



Mid-Atlantic
Telehealth
Resource Center



Serving Delaware, Kentucky,
Maryland, New Jersey, North
Carolina, Pennsylvania, Virginia,
Washington DC and West Virginia

North Carolina Primary Care Conference

June 6, 2025

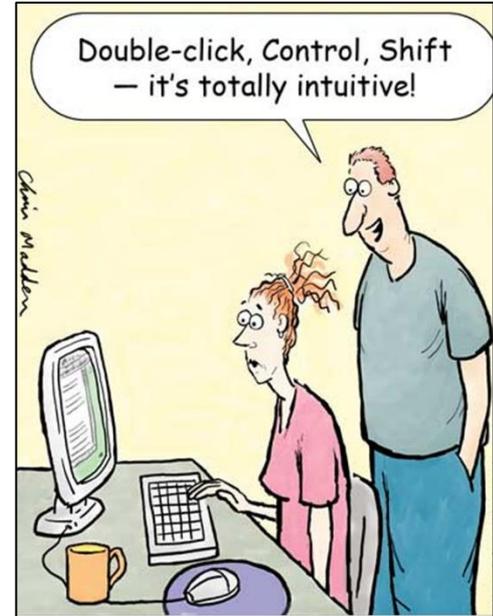
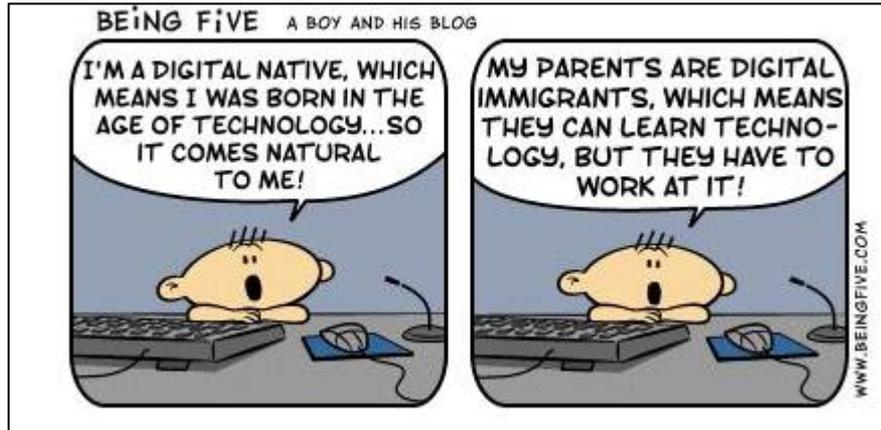
Equipping Patients for Digital Health: Tools, Training and Trust

You have ever...

- Helped someone figure out how to connect to wi-fi
- Set up a smartphone or tablet for a parent or grandparent
- Helped someone reset a password
- Helped someone enable their audio or video on a Zoom call



Which One Are You?



The Next Generation

Analog-natives	Digital-natives	AI-natives
<p>Limited exposure to digital technology during childhood</p> <p>Learning through traditional lecturing and printed books</p>	<p>Exposure to and interaction with electronic devices and the internet</p> <p>Learning through the internet, multimedia, and interactive tools</p> <p>Use of search engines such as Google</p> <p>Social networking; social media</p>	<p>Exposure to and collaboration with reasoning engines such as ChatGPT</p> <p>Exposure to mixed realities</p> <p>Learning in a personalized manner with the help of virtual assistants</p>

<https://medium.com/@antonioskarampelas/the-emergence-of-ai-natives-6d67b2543561>

Rapid Evolution Information Acquisition



AI-driven
content
curation &
search

(ChatGPT, Perplexity,
Claude, Gemini)

Curation & Search



Rise of AI
agents,
chatbots, and
personalized
digital
assistants

Agentix



Decline of
traditional
search engines
in favor of AI-
driven, direct
answers

Search Engines



Expansion of
audio/video
learning,
replacing text-
heavy formats

Audio/Video



Growth of
social media as
a primary
research source

Social Media

What Is It?

The digital divide is ...

... the gap between those who have affordable access, skills, and support to effectively engage online and those who do not. As technology constantly evolves, the digital divide prevents equal participation and opportunity in all parts of life, disproportionately affecting people of color, Indigenous peoples, households with low incomes, people with disabilities, people in rural areas, and older adults.



<https://www.digitalinclusion.org/blog/we-have-two-new-definitions-broadband-equity-digital-divide/>

How Does It Impact Health?

Digital Access: A Super Determinant of Health

Date: March 22, 2023 | **Categories:** [Minority Health](#), [Community](#), [Mental Health](#)

By: [Yosselin Turcios, M.P.H., Office of Behavioral Health Equity Fellow](#)

Internet access is increasingly recognized as a “super determinant” of health. It plays a role in health care outcomes and influences more traditionally recognized social determinants of health, such as education, employment, and healthcare access.^{1,2} The Federal Communications Commission (FCC) estimates that 19 million people in the United States lack access to reliable broadband service, also known as reliable high-speed internet.³ This phenomenon is known as the digital divide and has focused on rural areas and “pockets of segregated urban areas [that] are also disconnected”.¹

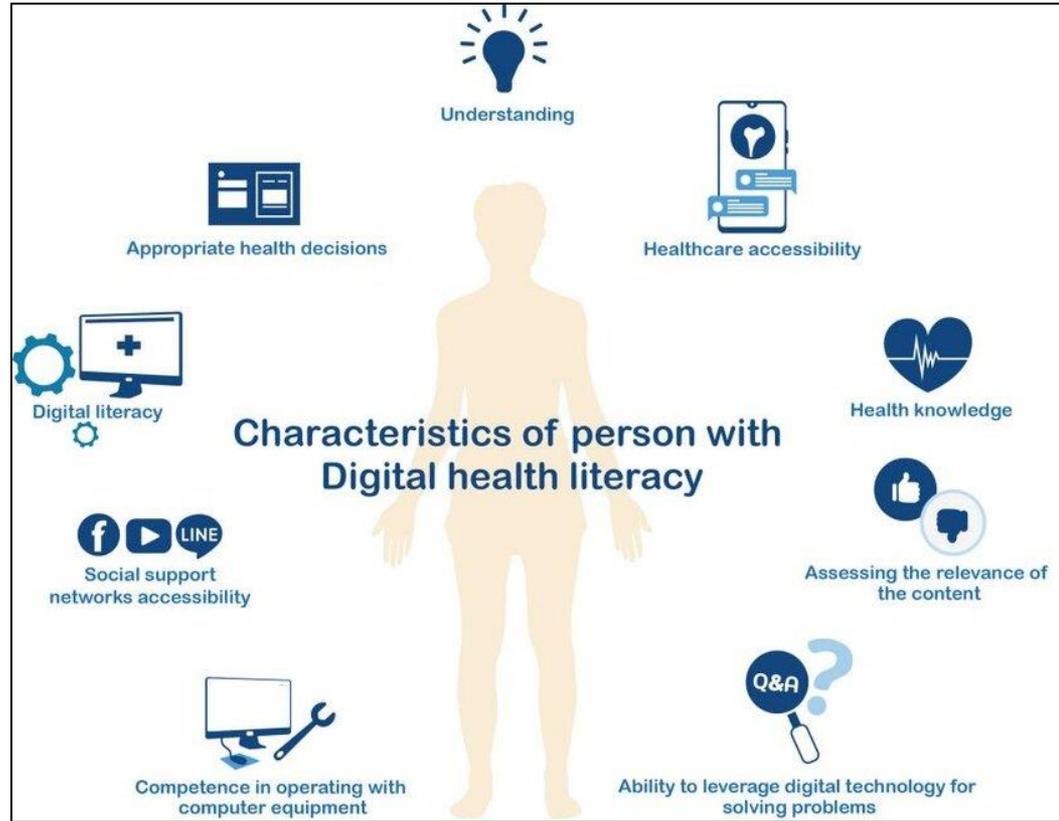
What Is It?

The ability to seek, find, understand, and appraise health information from electronic sources and apply the knowledge gained to addressing or solving a health problem.

-World Health Organization-

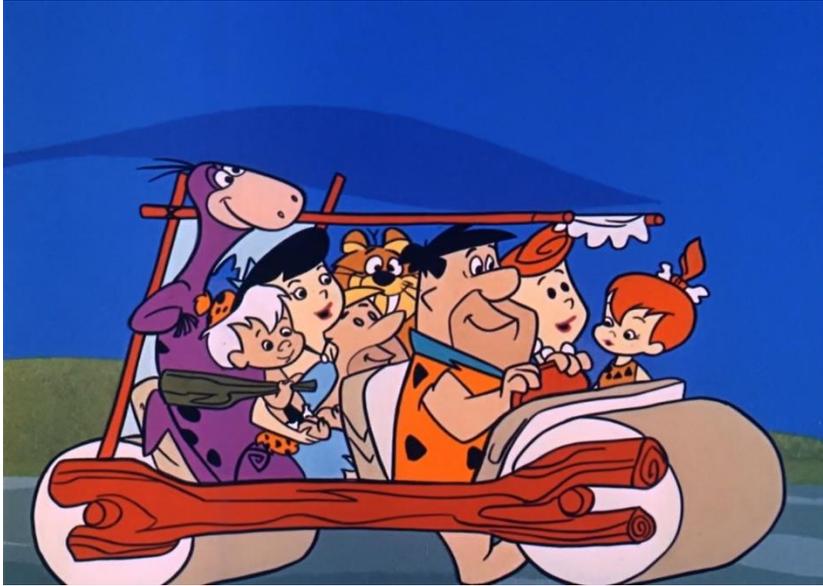
Examples:

Being able to find and evaluate health information online, access telehealth services, manage appointments, access health records, communicate with healthcare providers electronically and participate in health prevention and management interventions.



https://www.researchgate.net/figure/Characteristics-of-a-person-with-digital-health-literacy_fig1_358918115

When Worlds Collide



It's Not Just Patients



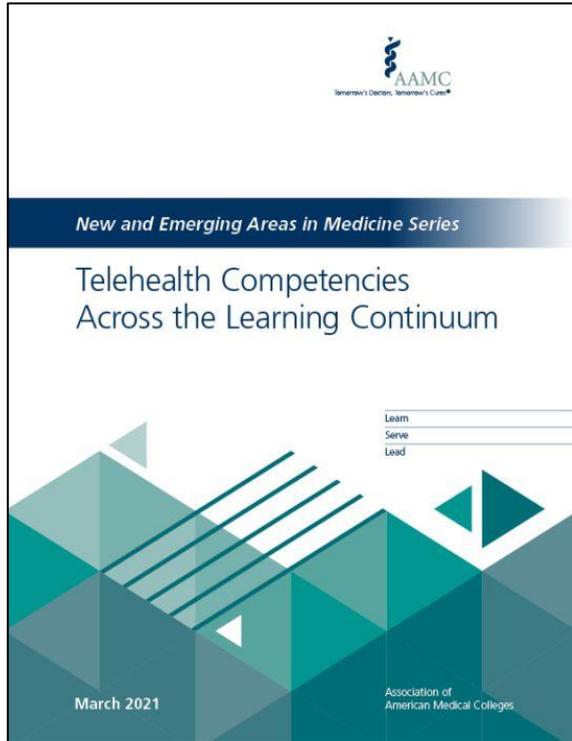
Health Technology and Interoperability



Lower electronic health record adoption and interoperability in rural versus urban physician participants: a cross-sectional analysis from the CMS quality payment program

[A. Jerrod Anzalone](#) , [Carol R. Geary](#), [Ran Dai](#), [Shinobu Watanabe-Galloway](#), [James C. McClay](#) & [James R. Campbell](#)

[BMC Health Services Research](#) **25**, Article number: 128 (2025) | [Cite this article](#)



The need for digital health education among next-generation clinicians



Aditi U Joshi MD, MSc, FACEP [in](#)

Author | Digital Health Strategy | Telehealth | Virtual Reality | Chief Medical Officer | Emergency Medicine

Preparing mental health providers for the future: the case for moving beyond the elective telehealth course to integrating telehealth training throughout the curriculum



Kathy Hsu Wibberly*

Karen S. Rheuban Center for Telehealth, University of Virginia School of Medicine, Charlottesville, VA, United States

Health Technology and Health Professions Education

But It Impacts Patients

Study Examines Telehealth, Rural Disparities in Pandemic

Lack of Broadband Access Remains Biggest Challenge

July 30, 2020, 04:37 pm **News Staff** – For many family physicians, **telehealth has become a common way** of caring for patients during the COVID-19 pandemic, and this year's National Conference of Family Medicine Residents & Medical Students features **several workshops** that approach the issue in more detail.

Research **published online June 26 in the Journal of the American Medical Association** focused on the implications of telehealth in addressing rural health disparities. It found that while telehealth has helped bridge communication gaps, allowed for the continuation of care and reduced patient and clinician exposure to the coronavirus, some longstanding barriers still must be addressed to improve the effectiveness of telehealth.

Opportunities and Challenges

The researchers analyzed the efforts of a rural hospital system in northern Michigan, where a statewide stay-at-home order was issued March 23. In response, the system implemented several telehealth measures, with more than 500 health care professionals in 75 ambulatory practices offering video and telephone visits. As a result, the system conducted more than 14,000 virtual visits in a six-week period, which provided patients with safe access to care while protecting clinicians and care teams from exposure.



**BROADBAND TODAY:
Rural
America's
Critical
Connection**

*Adapting to a World
Where Connectivity is Key*

	Benefits	Drawbacks
Wireless		
mmW 5G	Tremendous speed and capacity over very short distances.	Very limited wireless reach makes it not suitable for sparsely populated rural areas.
Midband 4G/5G	Lower upfront costs; speeds comparable to good copper networks.	Slower speeds due to limited spectrum; frequent upgrades are costly; requires deep fiber.
Wireline		
DSL (twisted-pair copper)	Can leverage existing outside plant.	Limited speeds; not suitable for long distances; requires deep fiber; expensive upgrades.
Coax	Can leverage existing outside plant.	Not suitable for long distances; requires deep fiber; expensive upgrades.
Fiber	Future-proof; easier upgrades; lowest total cost over the life of the network; suitable for distances up to 20 miles between electronics.	Higher upfront costs; may be slower to deploy.

<https://www.ntca.org/sites/default/files/documents/2021-02/Rural%20America%27s%20Critical%20Connection%20--%20FRS%20White%20Paper.pdf>

Broadband Infrastructure

POLITICS

Rural Areas Feeling Left Behind in Race to Expand Broadband

Lawmakers looking at several options to close digital divide

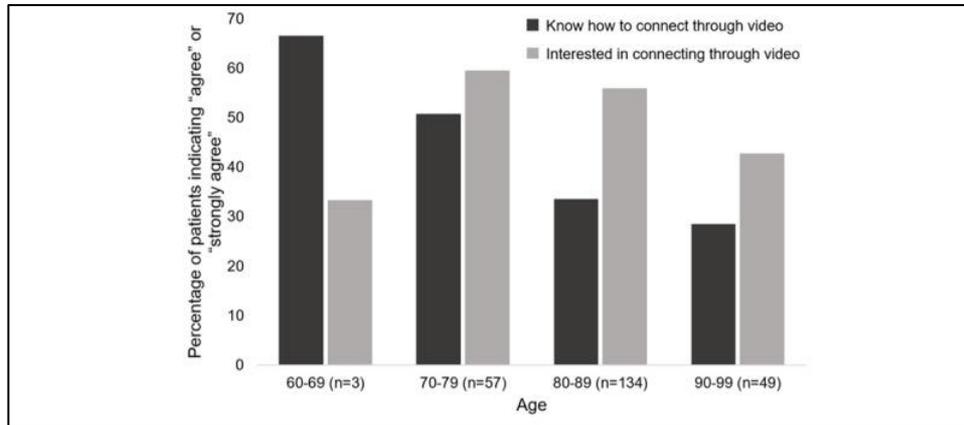


South Dakota Sen. John Thune talks with reporters Thursday after a news conference at the GOP retreat in West Virginia. (Tom Williams/CQ Roll Call)

Age in America: Aging in rural communities

According to the U.S. Census Bureau, 1 in 6 Americans live in rural areas. That's 15% of the population. But a disproportionate number of seniors — 22% — live outside of America's metro areas.

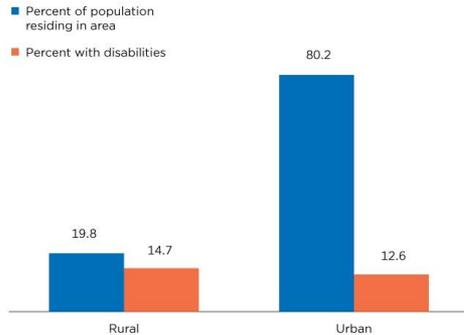
Health Technology and Digital Literacy



Age is associated with decreases in comfort with technology but not interest in telemedicine. While participants' comfort with video visits decreased with increasing age ($R^2=0.96$), interest in video visits was not associated with age ($R^2=0.07$) in participants aged 60-99 years.

Health Technology and Accessibility

Figure 1.
Share of Total Population and Population With a Disability in U.S. Rural and Urban Areas: 2021



Note: Includes civilian noninstitutionalized population. For more information, visit <www.census.gov/acs>.
Source: U.S. Census Bureau, 2021 American Community Survey, 1-year estimates <www.census.gov/programs-surveys/acs>.

Rural residents – less than 20% of the U.S. population – were more likely (14.7%) than their urban counterparts to experience disability.

Ensuring full participation of people with disabilities in an era of telehealth

[Rupa S Valdez](#)^{1,2,3,6}, [Courtney C Rogers](#)², [Henry Claypool](#)⁴, [Lucy Trieshmann](#)⁵, [Olivia Frye](#)¹, [Claire Wellbeloved-Stone](#)³, [Poorna Kushalnagar](#)⁶

► Author information ► Article notes ► Copyright and License information

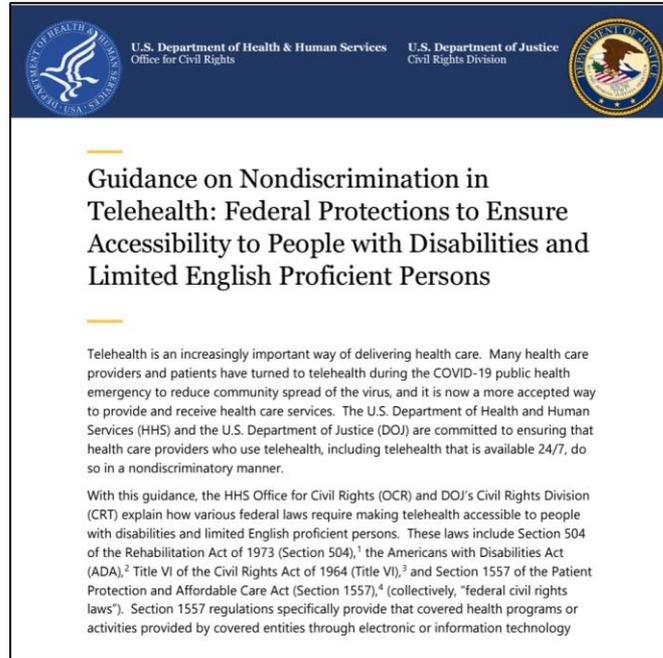
PMCID: PMC7717308 PMID: [33325524](#)

Can You Hear Me? Equitable Access To Telehealth For Deaf, Hard Of Hearing, And Deaf- Blind Patients

BY MID-ATLANTIC TELEHEALTH RESOURCE CENTER • FEBRUARY 21, 2024



Health Technology and Accessibility



<https://www.hhs.gov/sites/default/files/guidance-on-nondiscrimination-in-telehealth.pdf>

Telehealth Experience Among Patients With Limited English Proficiency

[Jorge A Rodriguez](#)^{1,2,6}, [Elaine C Khoong](#)^{3,4}, [Stuart R Lipsitz](#)^{1,2}, [Courtney R Lyles](#)^{5,6}, [David W Bates](#)^{1,2}, [Lipika Samal](#)^{1,2}

For patients with LEP, we found not only telehealth access disparities but also worse video visit experience. Additionally, characteristics of video and telephone visit users differed by English proficiency. Worse video visit experience may be associated with challenges in integrating interpreters into telehealth visits or perceived effectiveness by both clinicians and patients.

Health Technology, Accessibility and Digital Literacy

THE **RAND** BLOG

Rethinking the Impact of Audio-Only Visits on Health Equity

COMMENTARY (Health Affairs)



Photo by shapecharge/Getty Images

by [Lori Uscher-Pines](#) and [Lucy Schulson](#)
December 17, 2021

Ongoing delivery of audio-only visits can reduce the quality of care among low-income populations and contribute to health disparities.

Generous parity reimbursement for audio-only visits may be creating perverse incentives to deliver substandard care to the most underserved.

The Next Generation



Digital Therapeutics

Software-based products that help prevent, manage or treat medical conditions.



Fig. 1 – Prescription Digital Therapeutics Companies, US, 2022

Rethink addiction treatment

Every year, millions of Americans struggling with addiction go untreated.⁵ Here's how we recognize and break through the barriers to providing therapy.

reSET[®] is used to treat SUD as an adjunct to outpatient therapy.

In a 12-week study of reSET[®]:

>2x
ABSTINENCE

In patients whose primary substance of abuse was not opioids, adding reSET to outpatient treatment as usual (TAU) **more than doubled abstinence rates** during the last 4 weeks of the 12-week trial.

- + 17.6% with TAU (n=193) vs 40.3% with rTAU* + reSET (n=206), P=.0004

Retention rate by treatment group during the 12-week intervention

P<.0042

76.2% rTAU* + reSET (n=206)	63.2% TAU (n=193)
--	--------------------------------

*rTAU: reduced treatment as usual in which 2 hours of face-to-face therapy each week was replaced with use of a desktop-based Therapeutic Education System, which has equivalent content to reSET.

Gamification + Digital Therapeutics

Motivation is the key to behavior change! Gamified apps, devices and therapies address the issue of motivation, making behavior change easier and more fun by integrating challenges, rewards, community and more.



DIDGET™ blood glucose meter from Bayer plugs into a Nintendo DS or DS™ Lite gaming system to reward kids for consistent testing.



In June 2020, the FDA approved the first prescription video game. Designed for kids ages 8 to 12 with ADHD, EndeavorRX challenges these young patients to focus on multiple tasks simultaneously within the game environment.

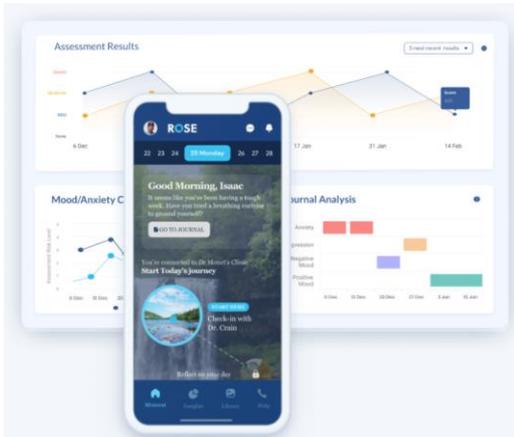
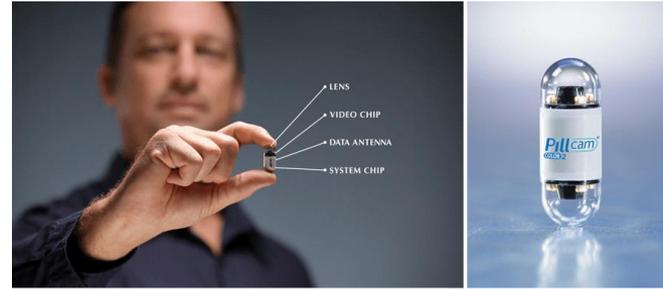
68%

of parents reported improvements in ADHD-related impairments after two months of treatment.²

73%

of children reported an improvement in their attention.³

Sensors, Wearables and Remote Monitoring



	First Name: Tobi	Behavioral Health Diagnosis: Geriatric Anxiety unspecified (F43.20)
	Last Name: Jameson	BH Status: Enrolled
	Date of Birth (Age): 3rd May, 1960 (61 yrs old)	Messaging Status: Enabled
	Email: tobi@gmail.com	Managed by: Dr Matt,
		Caregiver: Ms. Angela
	See patient notes	
	<input type="checkbox"/> Pin Content	<input type="checkbox"/> Assessments
	<input type="checkbox"/> Reset Flag	<input type="checkbox"/> Download
	<input type="checkbox"/> Chat	<input type="button" value="+ Update"/>

Journal Entries		
DATE & TIME	ISSUE	PREVIEW
Jan 2, 2021, 10:30pm	POSITIVE MOOD	Finally had a good day after so long! Met up with my friends and had gr... View
Jan 7, 2021, 4:21pm	ANXIETY	I have a big exam tomorrow and I'm feeling really anxious about it. Hap... View
Jan 8, 2021, 12:52pm	POSITIVE MOOD	The exam was great! I think I did really well I'm so happy!! View



Virtual and Augmented Reality



#DigitalDivide
**5 Elements
of Digital
Inclusion**



Internet

Affordable, robust,
broadband
internet service



Training

Access to digital
literacy training



Content

Content designed to
enable self-sufficiency,
participation and
collaboration



Support

Quality
technical
support

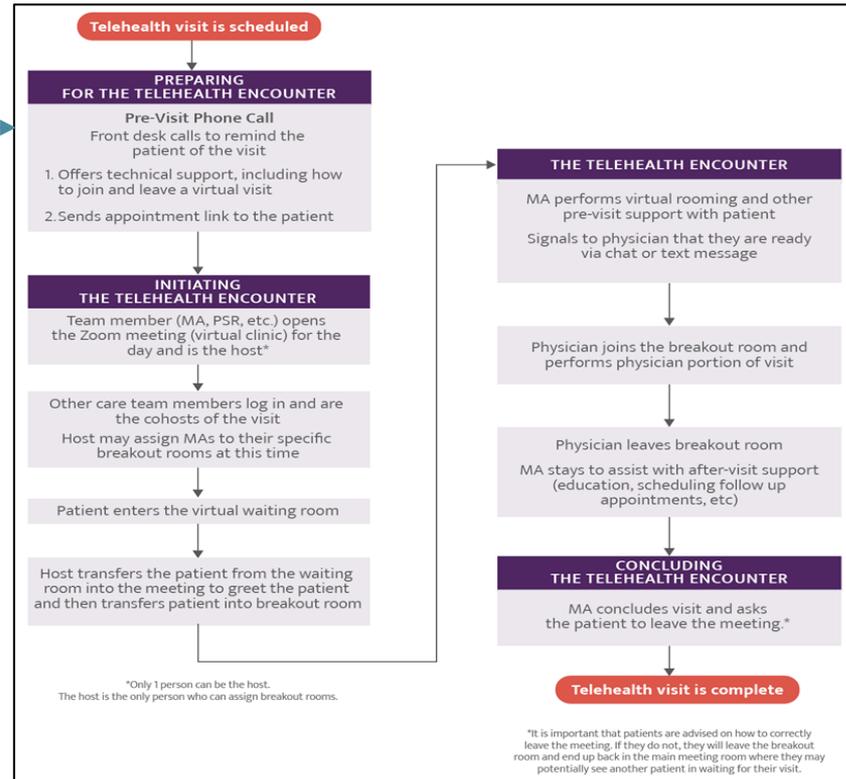
Devices

Internet-enabled devices
that meet the needs of
the user



Assessment

Digital Health Readiness Assessment



Assessment

JAMA Network Open 

Original Investigation | Equity, Diversity, and Inclusion

Development and Preliminary Validation of a Screener for Digital Health Readiness

Kristin L. Rising, MD, MSHP; Amanda Guth, MPH; Alexandra T. Gentsch, LSW; Karla Martin Gonzalez, MPP; Richard Hass, PhD; Lindsey Shughart, BA; Serena Gelfer, MPH; Megan McVane, LCSW, CPHQ; Brooke Worster, MD; Amy E. Leader, DrPH, MPH

JAMA Network Open. 2024;7(9):e2432718. doi:10.1001/jamanetworkopen.2024.32718

Digital Health Readiness Screener – Technical Readiness

Video Visits – General

1	Have you ever completed a telehealth video visit with a provider?	<input type="radio"/> Yes	<input type="radio"/> No, unsuccessful	<input type="radio"/> No - never tried
2	Are you confident in your technical ability to do a telehealth video visit now or in the future?	<input type="radio"/> Yes	<input type="radio"/> No	

Tech Access - General

3	Do you have access to the internet?	<input type="radio"/> Yes	<input type="radio"/> No	
4	Do you have a place where you are comfortable talking about your health needs?	<input type="radio"/> Yes	<input type="radio"/> No	
5	Do you know what to do when you have issues with sound or picture quality for video calls?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Haven't used the internet for videos
6a	Do you have access to a phone with a camera?	<input type="radio"/> Yes	<input type="radio"/> No	
6b	Do you have access to a computer with camera?	<input type="radio"/> Yes	<input type="radio"/> No	
7	Some patients do not participate in telehealth video visits because it takes up too many data minutes. Are you willing to use your data minutes for a telehealth video visit?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A – I don't have a data plan <input type="radio"/> N/A – I have unlimited min

Digital Health Readiness Screener – Technical Readiness

Technology Knowledge

8	Do you feel confident using a computer?	<input type="radio"/> Yes	<input type="radio"/> No	
9	Do you feel comfortable accessing the Internet? (If no, skip to question 13)	<input type="radio"/> Yes	<input type="radio"/> No	
10	Do you feel confident accessing the internet?	<input type="radio"/> Yes	<input type="radio"/> No	
11	Can you find health information on the Internet?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A - Never tried
12	Are you able to use email?	<input type="radio"/> Yes	<input type="radio"/> No	
13	Do you use email at least every week?	<input type="radio"/> Yes	<input type="radio"/> No	
14	Can you download and install new apps when needed?	<input type="radio"/> Yes	<input type="radio"/> No	
15	Do you know how to create a new username and password for a new account?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A - Never tried
16	Are you able to reset your password for apps or online accounts when needed?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A - don't use online accounts <input type="radio"/> Unsure

Patient Portal

17	Do you know what a patient portal is? (If no, skip to next section)	<input type="radio"/> Yes	<input type="radio"/> No	
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Assessment

Digital Health Readiness Screener – Quality of Care Concerns

Quality / Trust			
18	Are you concerned that you won't get high quality care on a telehealth video visit?	<input type="radio"/> Yes	<input type="radio"/> No
19	Are you concerned that your doctor won't spend enough time with you on a telehealth video visit?	<input type="radio"/> Yes	<input type="radio"/> No
20	Are you concerned that you won't have a personal connection with a doctor during a telehealth video visit?	<input type="radio"/> Yes	<input type="radio"/> No
21	Are you concerned about the privacy of your information when using technology for your healthcare?	<input type="radio"/> Yes	<input type="radio"/> No
22	Are you concerned about security of your personal information when using a patient portal?	<input type="radio"/> Yes	<input type="radio"/> No

Internet

A Telehealth Access Point (TAP) is a dedicated public space for individuals to access a telehealth appointment. These spaces consist of an adequate internet connection, a device with working camera, speaker, and microphone, as well as privacy considerations in the form of a dedicated room or kiosk where the telehealth visit can be conducted. TAPs may also have support staff to assist an individual through a telehealth appointment if needed.

Delaware Libraries just launched 3 telehealth kiosks in Sussex County, with more to come

As part of a continuing focus on community health and well-being, the library is now a place you can (privately) conduct virtual therapy sessions, job interviews and more. It's addressing an access issue.



School Districts Make Room for Telehealth

[Home](#) / [Resources](#) / [Resource](#)

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Article | Health & Wellness, School Administrator Magazine

JANUARY 01, 2024

Appears in [January 2024: School Administrator](#).

A solution for reducing inequities in addressing the health needs of students, especially in rural America

HEALTHTECH

Banking on telehealth to reach rural patients, University of Rochester Medical Center rolls out innovative virtual care pilot

By Nick Thomas · Feb 9, 2024 4:05pm



Internet



This digital resource guide highlights how to access digital devices and internet in Anderson County.

Anderson County

Libraries

Libraries are a great place to get access to computers and internet. Call a library to ensure computer/internet availability and to check their operating hours.

Anderson Co. Library
300 N McDuffie St.
Anderson, SC 29621
864- 260-4500

Jennie Erwin Library
318 N. Shirley Ave.
Honea Path, SC 29654
864-369-7751

Pendleton Library
650 S. Mechanic St.
Pendleton, SC 29670
864-646-3045

Belton Library
91 Breazeale St.
Belton, SC 29627
864-338-8330

Lander Memorial Library
925 Greenville Dr.
Williamston, SC 29697
864-847-5238

Piedmont Library
1407 SC Hwy 86
Piedmont, SC 29673
864-845-6534

Iva Library
203 W. Cruette St.
Iva, SC 29655
864-348-6150

Powdersville Library
4 Civic Ct.
Powdersville, SC 29642
864-295-1190

Westside Community Library
1100 W. Franklin St.
Anderson, SC 29624
864-260-4660

How to Get Internet at Home

To get internet at home, contact an internet service provider (ISP). Most ISPs cover specific locations by zip code. Below is a list of ISPs that provide service in Anderson County. It is important to provide a physical address to confirm service is available at your home. For more information, use the internet speed and Affordable Connectivity Handout.

Internet Service Provider	Phone Number	Low-cost Plan Available	Lifeline Program
Spectrum	855-318-0133	Yes, \$29.99	No
W. Carolina Rural Tele	864-446-2111	No	Yes
HughesNet	844-908-2558	No	No
Verizon	800-922-0204	No	No
Viasat	866-331-0059	No	No
Vyve	855-367-8983	Yes, Low-Cost Plan \$19.99	No
AT&T	855-972-4177	No	Yes
PRTC	843-538-2020	No	No

How to Get Internet on the Go

Some businesses offer free wireless internet (WiFi) connectivity to customers.

McDonald's 101 Electric City Blvd. Anderson, SC 29621	McDonald's 4542 SC-81 Anderson, SC 29621	McDonald's 3024 N Main St. Anderson, SC 29625	McDonald's 1651 E Greenville St. Anderson, SC 29621
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McDonald's 331 Hwy 28 S. Anderson, SC 29624	McDonald's 1470 Pearman Dairy Rd. Anderson, SC 29625	Starbucks 3556 Clemson Blvd. Anderson, SC 29621	Starbucks 1643 E Greenville St. Anderson, SC 29621
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Digital Resource Guide



Anderson County

How to Get Internet on the Go (Cont.)

Some businesses offer free wireless internet (WiFi) connectivity to customers.

Starbucks 4686 Clemson Blvd. Anderson, SC 29621	Starbucks 1900 N Main St. Anderson, SC 29621	Starbucks 4396 SC-24 Anderson, SC 29626	Starbucks 2404 N Hwy. 81 Anderson, SC 29621
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Applebee's
3441 Clemson Blvd.
Anderson, SC 29621

Burger King
101 W Shockley Ferry Rd.
Anderson, SC 29624

Burger King
303 Pearman Dairy Rd.
Anderson, SC 29625

Burger King
2719 North Main St.
Anderson, SC 29621

Burger King
2009 E Greenville St.
Anderson, SC 29621

Burger King
7691 Highway 76
Pendleton, SC 29670

Burger King
324 S Main St.
Belton, SC 29627

Burger King
4460 Liberty Hwy.
Anderson, SC 29621

Burger King
1412 Whiskey Rd.
Anderson, SC 29603

Burger King
4395 Highway 24
Anderson, SC 29626

Burger King
1300 West Front St.
Iva, SC 29655

Burger King
905 Greenville Dr.
Williamston, SC 29697

Chick-Fil-A
1641 E Greenville St.
Anderson, SC 29621

Chick-Fil-A
3526 Clemson Blvd.
Anderson, SC 29621

Denny's
3401 Clemson Blvd.
Anderson, SC 29621

Dunkin Donuts
2933 N Main St.
Anderson, SC 29621

Dunkin Donuts
2015 E Greenville St.
Anderson, SC 29621

Jimmy John's
1803 E Greenville St.
Anderson, SC 29621

Krispy Kreme
1620 N Main St.
Anderson, SC 29621

Panera
103 Station Rd.
Anderson, SC 29621

Taco Bell
655 Hwy 28 Bypass
Anderson, SC 29624

Taco Bell
3152 North Main St.
Anderson, SC 29621

Taco Bell
326 S. Main St.
Belton, SC 29627

Jiffy Lube
1704 Pearman Dairy Rd.
Anderson, SC 29625

Lowe's
408 Hwy 28 By-Pass
Anderson, SC 29626

Lowe's
3515 Clemson Blvd.
Anderson, SC 29621

Michaels
3521 Clemson Blvd.
Anderson, SC 29621

Where Can I Purchase a device [Computer, Tablet, Chromebook] ?

Walmart
651 Hwy 28 Bypass
Anderson, SC 29624

Walmart
3812 Liberty Hwy.
Anderson, SC 29621

Best Buy
3601 Clemson Blvd.
Anderson, SC 29621

Office Depot *Wi-Fi
3423-A Clemson Blvd.
Anderson, SC 29621

Target *Wi-Fi
3519 Clemson Blvd.
Anderson, SC 29621

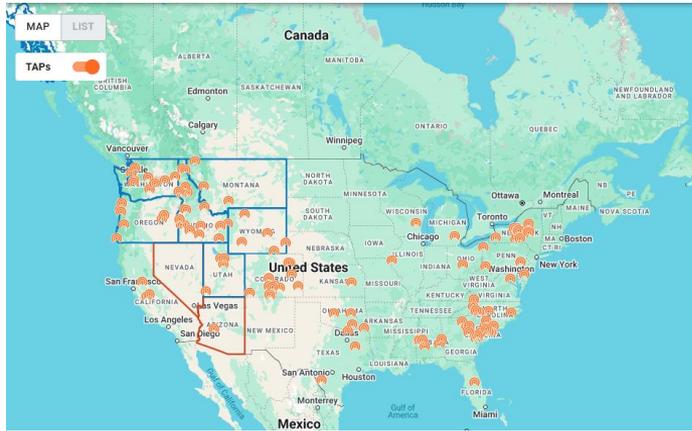
Online - PC's for People - <https://www.pcsforpeople.org/>

This digital resource guide is not a comprehensive list of services in Anderson County. If your organization provides computers or internet services, in this area, contact Palmetto Care Connections at 803-450-1053 to be added to the guide.

Published: June 2024

Digital Resource Guide

Internet



<https://findtelehealth.nrtrc.org/map>

By enabling the toggle for TAPs, you can find the location of TAPs in the US

WIM 
Health Workforce Information Services



Telehealth Access Point (TAP) Intake Form

The Northwest Regional Telehealth Resource Center (NTRTC) has developed a free, public-use map to identify healthcare facilities that offer telehealth services. The NTRTC Find Telehealth map is for patients and providers to locate telehealth services, as well as find available Telehealth Access Points (TAPs), a public location where a telehealth visit can be conducted.

A Telehealth Access Point (TAP) is a dedicated public space for individuals to access a telehealth appointment. These spaces consist of an adequate internet connection, a device with working camera, speaker and microphone, as well as privacy considerations in the form of a dedicated room or kiosk where the telehealth visit can be conducted. TAPs may also have support staff to assist an individual through a telehealth appointment if needed.

Ensure that TAPs in your area are correctly represented by completing this form.

Additional questions will appear based on your selections

1. Does this space have privacy considerations (private room, kiosk, white noise machine etc.)? Yes No
2. Does the space have a device with a working camera, speaker and microphone? Yes No
3. Does the space have an internet connection adequate enough to stream a movie? Yes No

<https://wimtracking.com/taps/>

If you know of a TAP in your area that is not on the map, submit the location information using this form!

Internet

Telehealth Access Points (TAPs) Resources: While helping those who can't afford broadband to access it is useful if there is a cellular or cable or fiber solution, there still remain areas in the U.S. that simply do not have this infrastructure. Some creative ways to help people access the internet that have been used include:

- Making available wi-fi access from schools, libraries, houses of worship and other businesses (or even their parking lots) become access points for individuals.
- Developing public wi-fi access points in the community such as in an abandoned store fronts or other un-used community facilities.
- Retro-fitting library study rooms or un-used spaces in schools or store fronts can provide private spaces for those without internet access or with privacy issues in their homes. One can also put in kiosks with devices in areas of the community that do have broadband access and make available devices to be "checked out" is also another way to increase digital equity.

Here are a few resources related to TAPs:

- **TAPs Best Practices Guide**
- **TAP Into Telehealth: Innovative Models of Telehealth Access Points (TAPs) Webinar**
- **TAP Location Finder Map** (toggle TAPs to on)
 - **Submit the Location of a TAP**
- Libraries as TAP's:
 - **Telehealth 101: What Libraries Need to Know** (online course module approved for 3 MLA CE credits)
 - **2023 Public Library Technology Survey Summary Report**
 - **Telehealth in Libraries: Pre-Implementation Workbook**
 - **Library Telehealth Guide**
 - **Libraries as Telehealth Hubs: Bridging the Digital Divide and Expanding Health Care Access**
 - **Idaho Commission for Libraries Telehealth Toolkit**
 - **Library Telehealth 101: A Guide to Getting Started**
 - Examples of TAPs in Public Libraries:
 - **East Brunswick Public Library** (East Brunswick, NJ)
 - **Delaware Libraries**
 - **Getting Telehealthy at Your Library Part 1**
 - **Getting Telehealthy at Your Library Part 2**
- Banks as TAP's:
 - **Banking on telehealth to reach rural patients**

<https://matrc.org/explore-telehealth/broadband/>

Devices

MAY 17, 2022

OIG Permits Healthcare Organization's Smartphone Loan Program For Telehealth Services

By *Timothy Fry, Kristen H. Chang and McGuireWoods LLP*



[VIEW ALL POSTS](#)

AUGUST 14, 2019

Uber Health's New Telehealth Deal Delivers Tech to Patients' Homes

SHARE    

Need to borrow a Chromebook, Wi-Fi Hotspot, or use a private space for an appointment? Get Connected at Delaware Libraries!

Chromebooks, Wi-Fi hotspots & kiosks provide library patrons access to social services such as job training, legal information, employment assistance, and more...with privacy! Kiosks are currently available only at Laurel Public Library, Millfield Public Library & Seaford District Library.

getconnected.delawarelibraries.org | #GetConnectedDE

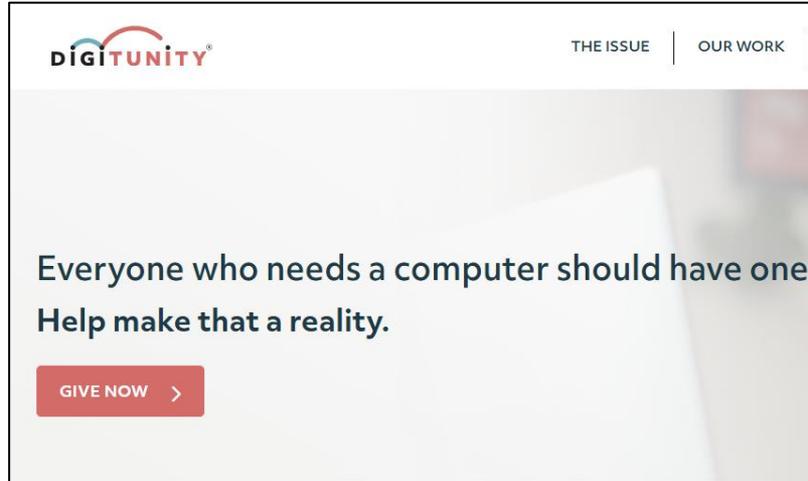


Delaware Libraries

Thank you to our sponsors!

Widened US Commerce Bank, Delaware Community Foundation, Delaware Department of Health and Social Services, Coastal Trust Foundation, Delaware Bank, Highmark, Blue Cross Blue Shield of Delaware, Longwood Foundation, Wellstar Foundation

Devices



The screenshot shows a website banner for Digitunity. At the top left is the Digitunity logo. To the right are two navigation links: "THE ISSUE" and "OUR WORK". The main text of the banner reads: "Everyone who needs a computer should have one. Help make that a reality." Below the text is a red button with the text "GIVE NOW" and a right-pointing chevron.

Digitunity | THE ISSUE | OUR WORK

Everyone who needs a computer should have one.
Help make that a reality.

[GIVE NOW >](#)

iCanConnect

Who's Eligible

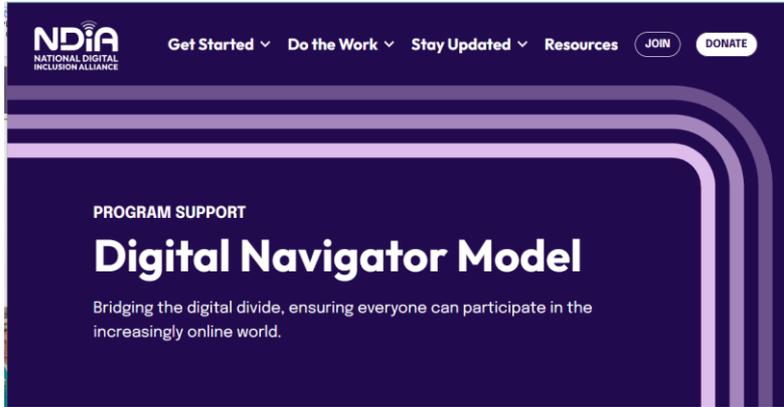
Welcome to iCanConnect

Sending an email or chatting on the phone can be challenging for people with both significant vision and hearing loss.

iCanConnect provides free equipment and training for people with both significant hearing and vision loss who meet the program's disability and income eligibility guidelines. iCanConnect is a national program with local contacts that helps people stay connected to friends, family and the world.

[Learn about iCanConnect >](#)

Support and Trust



NDiA
NATIONAL DIGITAL
INCLUSION ALLIANCE

Get Started ▾ Do the Work ▾ Stay Updated ▾ Resources [JOIN](#) [DONATE](#)

PROGRAM SUPPORT

Digital Navigator Model

Bridging the digital divide, ensuring everyone can participate in the increasingly online world.



Community Health Workers Help Patients Use Telehealth

Community health workers support the health care needs of their community and can help patients learn about telehealth.



Call a Digital Navigator Today!

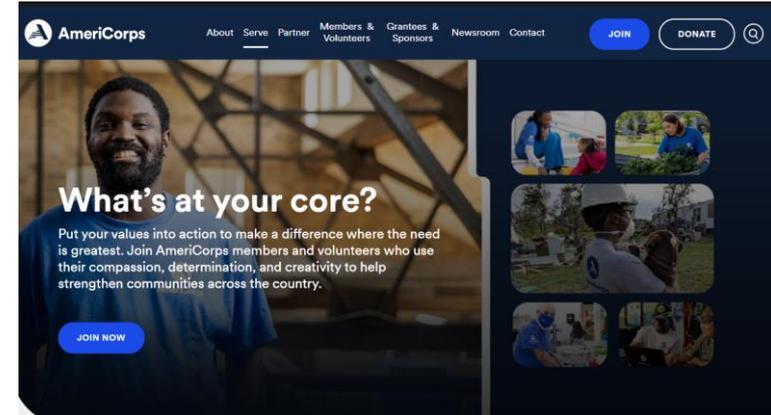


Join the AMSA Digital Rural Health Project as a Digital Health Navigator

amsa Project Ohio

Things To Consider

Thinking Outside the Box
...or who is already in my
community that can serve
as digital navigators?



MEALS on WHEELS
AMERICA

TOGETHER, WE CAN DELIVER.

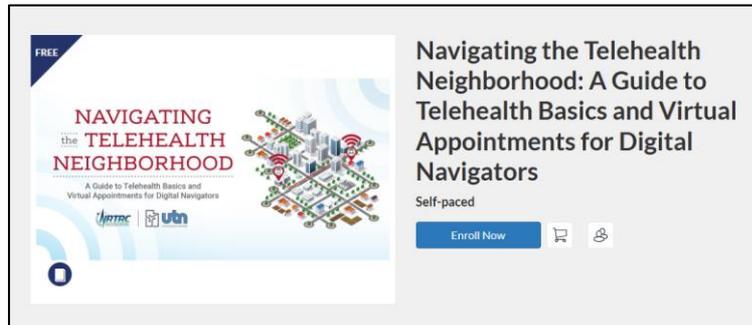


BOYS & GIRLS CLUBS
OF SOUTHEAST VIRGINIA

Support and Trust

Digital Navigator Resources: Digital navigators are trusted guides who assist community members in internet adoption and the use of computing devices. Digital navigation services include ongoing assistance with affordable internet access, device acquisition, technical skills, and application support.

- **NCTRC Digital Navigation Toolkit:** This toolkit provides helpful resource links relating to digital navigation.
- **The Digital Navigator Model and Additional Resources:** The Digital Navigator model is a replicable framework for organizations already providing digital inclusion services or those entering the digital inclusion space to ensure that their constituents can connect with them online.
 - **Digital Navigators Toolkit**
- **NRTRC Navigating the Telehealth Neighborhood: A Guide to Telehealth Basics and Virtual Appointments for Digital Navigators (Self-Paced Training Course):** This course was created with digital navigators in mind, but is a great introduction to telehealth for anyone assisting a learner, patient or loved one in accessing telehealth.
- **Community Health Workers Help Patients Use Telehealth:** CHWs have many roles, and digital navigators could be one of them. Take a look at this fact sheet!
- **Patient Portal Resources for Digital Navigators**
 - **Commonly Used Patient Portals Guide:** This resource document serves as a practical tool for digital navigators, healthcare providers, and patient support teams. It offers a comparative overview of widely used patient portals, detailing their associated Electronic Health Record (EHR) systems, language availability, and core functionalities.
 - **Quick Guide: Patient Portals Functions:** This concise reference tool provides an overview of commonly used patient portals and the key functions they offer.
 - **Point And Learn: Patient Portal Icons Guide:** This visual “Point and Learn” guide introduces commonly used icons found in patient portals, helping users easily identify key features such as appointments, medications, messaging, test results, payments, video visits, forms, insurance, and health history. Designed for use by digital navigators, this resource simplifies digital literacy support by allowing staff to visually walk patients through common portal functions.
 - **NRTRC Navigating the Telehealth Neighborhood: Patient Portal Training for Digital Navigators:** This course helps digital navigators support digital health participants in using patient portals to manage their health. In section one, the course covers portal basics, navigator responsibilities, benefits, key functions, and best practices. Section two provides a patient portal toolbox to help navigators learn about common barriers, solutions, and portal policies as they assist participants in managing their health through patient portals.



The screenshot shows a course listing for "NAVIGATING the TELEHEALTH NEIGHBORHOOD". The title is in large, bold, red and black text. Below it, a subtitle reads "A Guide to Telehealth Basics and Virtual Appointments for Digital Navigators". The course is labeled as "Self-paced" and "FREE". There is a blue "Enroll Now" button and icons for a calendar and a share function. The background of the course card features a graphic of a city with various digital health icons like a Wi-Fi symbol, a smartphone, and a person with a checkmark.

<https://matrc.org/explore-telehealth/broadband/>

Training and Best Practices

NORTHSTAR ABOUT FEATURES PRICING BUILD YOUR SKILLS CONTACT US English LOGIN

Increase Digital Skills for your constituents through Northstar Digital Literacy!

Northstar is a program of **Literacy Minnesota**

Northstar Digital Literacy helps subscribing organizations to provide constituents with tools to master the digital skills needed to work, learn, and participate fully in daily life.

- Assessments**
Online, self-guided assessments measure basic skills in each of 17 areas, allowing individuals to identify current skills and opportunities for learning new skills. [Learn more](#)
TRY AN ASSESSMENT NOW
- Education**
Educational materials provide for self-guided online learning, one-on-one digital navigation, and instructor-led classes. Northstar standards define the basic skills needed to perform tasks on computers and online.
LEARN MORE
- Reports**
Individuals and instructors see progress and opportunities for learning, including organizational statistics on number of learners, number of assessments, and percentage of assessments passed.
LEARN MORE



To Tackle the Digital Divide, A Program Teaches Seniors How to Use Telehealth

Digital Literacy Training

1,283
Digital Literacy Training Graduates

15
Total Counties Impacted in SC

Testimonials

“The training was very informative. The instructors and others were very knowledgeable and taught the information on a level that everyone could comprehend.
– Edna Dunbar, Digital Literacy Program Graduate

“The class and instructors were knowledgeable about the information. It was beneficial to me. I would definitely recommend this class to others, especially to connect with doctors and other needs. Thanks to Palmetto Connect for making this program possible.
– Evelyn Coker, Digital Literacy Program Graduate

<https://www.palmettocareconnections.org/technology/digitalinclusion/>

Training and Best Practices



PALMETTO CARE CONNECTIONS™ ABOUT - TECHNOLOGY - BROADBAND - TELEHEALTH - LEARN -

E-LEARNING

Learn Anywhere, at Anytime!

Palmetto Care Connections offers E-Learning Digital Literacy Online programs that teach you about the basics of telehealth, healthcare literacy, internet security, and email.

PALMETTO CARE CONNECTIONS™
DIGITAL LITERACY COLLEGE



Internet Safety | 11 minutes
Learn about cybersecurity, scams that can infect your digital device, and ways you can protect your personal information, and device from viruses.



Telehealth Training | 9 minutes
Learn what a telehealth visit is, how to prepare your digital device for your telehealth appointment, and the proper etiquette.



Email Basics | 21 minutes
Learn about electronic mail (email), the internet, and how to create an email account with a strong password.



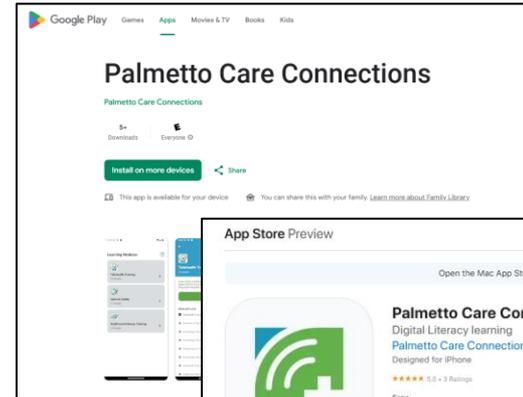
Google Docs | 13 minutes
Learn how to access Google Docs, how to create a document, and the functions of the icons located on the tool bar.



Email Basics 2 | 32 minutes
Learn how to access your email, compose a new email, reply and forward emails, as well as how to attach a photo or document.



Zoom Basics | 8 minutes
Learn how to access a Zoom meeting using your email, and some key features that will assist you during your meeting.



Google Play Games Apps Movies & TV Books Kids

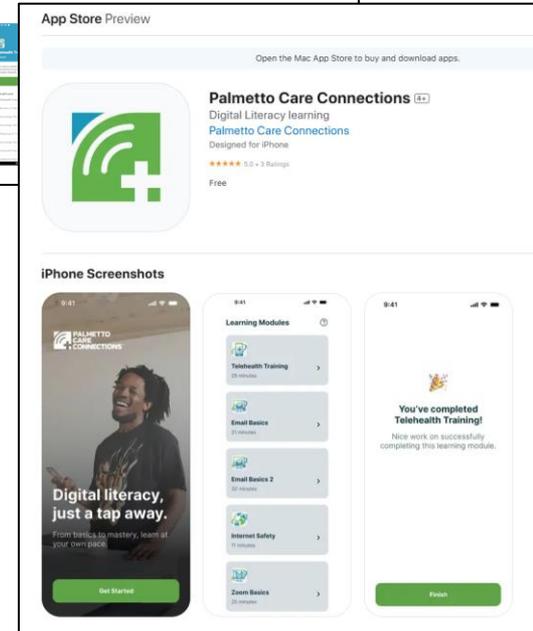
Palmetto Care Connections

Palmetto Care Connections

Downloads Etcetera ID

Install on more devices Share

This app is available for your device. You can share this with your family. Learn more about Family Library.



App Store Preview

Open the Mac App Store to buy and download apps.

Palmetto Care Connections

Digital Literacy learning
Palmetto Care Connections
Designed for iPhone
★★★★☆ 5.0 - 3 Ratings
Free

iPhone Screenshots

9:41
PALMETTO CARE CONNECTIONS
Digital literacy, just a tap away.
From basics to mastery, learn at your own pace.
Get Started

9:41
Learning Modules
Telehealth Training (9 minutes)
Email Basics (21 minutes)
Email Basics 2 (32 minutes)
Internet Safety (11 minutes)
Zoom Basics (8 minutes)

9:41
You've completed Telehealth Training!
Nice work on successfully completing this learning module.
Finish

<https://www.palmettocareconnections.org/events/elearning/>

Training and Best Practices



The Center of Excellence for Telehealth and Aging

A dedicated resource to help healthcare leaders to advance telehealth best practices for older adults



Age inclusive design of telehealth is key to realizing its benefits for older adults. Now is the time to reshape the delivery of telehealth to meet the needs, values, and preferences of older adults and those who love and care for them.

Principles and Guidelines for Telehealth & Aging



Equitable & Accessible



Person - Centered



Integrated & Coordinated

<https://ce4ta.org/>

CE4TA
CENTER OF EXCELLENCE FOR
TELEHEALTH AND AGING

Equity in Telehealth: Toolkit for Telehealth Providers

This toolkit provides telehealth providers with tools that prioritize an equity-focused approach, recognizing the physical, cognitive, linguistic, and cultural differences among older adults.

ce4ta.mayo.org

CE4TA
CENTER OF EXCELLENCE FOR
TELEHEALTH AND AGING

Equity in Telehealth: Toolkit for Telehealth Providers

Communicating with People with Disabilities®

Equitable and Accessible Care Accounts for Older Adults' Physical and Cognitive Differences

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CE4TA
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TELEHEALTH AND AGING

Equity in Telehealth: Toolkit for Telehealth Providers

Change Management: Engaging a Champion

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TELEHEALTH AND AGING

Equity in Telehealth: Toolkit for Telehealth Providers

Recommendations for Communicating with Older Adults During Telehealth Encounters

Equitable and Accessible Care Accounts for Older Adults' Physical and Cognitive Differences

ce4ta.mayo.org

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Here to Help!



www.telehealthresourcecenter.org

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<https://www.matrc.org/>

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About Our Services
Navigating Our Website



Contact Us

Contact Staff
Request a Speaker
Request Technical Assistance
Share a Success Story



Meet Our Team

Advisory Board
Consultative Service Partners



Connect With Us

Virtual Office Hours
Quarterly Newsletter

Social Media Hotlinks

LinkedIn
Twitter

Additional Resources



Funding Opportunities

Federal Funding
Foundation and Local Funding



Education & Training

Educator Resources
Telementoring Resources
Training Resources



Research & Evidence Base Hotlinks

Telehealth Evidence Base
Telehealth Research Organizations

NIJ Telehealth Research Centers of Excellence (TRACE)
Rand Telehealth Evaluation Center
Rand Telehealth Research Center
Society for Education and the Advancement of Research in Connected Health (SEARHC)
Supporting Practice: Research on Outcomes and Utilization of Telehealth (SPRU)
Telehealth Centers of Excellence

Explore Telehealth



Telehealth Basics

About Telehealth
About Remote Monitoring
Why Telehealth?



Telehealth Best Practices

Developing Workflows
Documenting a Visit
Informed Consent
Policies, Procedures & Protocols
Remote Monitoring for Risk
Telehealth & Special Needs
Telehealth Equity
Telehealth Physical Exam



Telehealth Settings & Specialties

Settings
Specialties
Telehealth and Mental Health
Telehealth and Pediatrics
Telehealth and Geriatrics
Telehealth and Hospice Care
Telehealth and Oncology



Telehealth Policy

About HIPAA and Telehealth
About Medicare and Telehealth
About Prescribing and Telehealth
About State Laws and Policies



Telehealth Technology

Digital Inclusion and Broadband
Vendor Selection Toolkit
Vendor Conversations



Telehealth Resources for Patients

Patient Perspectives
Preparing for a Visit
Navigating Technology

Telehealth In My State



Delaware



Maryland



Virginia



District of Columbia



New Jersey



Pennsylvania



Kentucky



North Carolina



West Virginia

<https://www.matrc.org>

Meet Our Chatbot



Hi! My Name is MATT. Welcome to MATRC. You can ask me questions about telehealth to get answers from our website. How can I help you?

MATT

Where can I find information about Delaware telehealth policy?

You can find comprehensive information about Delaware telehealth policies on the MATRC website. Here are some useful resources:

1. **View Delaware Telehealth Policies:** [Link](#)
2. **Download Summary PDF:** [Link](#)
3. **View Summary of Recent Legislative and Regulatory Activity by State for the MATRC Region:** [Link](#)
4. **View Summary of Delaware Teledentistry Policies:** [Link](#)

For more detailed information, you can visit the Delaware section on the MATRC website: [Link](#).

Was I able to help you find what you needed?

How do I create a telehealth workflow? Where can I find te...

Message...

MATT

What do I need to know about interstate licensure?

When it comes to interstate licensure for telehealth, there are a few key points to keep in mind:

1. **Licensure Requirements:** As a general rule, clinicians need to be licensed in the state where the patient is physically located at the time of service. Some states also require clinicians to be licensed where they are located. For more details, visit: [Licensure and Telehealth](#).

Was I able to help you find what you needed?

2. Interstate Licensure Compacts:

Some states have adopted interstate licensure compacts for specific health professions to facilitate interstate practice. These compacts allow clinicians to practice in multiple states without needing separate licenses for each state. For more information, visit: [Interstate Compacts](#).

3. **State Participation:** To find out if your state participates in an interstate licensure compact, you can visit the MATRC website for a list of the various compacts and their websites: [Interstate Compacts](#).

Was I able to help you find what you needed?



Meet Our Team

MATRC Staff



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Assistance



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BRIDGING

RURAL COMMUNITIES:

Telehealth Innovations for Appalachia and Beyond



the **SAVE
DATE**

**August 1st
2025**

We're looking for inspiring, real-world stories that highlight innovative uses of telehealth to improve health and wellbeing in rural Appalachian communities—or in nearby regions facing similar challenges. Stories can involve any form of telehealth or virtual care, broadly defined: live video and audio-only visits, remote patient monitoring, mobile apps, chatbots, smartphone solutions, digital health education, creative uses of technology for public health outreach and more.

Event Location: Multiple sites at venues in Appalachian Region States and more:

Alabama, Georgia, Kentucky, Maine, Maryland, Mississippi, New Hampshire, New York, North Carolina, Ohio, Pennsylvania, South Carolina, Tennessee, Vermont, Virginia, and West Virginia

Priority Focus Areas Include:

- Mental Health
- Diabetes
- Substance Use Disorder
- Cardiovascular Disease
- Cancer
- Emergency Preparedness

<https://bridgingruralcommunities.org/>

For More Information:



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UVA Center for Telehealth

Email: Kathy.Wibberly@virginia.edu

Phone: 434.906.4960



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