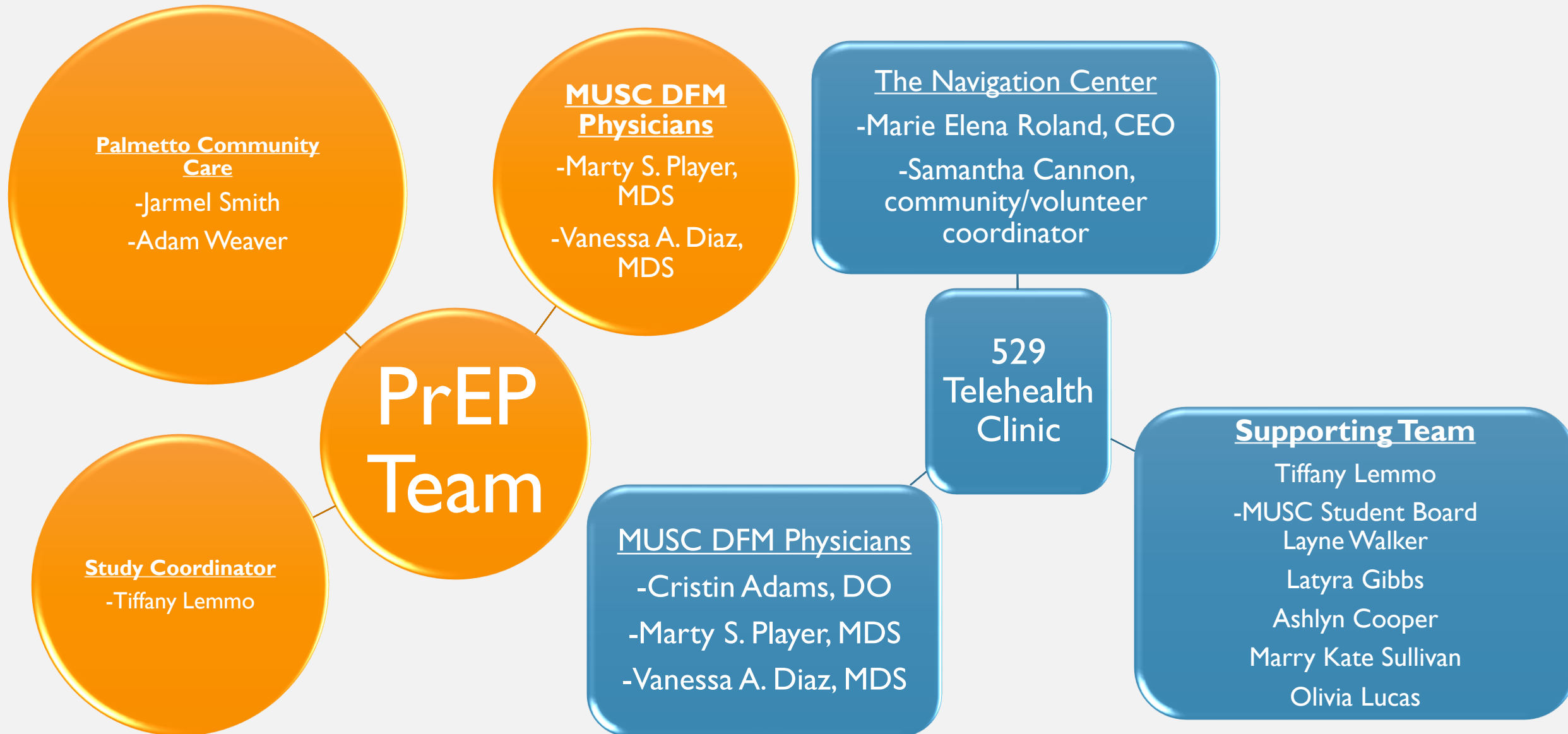


# Using Telehealth to Improve Collaboration and Impact when Treating Underserved Populations



# TEAM & PROGRAMS





# PREP BACKGROUND

- South Carolina currently ranks 7<sup>th</sup> in the nation for persons living with HIV
  - 14.3 people for every 100,000
  - Many rural SC counties at as many as 600-800 per 100,000
- Pre-Exposure Prophylaxis (PrEP) medication reduces the probability of HIV transmission for those at high risk
- PrEP availability and access in SC is limited
  - Few facilities and prescribing providers
- Telehealth is a promising approach to help those who would most benefit from PrEP to be connected with PrEP prescribing providers

# METHODS

## Palmetto Community Care Collaboration

- Recruitment
- Recurring lab work

## Surveys

- Initial survey: Technology use comfort and PHQ-8
- Final Survey: Satisfaction

## Telehealth: E-visits and Video Visits

- 4 Electronic visit questionnaires between video visits
- Video visits: beginning, 3 months, and 6 months

## Data Analysis

- Chi square: missed doses compared to age, education, impulsivity, and PHQ-8 scores

### PrEP Evisit

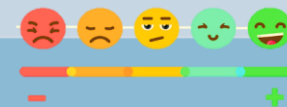
<p>1. Since your last visit, has there been any changes to your medical history?</p> <p>a. No b. Yes</p>	<p>I. Which one? _____ III. Were you treated with medication? a. If Yes, please name of it _____ b. No II. Where were you diagnosed and treated? _____</p>	<p>11. The following questions refer to how you take the PrEP medication:</p> <p>a. Do you forget to take your medication? I. Yes II. No</p> <p>b. Are you careless at times about taking your medication? I. Yes II. No</p> <p>c. Sometimes if you feel worse, do you stop taking your medication? I. Yes II. No</p> <p>d. Thinking about last week, how often have you NOT taken your medicine? I. I have not missed any doses II. I have missed 1-2 times III. I have missed 3-5 times IV. I have missed 6-7 times</p> <p>e. Did you miss any of your medicine this past weekend? I. Yes, I missed medication II. No, I did not miss medication</p> <p>f. Since your last visit with us, how many days have you NOT taken your medicine at all? I. I have not taken for 2 days or less II. I have not taken for more than 2 days III. I always take my medication</p>
<p>2. Please explain: _____</p>	<p>Please explain: _____</p>	<p>12. Did you have any of the following side effects from the medicine? (choose all that apply)</p> <p>a. Nausea b. Stomach upset c. Loose stools d. Flatulence (excess gas) e. Headache f. None</p>
<p>3. Since your last visit, have you had unprotected anal or vaginal sex (without use of a condom)?</p> <p>a. No b. Yes</p>	<p>10. Since your last visit have you been diagnosed with any of the following symptoms (choose all that apply)</p> <p>a. Kidney problems b. Liver problems c. Sexually Transmitted Disease (such as gonorrhea, chlamydia, syphilis, herpes, HIV) d. None of the above</p>	<p>13. Do you wish to continue taking PrEP/Truvada?</p> <p>a. Yes b. No. Please tell us why _____</p>
<p>4. When was the last time? _____</p>	<p>9. Since your last visit with us have you developed any of the following symptoms (choose all that apply)</p> <p>a. Burning when you urinate b. Discharge from your penis or vagina c. Ulcers on your genitals or anus d. Rash or itching around your genitals e. Blisters on your lips or inside your mouth</p>	
<p>5. Since your last visit, have you had unprotected (without use of a condom or barrier) oral sex (mouth to penis, mouth to anus, or mouth to vagina)?</p> <p>a. No b. Yes</p>	<p>8. Please explain: _____</p>	
<p>6. When was the last time? _____</p>		
<p>7. Since your last visit for PrEP medication, have you had any of these symptoms? (choose all that apply)</p> <p>a. Fever b. Fatigue (feeling tired) c. Muscle pains d. Skin rash e. Headache f. Sore throat g. Swollen, tender lymph nodes in your neck h. Joint pain i. Night sweats j. Diarrhea k. None of the above</p>		

Screening

Initial Labs



Survey 1



Video  
Visit 1

E-visit 1

E-visit 2

3 month  
follow  
up labs



Video  
Visit 2

E-visit 3

E-visit 4

3 month  
follow  
up labs



Video  
Visit 3

Final Survey

Continuation  
Plan

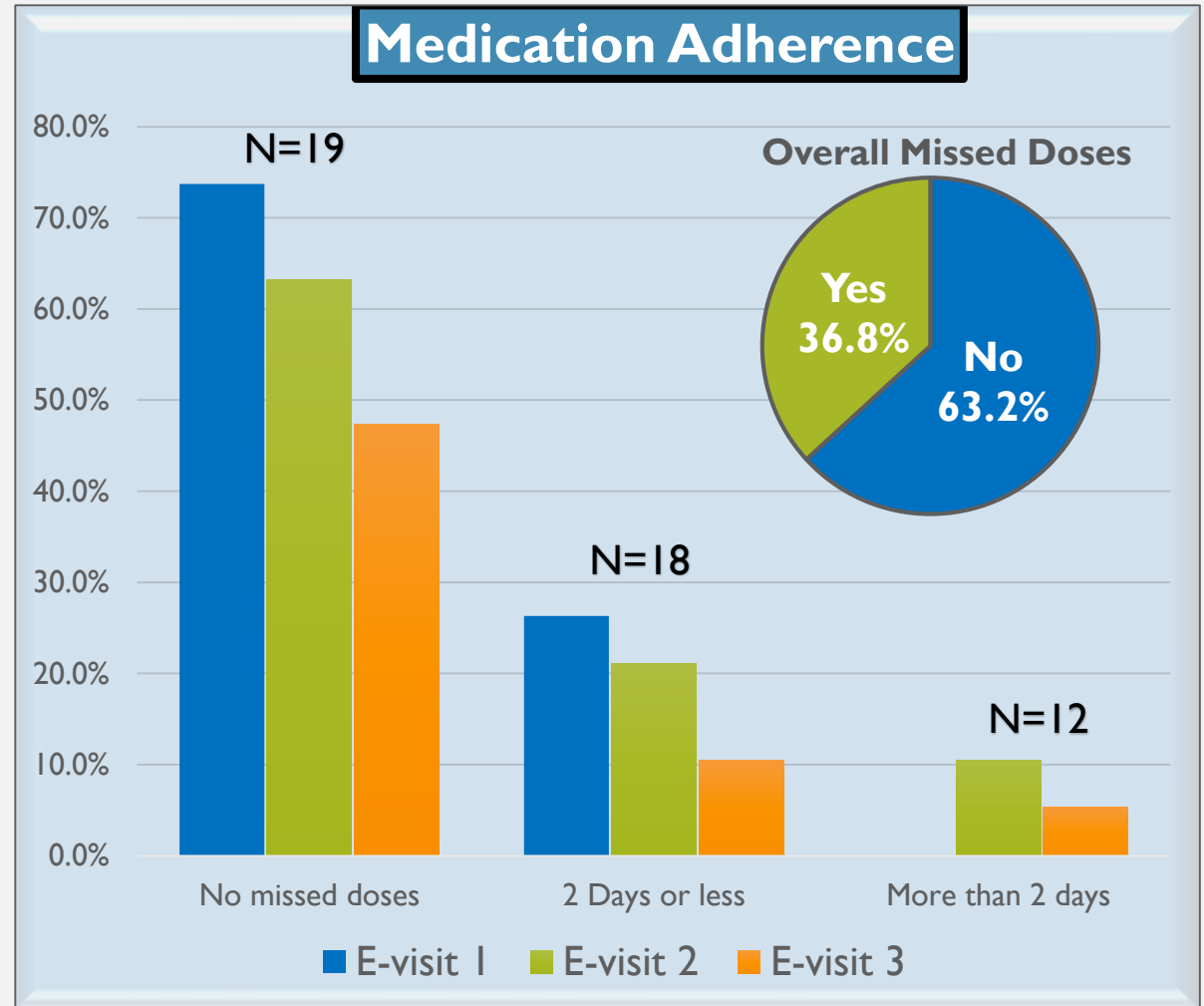


# DEMOGRAPHICS AND MEDICATION ADHERENCE

## Demographics (n= 19)

Age	19-63 years	35.42 average	
Race	White 94.7%	African American 5.3%	
Education	High school diploma/GED 15.8%	Tech. school or some college 26.3%	College graduate or post-grad 57.9%
Impulsivity Score	Low-moderate 63.2%	Moderate-high 36.8%	
PHQ-8 Score	Minimal 42.1%	Mild 31.6%	Moderate 26.3%

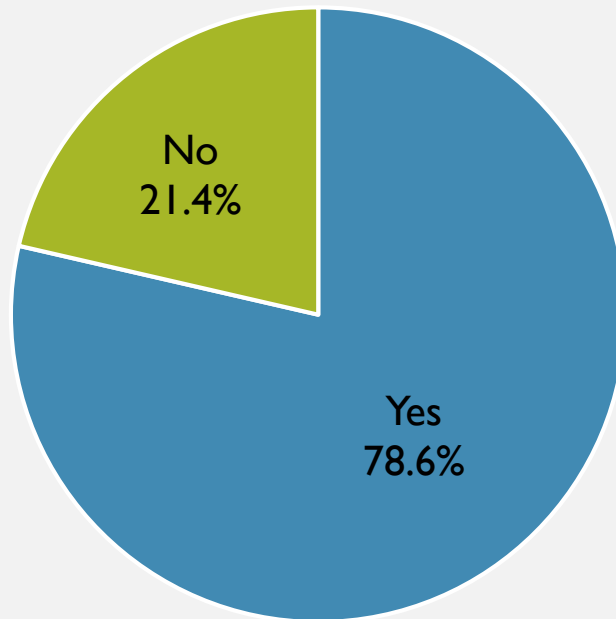
## Medication Adherence



# AND SATISFACTION

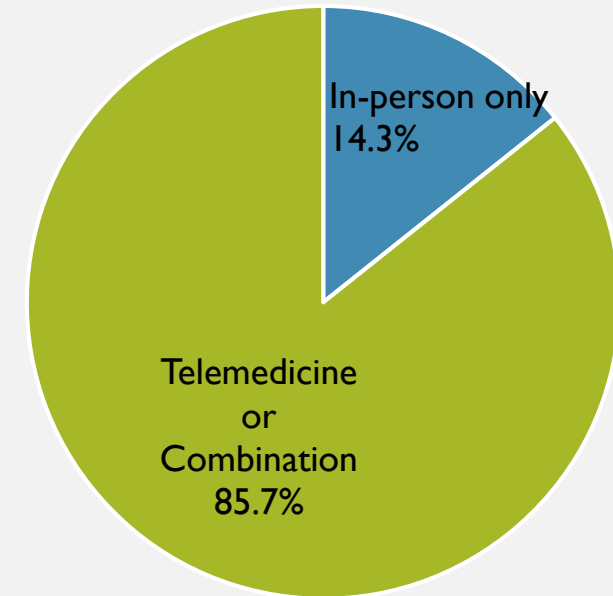
## SATISFACTION SURVEY (n=14)

**Likely to Use Service Again**



- 100% reported they would recommend telehealth to others for PrEP therapy

**Preferred Method for PrEP**





## 529 CLINIC BACKGROUND

- Homelessness effects more than 2 million people in the US each year
- Nearly 4,000 South Carolinians homeless each night
- The Navigation Center is a resource center for those experiencing hardship. Services include:
  - Job readiness training
  - Housing
  - Educational/ financial management/life skills programs... and more
- Community partnership between MUSC through CARES 529 Meeting Street Medical Clinic and the 529 Meeting Street Navigation Center
  - Provide non-emergent medical care to individuals suffering from housing instability
  - Comprised of medical residents, medical students, nurse practitioner students supervised by an attending physician



# 529 WORK FLOW

- Patients are evaluated for need by staff
- Scheduled to come in at either telehealth or in-person clinic times

Navigation  
Center

Telehealth  
Clinic

- Volunteers prepare patient for exam
- Act as hands of doctor using telehealth tools
- Doctor calls in prescriptions
- Student board arranges referral and follow up scheduling

Navigation  
Center and  
Cares 529  
Meeting  
Clinic

In-person  
Clinic

- MUSC sends referrals to Marie and Samantha, who:
  - Arrange transport for patient referrals
  - Collect prescriptions

- Patients are seen by a resident physician of MUSC on site at the CARES 529 Meeting Clinic

# CARES 529 MEETING CLINIC

## Treatment Services Available

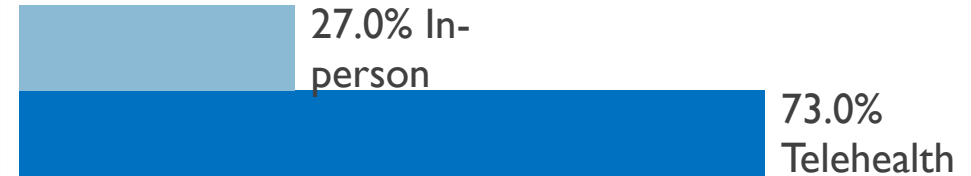
- Allergies
- Blood pressure check/high blood pressure
- Blood sugar check/diabetes (subject to availability of testing supplies)
- Cold, Sinus Infection, or Influenza
- Common Female Infections
- Ear pain
- General health advice and counseling
- Headache
- Injuries
- Joint and muscle pain
- Medication Refills (medication dependent)
- Mouth Sores
- Pink eye
- Skin and nail problems
- Smoking Cessation
- Stomach pain



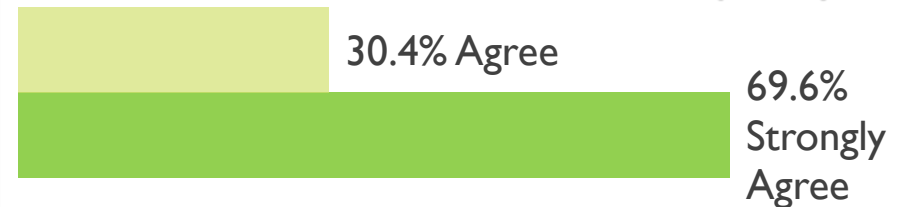
## SURVEY OF CLINICIANS

- 73% of all patients were seen via telehealth
- 100% agree communication was adequate
- 80.5% agreed the visit would not have been better in person
- 63% of visits resulted in a follow up ordered, 37% of follow ups were ordered for telehealth

### Type of Visit



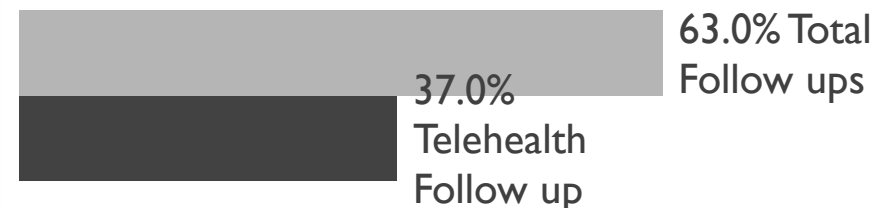
### I was able to communicate adequately



### Care would have been better in person

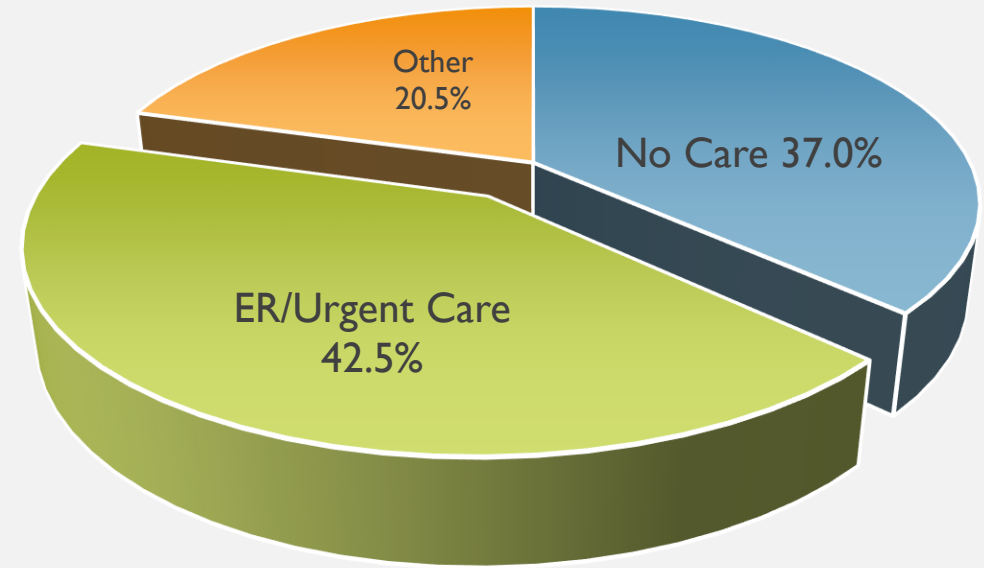


### A follow up was ordered



## 529 PATIENT SURVEY

- 85% of telehealth patients agreed that the visit helped them to improve their health
- 95% agreed this type of visit could be used for their regular health care
- 92.5% Reported it being easier to get in touch with a doctor
- 92.5% Said they would recommend the service



Additionally, 42.5% stated they would have sought emergency care and 37.5% would likely have not sought care at all



## PREP THROUGH TELEHEALTH

- PrEP through telehealth has been well received as a means of treatment
- Participants are satisfied with treatment
- Shows great promise for program expansion

## CARES 529 MEETING CLINIC

- Providers feel both communication and standard of care meet patient need
- Results indicate need for this service and potential for cost savings
- Patients are satisfied with their care and feel it is effective
- Most patients would recommend this care

# Thank you for your time



As the clinical health system of the Medical University of South Carolina (MUSC), MUSC Health is dedicated to delivering the highest quality patient care available, while training generations of competent, compassionate health care providers to serve the people of South Carolina and beyond. Comprising some 1,600 beds, more than 100 outreach sites, the MUSC College of Medicine, the physicians' practice plan, and nearly 275 telehealth locations, MUSC Health owns and operates eight hospitals situated in Charleston, Chester, Florence, Lancaster and Marion counties. In 2018, for the fourth consecutive year, U.S. News & World Report named MUSC Health the number one hospital in South Carolina. To learn more about clinical patient services, visit [muschealth.org](https://muschealth.org). Founded in 1824, MUSC and its affiliates have collective annual budgets of \$3 billion. The more than 17,000 MUSC team members include world-class faculty, physicians, specialty providers and scientists who deliver groundbreaking education, research, technology and patient care. For information on academic programs, visit [musc.edu](https://musc.edu).