

Innovation at The Frontlines: Enhancing Remote Patient Care

The Fairfield Family Clinic Success Story



Fairfield Family Clinic, located in Shreveport LA, serves as an entry point into the healthcare system and as a vital resource in chronic care management for the local patient population. In addition to primary care, Fairfield Family Clinic provides health counseling, education, and a suboxone program for opioid addiction. The patient population is generally older, with many suffering from chronic conditions and comorbidities. Fairfield Family Clinic is a lifeline for the local community and a critical component to maintaining quality of life and health.

Before COVID-19, Fairfield Family Clinic was already using Azalea Health's telehealth solution to help extend the care team.

"Last November, we set up telehealth as a way to engage with providers outside of our clinic who had availability to see patients and to help augment our current care team," said Peggy Stark, Billing Manager for the clinic. "We were able to increase the volume of patients served by enabling visits with remote providers, which were facilitated by Fairfield nursing staff."

The clinic invested in integrated otoscope and stethoscope devices that enabled

remote evaluation through the telehealth visit. This created a fully functional and virtual system for examinations and assessments.

"Once we were able to connect the telehealth technology with our medical devices, it created a complete workflow," said Stark.

With COVID-19, the clinic quickly adjusted, using telehealth as an enabler to care continuity and patient engagement during social distancing.

"In addition to clinic appointments, we see walk-ins," explained Stark. "With COVID-19, we were able to shift our regular appointments to a more traditional telehealth workflow facilitated from the patient's home. This helped us avoid exposing potentially vulnerable populations. Those who were walk-ins were assessed in the parking lot and either brought into the clinic if they were well or taken to an auxiliary space if they were showing any signs of illness. In the clinic, we were able to continue to use telehealth to engage with our remote providers, which helped ease resource demands."

The nurses and staff at Fairfield Family Clinic use Azalea Health's myHealthspot app to facilitate patient communications and telehealth visits. To ensure a seamless experience for patients at home, staff conduct a pre-telehealth visit session to help patients download the myHealthspot app, walk through basic navigation, and answer any questions related to the appointment. This also helps the clinic staff to drive up engagement with the patient portal functionality and extend adoption.

"Providers have to remember that patients are on an adoption curve when it comes to telehealth," said Stark. "You have to keep calm and be ready for anything. If the video isn't working because the patient's internet is down, that is ok. Creating that sense of control and order, which our clinicians do in the office, has to translate into the telehealth visit for it to be successful."

Going forward, the clinic plans to use telehealth as an ongoing component of the treatment and management of their established patient population. They are considering alternating in-office and telehealth visits for patients who need chronic care management and regular well visits.

"I think that telehealth is here to stay and that many of the changes made to drive up telehealth adoption are going to gain enough traction that they will be impossible to roll back," said Stark. "All providers need to remember that documentation is critical to success with telehealth. Without it, you expose your clinic to audit risk and potential denials."

For more information on Azalea Health's telehealth solution, please visit [here](#). And to access free telehealth tools and accelerators, [follow this link](#).