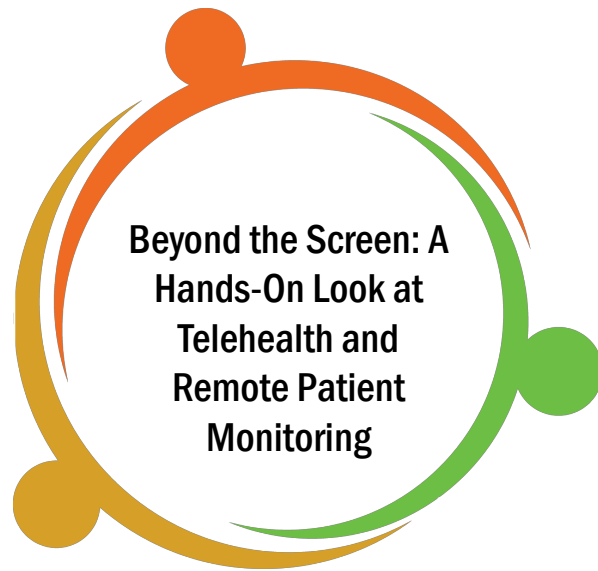




Reid Plimpton, MPH, Program Manager,
Northeast Telehealth Resource Center
MCD Global Health

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MCD Global Health

9/24/2026



Happy
Telehealth
Awareness
Week!

The CDC reported that
80% of U.S. office-based
physicians used telemedicine
in 2024, compared with
15.4% in 2019.

Source: CDC/NCHS, 2026



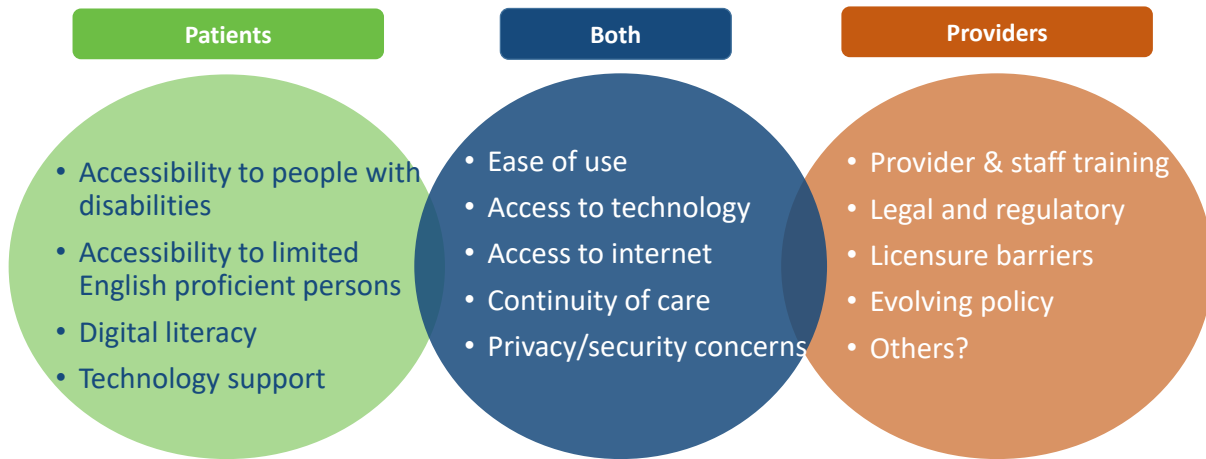
Benefits and ROI of Telehealth

- **Better Access**
Bridges geographic barriers and connects rural and underserved communities with needed services.
- **Greater Convenience**
Fits care into busy schedules, supports family participation, and enables care from home.
- **Improved Continuity**
Keeps patients connected between visits across chronic care, behavioral health, RPM, and more.
- **Stronger Rural Care**
Extends the reach of local providers and the healthcare workforce.

Because care shouldn't depend on location



“Emerging” Considerations for Telehealth



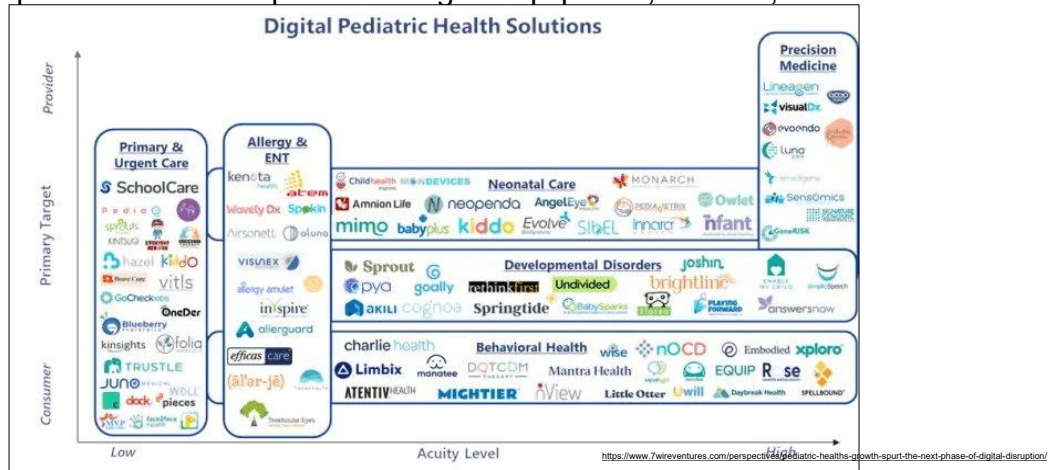
Technology: Video Visits

- Most frequently utilized telehealth modality: permissible and reimbursed in all 50 states
- Can be used across many clinical modalities using various technical devices
- Note: all examples on this slide are done with solely a video camera and video call platform



Wild West In the Market

Example of the sheer explosion of digital equipment, devices, tools:



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Technology: Video Visits & Telehealth Carts

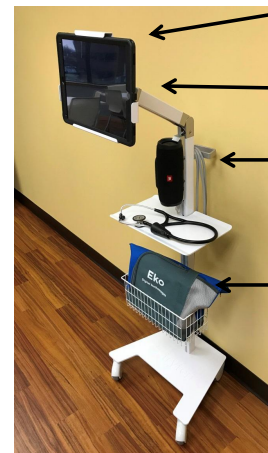


iPad Pro in rugged case w/ videoconferencing and stethoscope apps

Speaker for enhanced audio quality

Eko CORE Digital Stethoscope

Tryten NOVA 2 Medical Tablet Cart



Locking bracket to hold tablet

Extendable arm

Power cable wired to speaker and tablet for charging

Bag for storing stethoscope during transport



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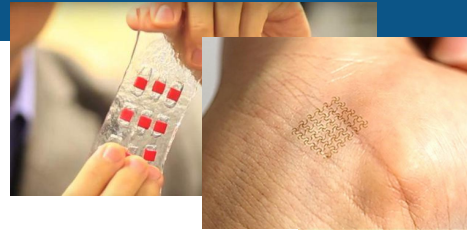
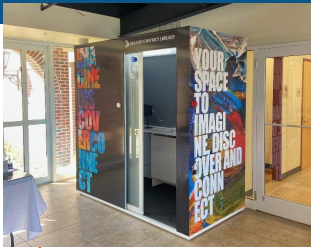
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Equipment (Stethoscopes)



Equipment (Otosscopes)

Innovative Tech & New Avenues Are Already Popping up!



ABOUT US FIND HELP VOLUNTEER FAQS



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YOU CAN VOLUNTEER BY –

- ✓ COMPLETE OUR SIMPLE SIGN-UP FORM
- ✓ REVIEWING/AFFIRMING THE VOLUNTEER SERVICES AGREEMENT
- ✓ UNDERGOING A BACKGROUND CHECK (WE HANDLE THIS PART)
- ✓ RECEIVING TEXTS, FROM TIME TO TIME, TO HELP A NEIGHBOR IN NEED

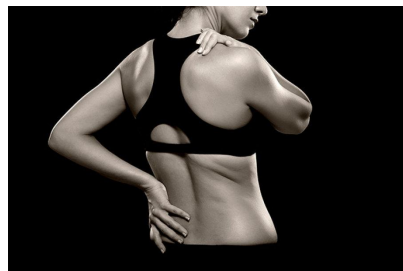
VOLUNTEER SIGN-UP

YOU CAN GET HELP BY –

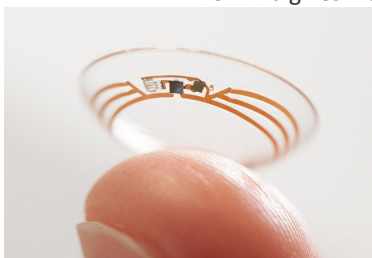
- ✓ COMPLETING A REQUEST FOR ASSISTANCE
- ✓ PROVIDING ANY ADDITIONAL INFORMATION NEEDED TO OUR SOCIAL WORKER
- ✓ RECEIVING A CONFIRMATION THAT A VOLUNTEER HAS BEEN ASSIGNED (USUALLY 1-3 DAYS)
- ✓ BEING AS KIND TO YOUR VOLUNTEER AS THEY ARE TO YOU.

GET HELP

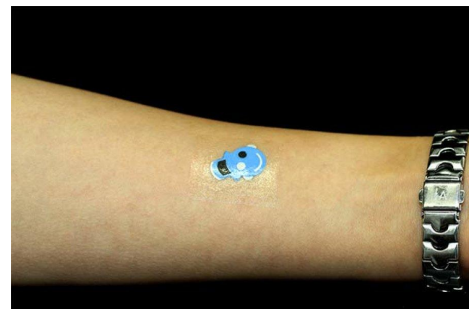
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The iTBra gives wearers a digital breast self-exam



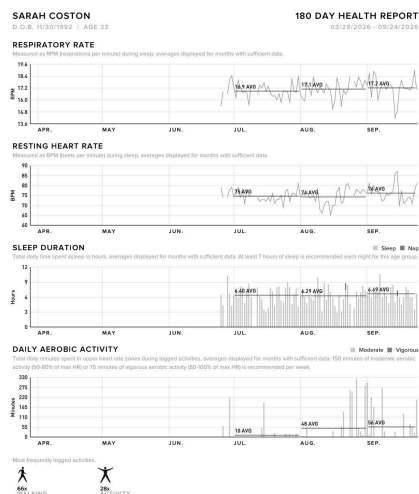
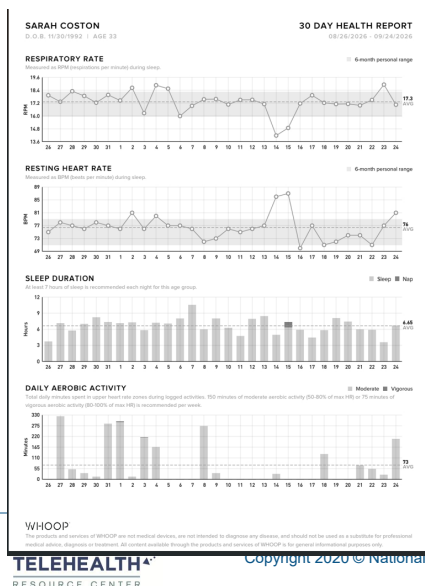
Google and Novartis are working on a contact lens that continually monitors the wearer's blood sugar levels



The [Electrozyme](#) temporary tattoo measures **lactate**, a chemical compound generated by muscles as they exert themselves, which is released in sweat.



WHOOP Data Example



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What is an eConsult?

- **Timely communication hosted on a secure electronic platform that occur asynchronously (at different times) between primary care providers (PCPs), or other healthcare professionals, and specialist providers.**

Scenario A

eConsult Occurs; PCP has Follow-Up with Patient

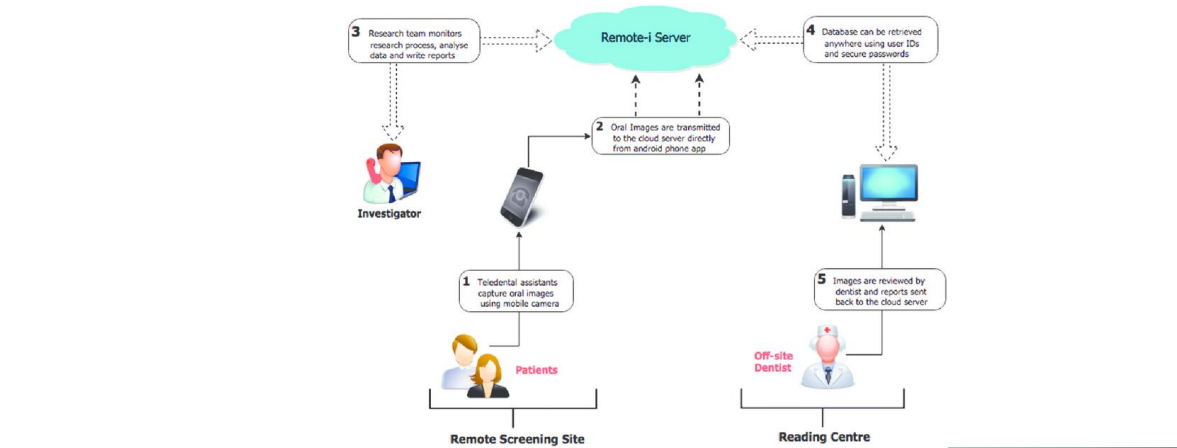
If the case is appropriate for an eConsult, the specialist will answer the clinical question posed by the PCP. The PCP will then have a follow-up appointment with the patient.

Scenario B

Patient Completes Face-to-Face Consult with a Specialist

If the case is not appropriate for an eConsult, the specialist recommends that the patient see a specialist face-to-face. Depending on the case, this can occur in-person or using telehealth.

Technology: Asynchronous Consults



Estaji, Mohamed & Kanagasigam, Yogesan & Xiao, Di & Vignarajan, Janardhan & Huang, Boyen & Kruger, Estie & Tennant, Marc. (2016). A proof-of-concept evaluation of a cloud-based store-and-forward telemedicine application for oral diseases. *Journal of Telemedicine and Tele Care* 22: 319-325. 10.1177/1357633X15604554.

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Remote Patient Monitoring



Cloud DX



SENSORS

- Electrocardiograph
- Photoplethysmograph aka Pulse Ox
- Core temp sensor
- 3-axis accelerometer
- Gyroscopic sensor



USB 12 Lead EKG

All-in-one Health Monitor

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What is Remote Patient Monitoring? (RPM)



Allows patient to submit vital sign reading for review by care providers.



Typical have an alert system for the provider when there are concerning values.



Typically broken into a cohort based on diagnosis.



Collected using peripheral devices such as a blood pressure cuff, weight scale, etc.



Can be sent home in kits, done through mobile applications, or interactive voice response.



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RPM (Blood Pressure Specific) Care Model Examples

	Heart Failure RM	Centralized BP RM	Local BP RM
Use case	Post-hospitalization for heart failure episode	Hypertension diagnosis from ambulatory setting	Hypertension diagnosis - ambulatory
Needs	Bp, weight, pulse ox, symptom questionnaire	BP, questionnaire	Patient -entered MyChart data
Health Site Operator	Telehealth and Virtual Care team	Telehealth and Virtual Care team	Local primary care practices - distributed
Device	BP cuff, scale, pulse ox, Epic pt portal MyChart	BP cuff, Epic pt portal MyChart	Pt provided BP cuff
Care model	Centralized APP, RN, health coach, pharmacist, operational support	Centralized APP, RN, health coach, pharmacist, operational support	Per local PCP practice



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And What about AI??

AI (Artificial or Augmented Intelligence) is technology that helps computers **learn patterns and assist doctors and patients.**

👉 Think of it as a “smart helper” that supports healthcare providers.

💡 Examples of How AI is Used in Telehealth

- Helps schedule appointments→ Finds times and sends reminders
- Answers simple questions→ Chat tools can guide you before or after visits
- Supports doctors during visits→ Helps organize notes and medical information
- Monitors health at home→ Can track things like blood pressure or heart rate

What This Means for You...

- Faster responses
- More personalized care
- Less paperwork and confusion
- More time focused on your health



👉 Would you feel comfortable using a ‘smart helper’ if it made getting care easier?

👉 Important to Know: AI does NOT replace your provider. You and your healthcare provider are always in charge of your care.

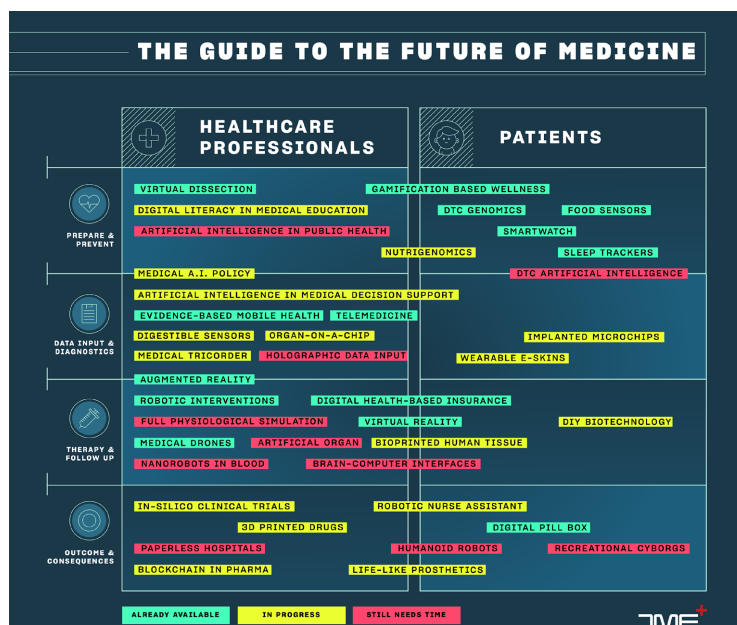
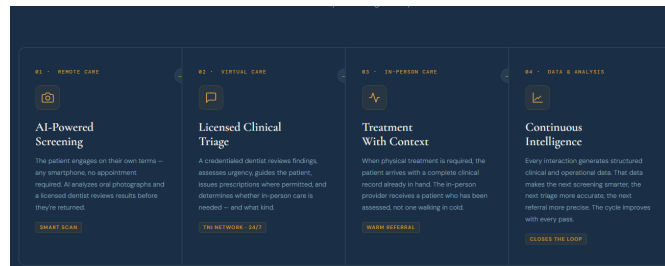
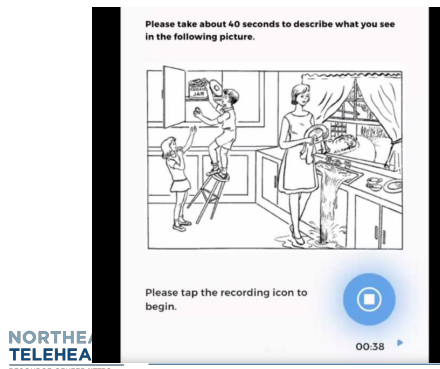
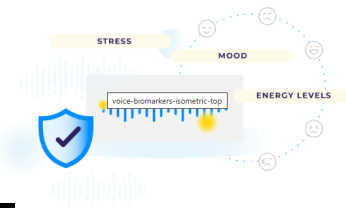
AI as an Enhancement to Provider Based Care

Voice as a vital sign

Canary Speech's patented technology leverages machine learning to transform speech into actionable insights for clinical decision-making.

Voice inherently reveals both emotional and physiological states. Canary's technology unlocks voice as a vital sign, modeling both acoustic and linguistic features to measure stress, mood, and energy.

Developed by the neurology and speech AI team behind Amazon Alexa, Canary Speech powers first-of-its-kind insight into the full applications of vocal biomarkers in healthcare.



Bertalan Meskó, MD, PhD, Director of The Medical Futurist Institute <https://medicalfuturist.com/>

More Resources – Devices and Training

- Lifeline Program – <https://www.lifelinesupport.org/> A federal program that provides a discount on qualifying monthly telephone or broadband internet service for eligible low-income consumers.
- Give IT. Get IT. - <https://giveitgetit.org/> Helps eligible individuals and nonprofit organizations get access to fast, high-quality computers and user support at the lowest cost possible. Available to legal residents of the states of ME, NH, MA and VT.
- National Digital Equity Center - <https://digitalequitycenter.org/> Works with communities to close the digital divide.
- National Digital Inclusion Alliance - <https://www.digitalinclusion.org/> Advances digital equity by supporting community programs and equipping policymakers to act.

Patient Resources

- U.S. Department of Health and Human Services, Telehealth webpage for patients – <https://telehealth.hhs.gov/patients>
- NETRC Telehealth Visit Checklist for Adults – [NETRC-Telehealth-Visit-Checklist-for-Older-Adults-2026](#)
- Telehealth Access for Seniors, Tech Guides for Patient Portals, devices, instructions and more! <https://www.telehealthforseniors.org/>



The ADA and Accessible Healthcare

ADA National Network: <https://adata.org/>

Information, guidance, and Training on the Americans with Disabilities Act

- Training calendar and previously recorded webinars: <https://adata.org/ada-training>
- Facility accessibility guidance: <https://adata.org/factsheet/accessible-health-care>
- Reasonable accommodations and effective communication: <https://adata.org/factsheet/health-care-and-ada>

New England ADA Center: Call **1.800.949.4232** Email **ADAinfo@IHCDesign.org**



Patient/Client Resources

- [ENGLISH, WRITTEN GUIDE] [Telehealth Access Guide](#): NETRC, in partnership with Telehealth for Seniors, developed the following text guide which helps guide clients through a range of tech access tasks, including setting up email, getting on zoom, and connecting to Wi-Fi.
- **Using Zoom**
 - Mobile:
 - [ENGLISH, VIDEO] How to use Zoom on Mobile- [How to Use Zoom - YouTube](#)
 - [SPANISH, VIDEO] How to use Zoom on Mobile- [Como usar Zoom - YouTube](#)
 - Computer/Desktop:
 - [ENGLISH, VIDEO] Guide from Age Friendly RI for [Installing and Using Zoom](#) [ENGLISH, WRITTEN GUIDE] [Guide for Installing Zoom on Computer](#)
 - [SPANISH, VIDEO] Install and Use Zoom- [Instalar Zoom y Unirse a una Reunion](#)

Using Doxy.me (Mobile)

[ENGLISH, VIDEO] How to use Doxy.me: [How to use Doxy me - YouTube](#)

[SPANISH, VIDEO] How to use Doxy.me: [Como usar Doxy me - YouTube](#)

Doximity

Patient Resources in English, Spanish and Chinese: [Dialer Video Patient Experience – Help Center \(doximity.com\)](#)

Questions?

Want to learn more?
Contact us!

Phone: 800-379-2021
Email: netrc@mcd.org



Thank You!

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Thank you!

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