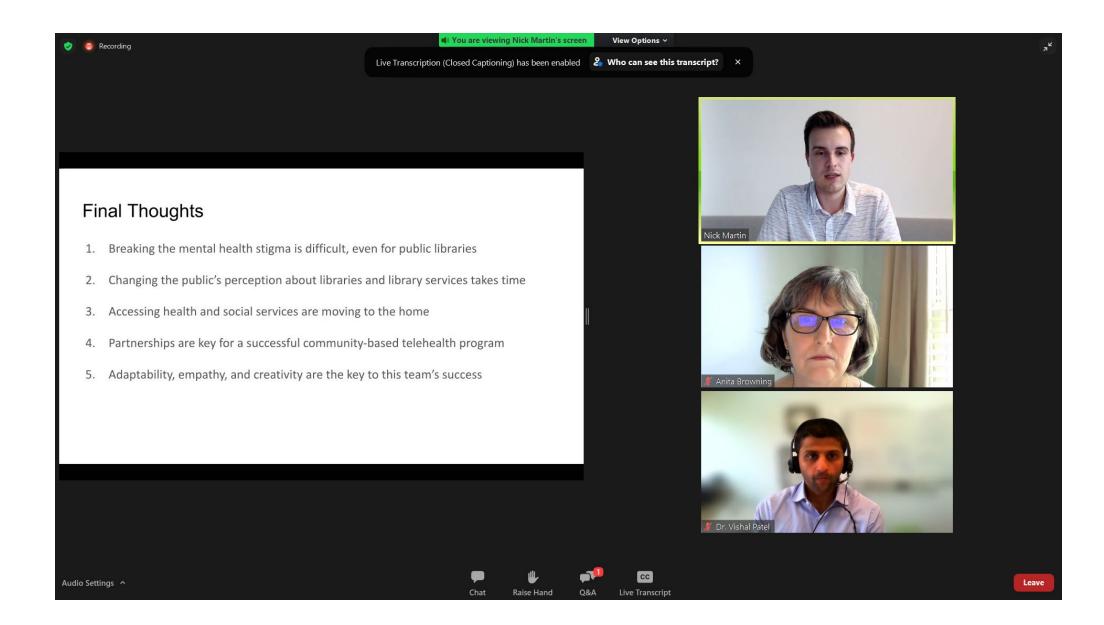




- One week loan
- Replacement cost
- Case & cables
- Mifi up to 14 devices
- New landing page for social services initiative
- Pre/post survey data



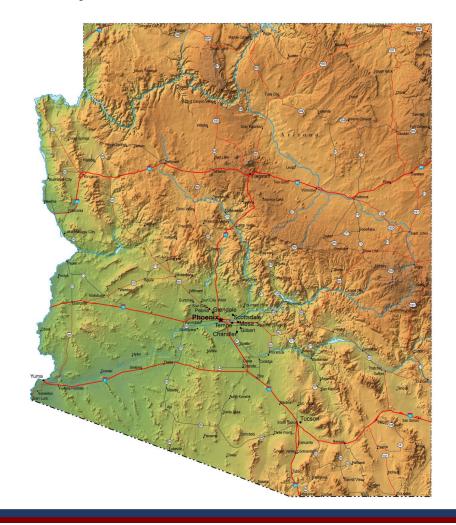








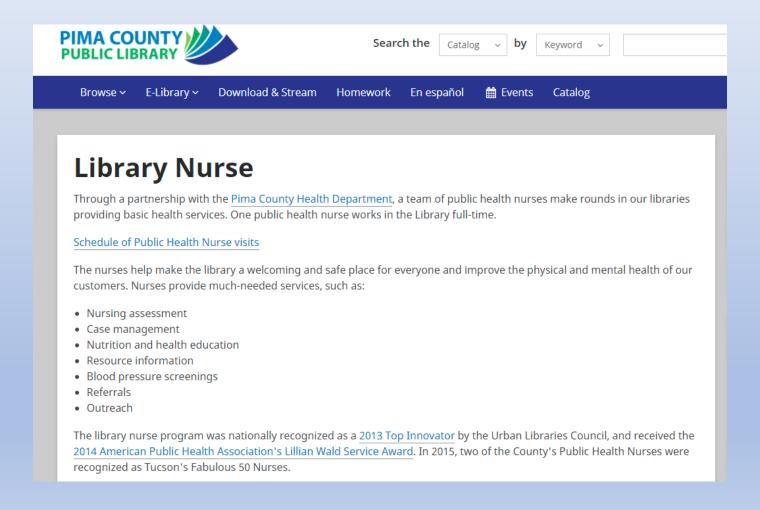
#thearizonaway







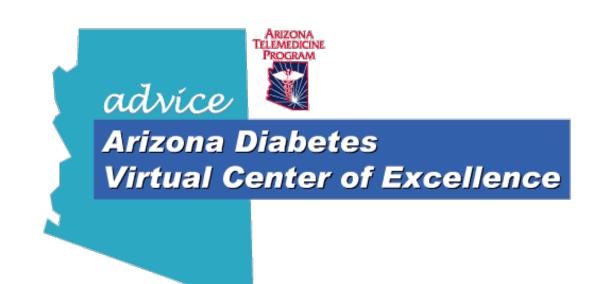
Access Healthcare in Public Places for Private Conversations

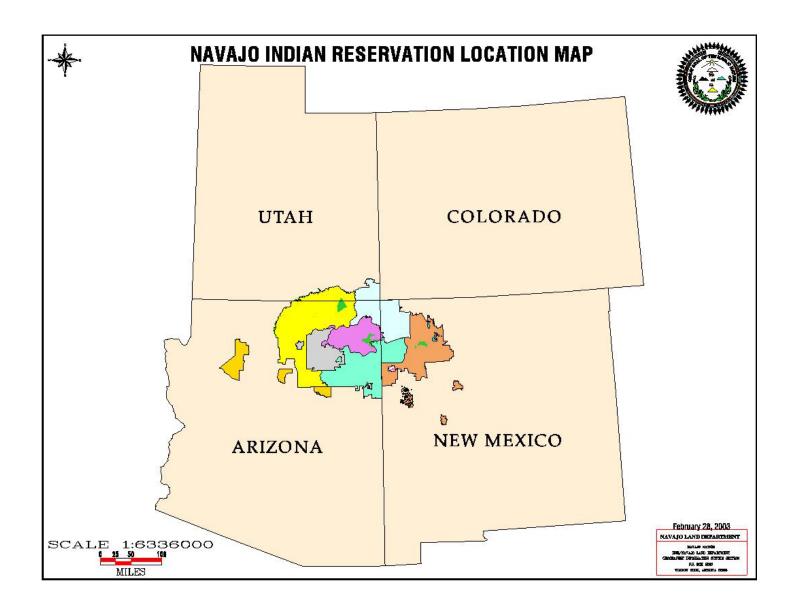










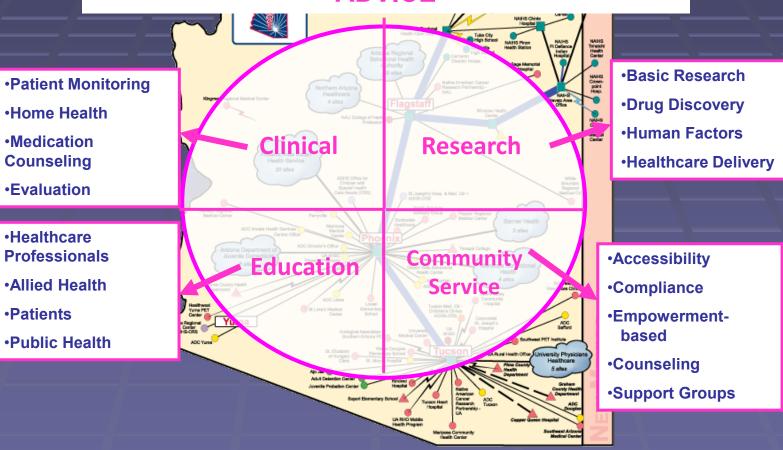






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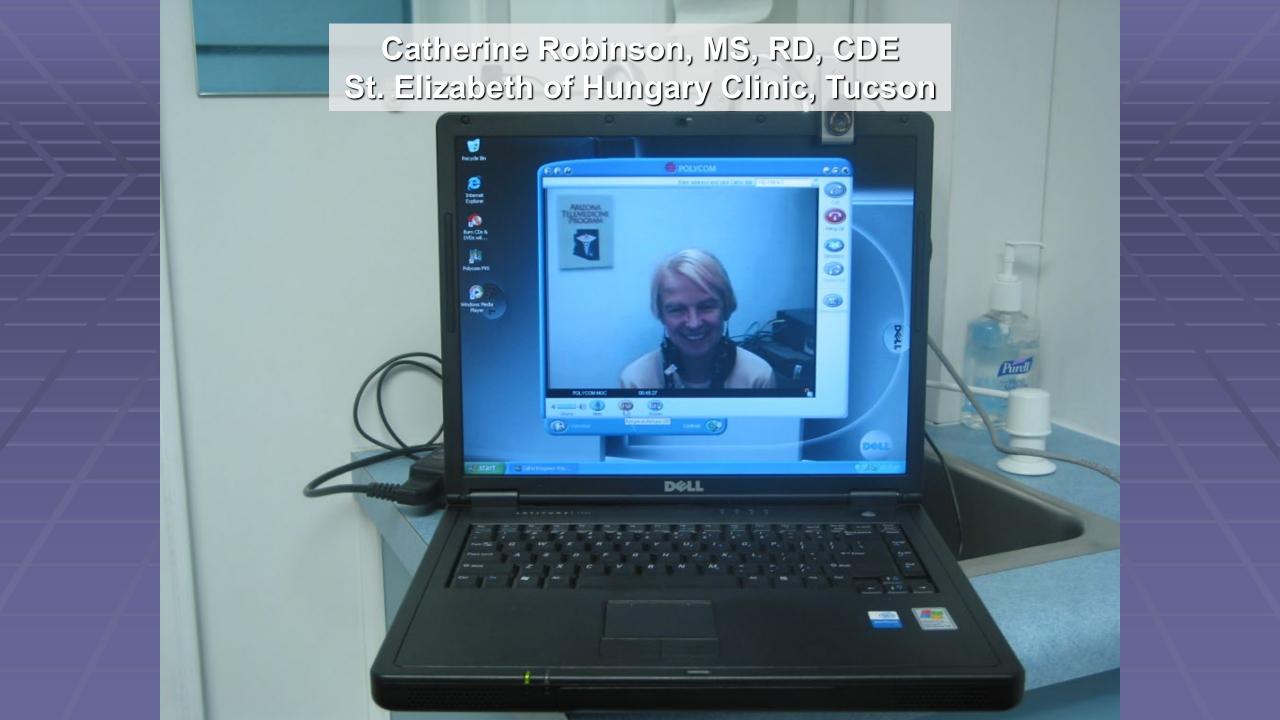
<u>Arizona Diabetes Virtual Center of Excellence</u> ADVICE























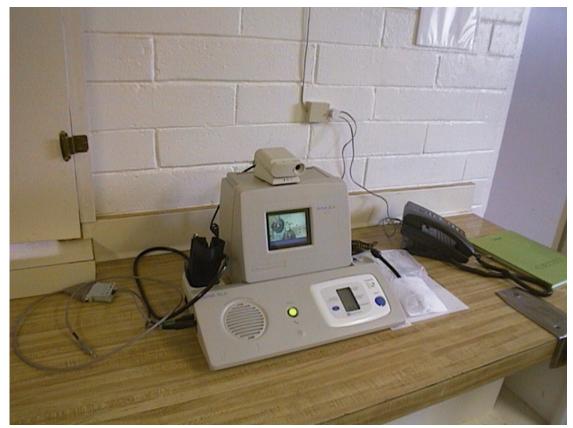


Non-Mydriatic Retinal Camera





Diabetic Retinopathy









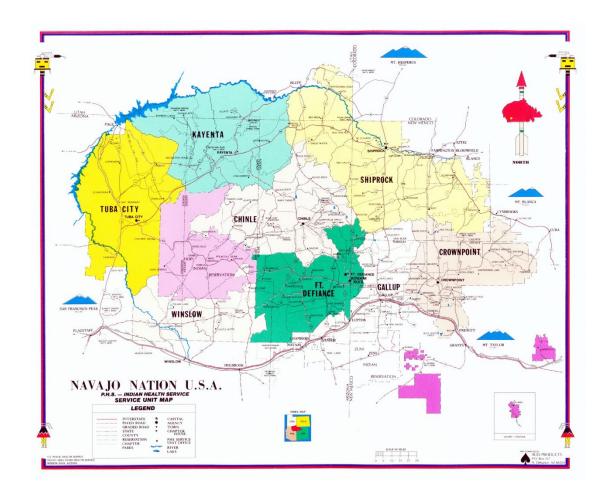
DIABETES DAY CHECK OFF LIST			
Dr's Initial		Initial	
	Eye Screening		Labs done
	Foot Screeening		Insulin & Pump
	Medication Consult	***************************************	Nutrition Education
	Dentist Screening	hadd a sendandy dyddifyydd ylaidd dwyf a dlaeth a thallann y Color	Glucometers Education
stances and produce to the produce of the product o	Immunization Screening		Gestational Education
	Circulation Screening		Effects of Diabetes
Name:		D.O.B:	
Clinic:		Provider:	
Comments:			
_			







Navajo Nation Chapter House Map (110)







COVID-19 Digital Access Task Force



- State Broadband Director
- AZ Corporation Commission
- UAZ CTO
- Executive Director Sun Corridor Network
- VP Online Ed @PCC
- E Rate Administrator for Public Libraries
- Chair ATIC

- AZ Public Safety Program Mgr
- Executive Director AZ
 Technology in Education
 Association
- Executive Director Western AZ
 Economic Development District
- Internet Service Providers
- ATP/SWTRC











Mala Muralidharan



E-Rate Administrator for Public Libraries
Arizona State Library, Archives & Public Records

https://azlibrary.gov/











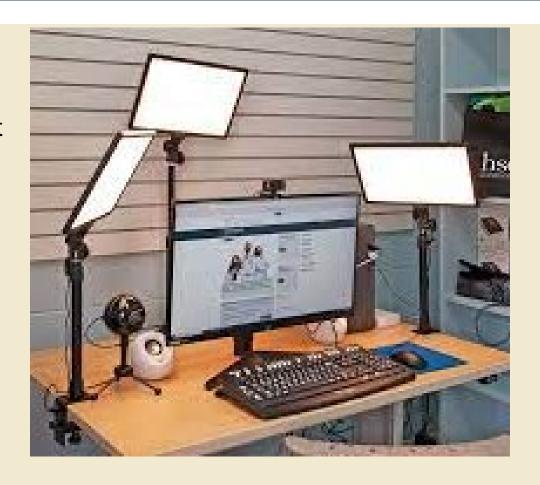
Telemedicine and Libraries

Arizona Telemedicine Program Virtual Office Hours September 9, 2021

Why Telehealth in libraries?

Telehealth uses intranets and Internet networks to observe, diagnose, initiate or otherwise medically intervene, administer, monitor, record, and/or report on the continuum of care people receive when ill, injured, or wanting to stay well.

- 1. Libraries are trusted places
- 2. Have highly qualified staff
- 3. Have the technology needed
- 4. Have broadband connectivity
- 5. Libraries always involved in narrowing the digital divide



What does Telehealth in libraries look like?

- 1. Real-time telehealth are activities happening "right here and now," often involving medical or healthcare professionals. In a library setting, a patron is video chatting with a doctor from a study room or other enclosed private space, or a traveling nurse sets up in a room to do hypertension screening with patrons and video conferencing with a doctor in another location should patrons have questions.
- 2. Store-and-forward telehealth is collecting medical data and sending it electronically to a care provider for evaluation. Patrons who don't want to go over their data cap (limit) might use a library's Wi-Fi to send medical records, test results, or digital images. For maximum privacy and security, telehealth applications receive and send using HIPAA-compliant software.
- 3. Passive telehealth refers to educational Web content, digital knowledgebases, and software applications that help us understand, prevent, treat, or recover from threats to our physical and mental health. Few entities are as competent as libraries for making knowledge easy to find and sort through. Libraries may also provide virtual health-related Educational Training Sessions.



Telehealth can take various forms at the library

Pottsboro Library - Texas

- Had calls during the pandemic from the community wanting to use the library for telehealth appointment
- Won a \$20,000 grant from NLM
- Created and Soundproofed telehealth room in the library, added monitors, good lighting and augment the internet.
- Scheduled the room only for 2 days a week



Chattanooga Library - Tennessee





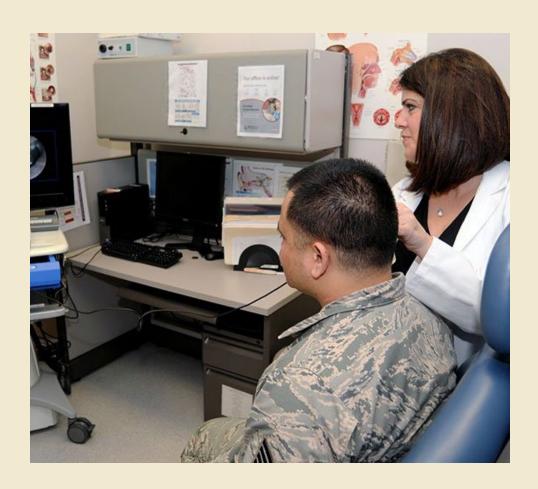


- Library's 3D printer builds prosthetics
- Library works with the County and State Health Departments They are a vaccine center, HIV testing center and more...
- Library has a social worker on staff
- Library has a fully equipped Telehealth Consulting room

A cardiologist does a pre-op consults with a patient 400 miles away –

Delaware State Library

- Needed a standalone spot for patrons that is wheel chair accessible
- Kiosk where two to three people can stand around
- Put in HEPA filtration, UV sanitation.
- Purchased several lpads with access to Skpe, Facetime, Zoom, telehealth specific platforms.
- Had trained Navigators that assist patrons get set up for telehealth appointments
- Loaned out Chromebooks, portable hotspots, assist with scheduling appointments



Indiana Library Federation

- Since 2010 when the ACA came into effect, they had Navigators who helped people sign up
- Navigators that assist patrons get set up for video conferences with their doctors for telehealth appointments
- Loan out Chromebooks, portable hotspots, assist with scheduling appointments



Libraries without borders

- Set up Telehealth in Landromats partnering with their local public Libraries -Wash and Learn - for Health Care education.
- Install WiFi in Laundromats
- Laptops with pre-loaded content to browse.
- Apps to send data to their healthcare providers



Springfield-Greene County Library

- Springfield –Greene County
 Library In Missouri had an old
 Carnegie Library which was used
 a a Community Room and they
 converted one of the rooms to a
 telehealth room for patients to
 interact with a doctor.
- Some of their libraries bought a kiosk with room for two chairs and a desk option
- Loan Hot spots and Ipads .

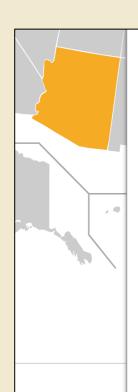


Arizona's Digital Divide



65% of rural tribal lands disconnected

Federal Communications Commission. 2019. 2019 Broadband Deployment Report.



19% of students (220,544), and 3% of teachers (1,497)

do not have devices at home for distance learning.

29% of students (335,558), and 10% of teachers (4,757)

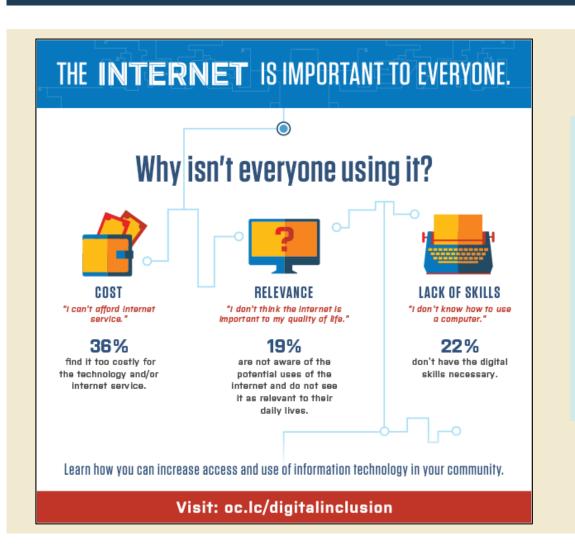
lack adequate access to the internet.

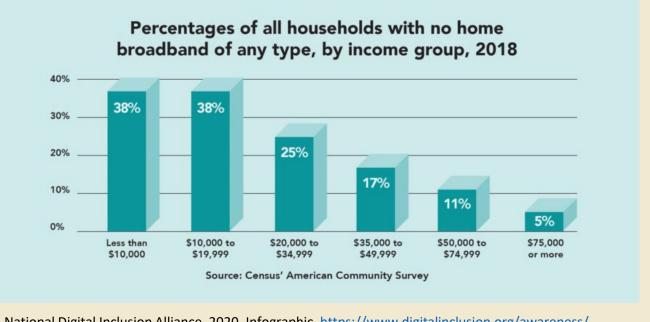
56% of students **(186,401)**

who lack adequate access to the internet are Black, Latinx, or Native American.

Common Sense Media. 2020. "Closing the K–12 Digital Divide in the Age of Distance Learning." https://www.commonsensemedia.org/digital-divide-stories#/state/AZ

Barriers to Access





National Digital Inclusion Alliance. 2020. Infographic. https://www.digitalinclusion.org/awareness/

Arizona: what are we doing?







These nurses helps her library patients with hygiene, behavioral issues, immunizations, and substance abuse issues. They also direct people to the appropriate channels to help with healthcare, transportation, getting valid ID, or setting up appointments, as many of these individuals do not have access to a phone. They are advocates for health care and caregiver for those needing assistance.

Arizona: what are we doing?

Pima County Public Library one of the 1st in the country with a Registered Nurse visiting the Library 4 days a week and helping the homeless since 2012

Loan Hot spots and Ipads to patrons to use at home.

Provide Health related information

Provide meeting rooms for those needing to make their telehealth video conference with their PCP

Provide Nutrition and Wellness Program

Provide Fitness and Yoga Programs

Arizona: Nurses educating patrons



https://tucson.com/news/science/health-med-fit/library-nurses-look-after-those-in-need/article_6ee73756-17a6-50ff-afb1-d3921b85e8b2.html

"A lot of what I do is education. The stethoscope is mostly so people recognize me." Daniel Lopez, registered nurse





Arizona: Access to Health Information

Healthcare.gov

Information about the Health Insurance Marketplace health plans for individuals and businesses as available through the Affordable Care Act.



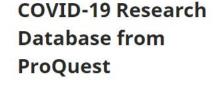
MedlinePlus Health Information

Current, reliable, easy-tounderstand information about health issues, medications, and treatments in over 40 languages.



MyHealthfinder

Resources on a wide range of health topics selected to bring you the best, most reliable health information on the Internet.



Stay up to date with the current research coming from open-access and other resources about Coronavirus and the pandemic.





Arizona: Access to Health Information

En Español

MedlinePlus en español

Información de salud que cubre temas de salud general, información sobre drogas y noticias recientes sobre la salud.



MyHealthfinder en español

Enlaces a información y sitios web cuidadosamente seleccionados de más de 1.500 organizaciones relacionadas con la salud.



Recursos en español para la comunidad hispanohablante

Aprender inglés, ampliar su educación, hacerse ciudadano, mejorar su salud, o encontrar trabajo, ayuda financiera, legal o del gobierno.



Your community needs

Assess

- the need of your community
- what issues and challenges need to be resolved.
- if Telehealth and Broadband can resolve it and at what cost.
- the strengths of your community
- the opportunities that present themselves

- Know the availability of healthcare facilities in your community.
- Talk to healthcare specialists in your community, get the buy-in of the influencers
- Collaboration is cool
- Partnerships are productive
- Think outside the box

Funding for the projects

- ARPA American Rescue Plan Act 7.1 Billion through FCC's ECF that schools and Libraries can apply for.
- E-rate \$4 Billion for Broadband
- ARPA \$360 Billion 60% to the State and 40% to local governments and tribes
- FCC's EBB program \$3.2 Billion
- Build Back Better Economic Development grant in 2 parts Planning and Implementation



Know your limitations

Do you have space in your library to dedicate to healthcare?

Is the space wheelchair accessible?

Do you have a private soundproof room with a door?

Do you have the staff time for promoting and assisting.

If this is paid for by a grant, how will you sustain it?

- Are there other organizations doing this that you could partner with?
- Do your staff need special training?
- Do you have to open different hours to accommodate this service?



Navigators are key

- National Digital Inclusion Alliance received an IMLS grant to model digital navigators.
- Digital Navigators with broadband adoption by helping people with digital literacy and confidence using an electronic device.
- Volunteers or paid staff
- Preferably multi-lingual



- Digital Navigators
 - Are trusted guides who assist community members in internet adoption
 - Assist in the use of computing devices.
 - Assist with navigating sites to apply for federal benefits, jobs, resume writing, finding affordable internet access, device acquisition, technical skills, and application support.

Arizona Libraries – a vision for TeleHealth

- Pilot healthcare at the library with an RN and student nurses creates sustainability.
- Provide Libraries with Health Kits Digital scale; blood pressure cuff; no touch thermometer); EKO stethoscope 2 types EKO Software and license; Glucometer; Ipad
- For those with small spaces in the library a privacy tent can be put up in the parking lot.
- Where possible, Mobile Vans equipped with WiFi Antennae could go out into the community with the Health kits and Nurses and provide the telehealth service.
- Our Libraries have connectivity through E-rate funding and Navigators funded through an LSTA-IMLS project that have been assisting patrons for the past year.
- The State Library is looking forward to partnering with SWTRC and NAU 's Telehealth team to pilot a program that can be replicated throughout Arizona





Key Resources

Interested in getting started in telehealth at your library?

See Tips and best practices in the "<u>Telehealth</u> <u>Guide to Connecting Library Patrons to Better Health</u>," - Craig Settles

Other resource people:

Michael Williams, the Indiana Library Federation Nick Martin, Delaware State Library Brian Hubbard from ENA









Mala Muralidharan
AZ State Library

Arizona State
Library

Mala@azlibrary.gov
480-221-5120

Janet Major **Associate Director for** Outreach, Education and **Facilities** Arizona Telemedicine **Program & Southwest** Telehealth Resource Center jmajor@telemedicine.ariz ona.edu Connect with the Southwest Telehealth Resource Center Twitter @UA ATP | Facebook | Li nkedIn

The Behavioral Healthcare Workforce and Access to Medication for Opioid Use Disorder Treatment in Rural Arizona

Sep 16, 2021 12:00pm to 1:00pm MST

Virtual Office Hours - Update on the Physician Fee Schedule

Sep 21, 2021 9:00am to 10:00am MST

How to Counteract Ransomware Attacks on Healthcare *offers CME credit

Sep 22, 2021 6:00pm to 7:00pm MST

https://telemedicine.arizona.edu/

https://telemedicine.arizona.edu/upcoming-events





NEW Window of Opportunity ECF Opens Sept 28th Closes October 13th



Emergency Connectivity Fund

Keeping Students, Schools, & Libraries Connected During the Pandemic



How does it work?

The ECF Program will reimburse schools and libraries for the reasonable costs of eligible equipment and broadband connections used to help students, staff, and patrons who otherwise lack access to be able to engage in remote learning.

Who's Eligible?



Schools and libraries – including primary and secondary schools – that provided off-site broadband service and connected devices to students, staff, and patrons who would otherwise lack access during the COVID-19 health emergency.

What's Covered?



The Emergency Connectivity Fund will reimburse reasonable costs of eligible equipment such asWi-Fi hotspots, modems, routers, devices that combine a modem and router, connected devices, and eligible broadband connections.

Find out how schools and libraries can apply. Visit: fcc.gov/emergency-connectivity-fund

Eligible equipment includes Wi-Fi hotspots, modems (including air cards), routers, devices that combine a modem and router, and connected devices (laptop and tablet computers). Schools and libraries can also receive funding for commercially available broadband service that provides a fixed or mobile broadband connection for off-campus use by students, school staff or library patrons. In limited instances, a school or library that can demonstrate it has no available service options sufficient to support remote learning may seek funding for the construction of new networks to provide remote learning and the equipment needed for datacasting services. Review the Eligible Services List for additional guidance on the equipment and services eligible for funding under the Emergency Connectivity Fund Program.

Victoria Fine Regional Grant Manager Learn Design Apply, Inc.

victoria.fine@poly.com

Mobile: 818-741-5508

Dana Satterwhite, Senior Director – Poly/Zoom Grants Partnership

e: dana.satterwhite@learndesignapply.com

c: (425) 269-2424









8th Annual Tribal Summit Flagstaff, AZ September 16 – 17, 2021

https://www.eventbrite.com/e/strengthening-tribal-resiliency-through-health-culture-tickets-162480981991



https://www.aachc.org/events-training/calendarof-events/events/2021-hit-symposium/ Thursday September 23, 2021



September 19 – 25, 2021 https://telehealthawareness.americantelemed.org/





Telehealth. Is. Health. September 19-25, 2021









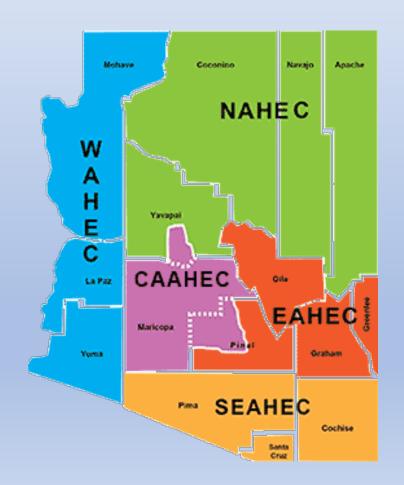


14th Annual Health Current Summit & Trade Show ACHIEVE October 12 – 13, 2021 Glendale, AZ

https://healthcurrent.org/news-events/2021summittradeshow/

Join us this year, either in-person or virtually, for the 14th Annual Health Current Summit & Trade Show on Oct. 12-13 for ACHIEVE 2021. Health Current will be hosting a hybrid approach for this year's Summit & Trade Show and we will continue to monitor the national and local progress in responding to the COVID pandemic and the vaccine rollout.

Arizona AHEC Area Health Education Centers Tribal Area Health Education Center https://azahec.uahs.arizona.edu/





Thank You, Merci, Gracias y CIAO! jmajor@telemedicine.arizona.edu





Blog by Stephen Neal

- https://www.ihs.gov/newsroom/ihs-blog/july2021/telehealth-services-key-to-accessing-and-providing-continuity-of-care-during-the-covid-19-pandemic/
- Stephen Neal, works as a physician assistant in family practice and is the chief of staff of the Chinle Comprehensive Healthcare Center. He recently completed his master's in clinical informatics from Oregon Health Science University and is a former National Health Service Corp scholar. Stephen has worked at IHS since 2016 and enjoys providing care and furthering technological advancement for IHS in Chinle, Arizona, in the middle of the Navajo Nation.





TCRHCC

https://www.tchealth.org/home2.html



How You Can Help During the COVID-19 Crisis

1-866-976-5941 tchealth.org







https://www.bbcmag.com/community-broadband/public-private-partnerships-offer-digital-divide-solution



MAGAZINE

Public-Private Partnerships Offer Digital Divide Solution



July 2021 • 💃

By David Gilford | Broadband Equity Partnership

Communities seek to overcome the challenges of providing broadband to residents and businesses by leveraging federal funding and private capital, enabling risk sharing in the creation of networks powered by open-access infrastructure.





Tribal Communities See Benefits and Challenges in Using Telehealth

A recent roundtable discussion about virtual care in tribal communities examined the telehealth methods that Native Americans use and the technological challenges

they still face.



https://mhealthintelligence.com/news/tribal-communities-see-benefits-and-challenges-in-using-telehealth?fbclid=IwAR2jCE8XcRcC8tvV-u6AYQUpDzrBWf9Dlsf4XFLNxPdBrwEILUGCAZa6U50