



Greetings Northwest Region:

New Digital Navigation Training Course for Patient Portals!



The [NRTRC](#) is pleased to announce the release of our latest training course: [*Navigating the Telehealth Neighborhood – Patient Portal Training for Digital Navigators*](#).

Building on the success of our initial course, [*A Guide to Telehealth Basics and Virtual Appointments for Digital Navigators*](#), this course is designed to equip digital navigators with the knowledge and tools they need to support patients in effectively using patient portals.

Patient portals are secure online platforms provided by healthcare organizations that enable patients to access and manage their health information and communicate directly with their healthcare providers. Typically accessed via a web browser or mobile app, these tools are essential for fostering patient engagement and self-management.

Topics include account setup, essential features of patient portals, common troubleshooting strategies, and best practices for empowering users to manage

their healthcare confidently and independently. It is ideal for digital navigators, care coordinators, and any frontline professionals supporting patients in accessing digital health services.

The course is self-paced, publicly available, and free of charge. To access the course, please refer to these [instructions](#) or [contact us](#) directly for support.

News

2025 ATA NEXUS—Highlights and News



From left to right: Dr. **Elizabeth Krupinski**, Southwest Telehealth Resource Center (SWTRC), **Mary Devaney**, Great Plains Telehealth Resource and Assistance Center (gpTRAC)

NRTRC joined colleagues from regional and national telehealth resource centers all across the nation to attend and present at the [American Telehealth Association's \(ATA\) Nexus 2025 Conference](#). This annual event is a driver for digital health innovation, bringing together clinicians, health system leaders, policymakers, and technology providers. This year's conference included in-depth presentations, panels, and keynote speakers sharing knowledge, models, strategies, initiatives, and technologies. The information exchange and knowledge-sharing at NEXUS promises to shape the future of virtual care and its ability to help people thrive, no matter where they live, improving healthcare for all.

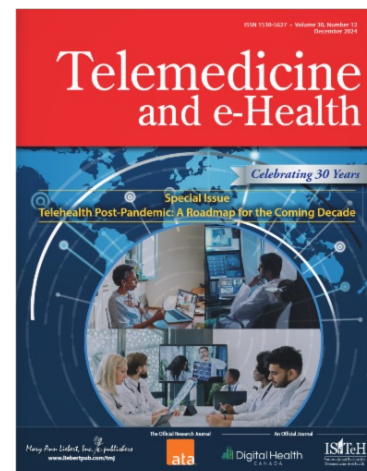


Back row, left to right: **Anita Browning**, Mid-Atlantic Telehealth Resource Center (MATRC); **Aria Javidan**, National Consortium of Telehealth Resource Centers (NCTRC); **Jaleen Johnson**, NRTRC; **Sarah Bauman**, Utah Telehealth Network (UTN); **Kathy Wibberly**, MATRC. Front row: **Mary Devaney**, gpTRAC.

Does Visit Modality Affect Visit Attendance?

The journal Telemedicine and e-Health recently published a paper, ["The Impact of Telehealth Implementation and Visit Modality on No-Show Rate in a High-Risk Obstetrics Clinic in a Safety Net Healthcare System."](#) This study broke new ground by examining the relationship between visit attendance and visit modality.

"Few studies have explored patient choice of visit modality between in-person, video, and telephone for prenatal care where exams are viewed as core to care and how this choice impacts no-show rate," the authors note. "This study evaluated the association between choice of visit modality and prenatal care visit attendance."



Regional News

NRTRC Board Member Highlight: Viola Samson of Alaska

Viola Inaqaq Samson is the manager of the Telehealth Program Development team with the Alaska Native Tribal Health Consortium (ANTHC). She works with clinical departments as well as ANTHC's Tribal Health Partners statewide to provide project management, assessment of telehealth utilization and needs, telehealth training, and customer support. Before her role managing the telehealth program, she worked with ANTHC's Internal Medicine Endocrinology Department. She obtained her Bachelor of Science in Nursing from the University of Alaska Anchorage.



Driven by the encouragement and support of her family and her experience growing up in rural Alaska, she is dedicated to helping the Alaska Native and American Indian people. She values the opportunity to collaborate with, support, and teach all who serve the people. She takes pride in her work and strives to be a leader to young Alaskans. Viola is of Yup'ik, Irish, and Swedish descent and is a member of Kipnuk tribe of Southwest Alaska.



Watch for Changes Next Month!

In place of the NRTRC June newsletter....

Check your inbox in June for a reminder that the NRTRC annual telehealth survey will be coming your way!



Events to Bookmark in 2025

June

The Future of Telemedicine and Digital Health to Catalyze Care Delivery

Jun 12 @ 12 p.m.–1 p.m.

Organizer: [National Consortium of Telehealth Resource Centers](#)

This webinar provides an overview of the major factors affecting the future of telemedicine and digital health pertinent to healthcare delivery. Specific use cases of AI-driven solutions enhancing telemedicine and digital health will be discussed.

TeleBehavioral Health 2025: Suicide Risk Assessment and Management in the Age of Telehealth

Jun 20 @ 12 p.m.–1 p.m.

Organizer: [University of Washington Behavioral Health Institute](#)

In this session, Dr. Kate Comtois, PhD reviews how clinicians using telebehavioral health can assess suicide risk and offers further techniques on health risk assessment and management.

Digital Health Technologies & Misinformation: Navigating the Challenges

Jun 27 @ 9 a.m.–10 a.m.

Organizer: [University of Maryland Extension](#)

Join the Marylanders Online program for a free webinar series exploring the cutting edge of digital literacy and opportunity.

July

IHCA 2025 Annual Convention & Tradeshow

Jul 8–Jul 10

Boise, ID

Organizer: [Idaho Health Care Association](#)

The Idaho Health Care Association (IHCA) represents long-term care providers in Idaho. Healthcare professionals are invited to join IHCA to delve into a range of topics to help them deliver quality long-term care.

August

[TeleBehavioral Health 2025: Clinician's Duty to Protect in an Era of Telehealth—Legal and Clinical Considerations in Washington](#)

Aug 15 @ 12 p.m.–1 p.m.

Organizer: [University of Washington Behavioral Health Institute](#)

The mental health clinician's duty to protect others from the violent acts of their patients is complicated and raises legal and clinical questions. This talk will review the standard in Washington, which is an outlier compared to other states. The talk will discuss practice pointers and consider a variety of clinical settings, including telehealth.

[NACHC Community Health Institute and Expo 2025](#)

Aug 17–Aug 19

Chicago, IL

Organizer: [National Association of Community Health Centers](#)

The Community Health Institute and Expo is the premiere gathering of the nation's Community Health Centers, the largest network of primary care providers in the nation. Currently serving one in 11 Americans, NACHC's goal is for health centers to serve one in three Americans as the nation's healthcare employer, provider, and partner of choice. The conference will provide attendees with the latest in science, education, practice, and policy that health centers need to stay competitive and financially stable.

Do You Provide Healthcare or Services via Telehealth?



NRTRC's [Find Telehealth](#) is available to help patients and providers find in-person and telehealth care along with locations to have telehealth visits. Turn on the map's TAPs button to view sites.

[Click Here to Update Information on Your Practice](#)
[Click Here to Add a TAP](#)



Northwest Regional State Telehealth Websites

- [Idaho Department of Health and Welfare](#)
- [Montana Telehealth Alliance](#)
- [Utah Telehealth Network](#)
- [Washington State Department of Health](#)
- [Washington State Telehealth Collaborative](#)
- [Wyoming Telehealth Network](#)



Telehealth Resources

- [Telehealth Tools and Resources](#): Find up-to-date telehealth tools and resources.
- [Professional Development](#): Visit NRTRC's catalog of online telehealth training courses.
- [Updated legislation and regulations](#): Keep up with regulations and proposed legislation for the states of the Northwest Region.
- [Research](#): Find current research opportunities, research articles, and survey results.

Northwest Regional Telehealth Resource Center

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Northwest Regional Telehealth Resource Center

101 Wasatch Drive | Salt Lake City, UT 84112 US

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