

CONNECT. EMPOWER. INSPIRE.

SCHEDULE

OCTOBER
28

TUESDAY

Welcome

PRE-SUMMIT WORKSHOPS



1:00pm-2:00pm

Registration and Check-In

Welcome to the 13th Annual Telehealth Summit of South Carolina. We hope you enjoy our free Pre-Summit Workshops. Meet us at the registration desk to begin your Summit experience.

2:00pm-4:30pm
Poinsette Room

Pre-Summit Session 1: Telehealth Billing and Reimbursement Bootcamp

This session will explore current trends, challenges, and best practices in telehealth billing and reimbursement. Industry experts will provide insights into evolving payer requirements, coding updates, and strategies to improve revenue cycle efficiency. Attendees will gain practical tools to enhance compliance, streamline claims processing, and ensure accurate reimbursement in an increasingly complex regulatory landscape.

Alicia Buck, LPN, Manager, Bamberg Family Practice

Amanda Gardner, MHA, RHIA, Corporate Compliance Regulatory Manager, MUSC Physicians

Kellie Mendoza, MHA, CHC, CHPC, CPC, Chief Compliance & Privacy Officer, MUSC Physicians

2:00pm-4:30pm
Gold Ballroom

Pre-Summit Session 2: Artificial Intelligence (AI) Workshop

Dive into the future of healthcare at our pre-summit lab, where we'll explore how AI is already revolutionizing clinical practice, from enhancing diagnostics to accelerating drug discovery. We'll confront the critical ethical challenges of data privacy and algorithmic bias, seeking to balance innovation with patient safety and trust. Discover how AI can streamline operations and reduce clinician burnout by automating administrative tasks and improving workflows. Join us as we envision a new, human-centered healthcare ecosystem empowered by multimodal AI.

Brian Gunnell, CTC, Senior Telemedicine Engineer and Team Lead, University of Virginia, Health HIT Telemedicine Engineering, Karen S. Rheuban Center for Telehealth, Mid-Atlantic Telehealth Resource Center Advisory Board

2:00pm-4:00pm
Pinckney Room

Pre-Summit Session 3: Digital Navigation Bootcamp

This hands-on bootcamp is designed to equip attendees with the knowledge and skills needed to effectively support patients in navigating digital health tools and technologies. From telehealth platforms and patient portals to internet safety, participants will learn best practices for guiding diverse populations through digital care access. Ideal for care coordinators, patient navigators, community health workers, and frontline staff, this session offers practical training to bridge the digital divide and enhance patient engagement in a tech-driven healthcare landscape.

Liz Saitz, IT Director of Community Engagement, Palmetto Care Connections

Davia Smith, MHA, Chief Community Relations Officer, Palmetto Care Connections

Connect Zone

Visit the Connect Zone to recharge your devices, recharge yourself and make new connections.

Empower Zone

Visit the Empower Zone for networking – a place to engage with exhibitors, share experiences and strengthen partnerships.

Inspire Zone

Go to the Inspire Zone to hear dynamic and transformative presentations.

SCHEDULE

2025



OCTOBER
29

WEDNESDAY

SUMMIT DAY 1

8:00am-9:00am

Registration and Check-In

Palmetto Care Connections is excited to kick off the 13th Annual Telehealth Summit of SC with a light breakfast, poster presentations, and exhibitors. Check in at registration and grab your SWAG bag! Download the event mobile app to stay in the know and win a prize.

9:00am-9:15am
Carolina Ballroom

Welcome

We're thrilled to have you join us for this year's Telehealth Summit, where leaders, innovators, and changemakers from across healthcare, technology, and policy come together to explore the future of care delivery.

James McElligott, MD, MSCR, Executive Medical Director, Center for Telehealth, Medical University of South Carolina and Co-Chair, South Carolina Telehealth Alliance

Kathy Schwarting, MHA, Chief Executive Officer, Palmetto Care Connections and Co-Chair, South Carolina Telehealth Alliance

9:15am-9:30am
Carolina Ballroom

South Carolina Telehealth Success Stories

This inspiring session will highlight real-world impact through powerful patient and provider testimonials. Attendees will view video stories that showcase how telehealth has transformed access to care, improved outcomes, and strengthened connections across South Carolina.

Ragan Bishop, MHA, Manager, South Carolina Telehealth Alliance

9:30am-10:15am
Carolina Ballroom

Innovating and Transforming at Scale: Unifying Virtual Health Across Complex Health Systems

Health systems today face a dual challenge: meeting growing patient demand for seamless virtual care while navigating the operational complexities of large, diverse organizations. This session explores how leading health systems are breaking silos and integrating telehealth into the broader continuum of care to deliver meaningful, scalable impact.

Moderator: James McElligott, MD, MSCR, Executive Medical Director, Center for Telehealth, Medical University of South Carolina and Co-Chair, South Carolina Telehealth Alliance

Matthew Anderson, MD, Senior Vice President, Clinical Transformation, Advocate Health
Molly McColl, MBA, Vice President, Virtual Health & Atrium Health Global Health Services

10:15am-10:45am

Connect with Exhibitors (Pre-function A & B) and Poster Presenters (Laurens Room)

Connect with our exhibitors to enter a drawing for a prize throughout the Summit! Take a moment to relax and recharge during this scheduled break in the Connect. Empower. Inspire Zones. Visit our Poster Presenters and vote for your favorite.

10:45am-11:45am
Pinckney Room

Breakout Sessions

A. Curricular Approaches to Telehealth Education (Business)

This session will explore innovative and evidence-based strategies for integrating telehealth education into health professions' curricula. Presenters will discuss the growing importance of telehealth in clinical practice and the need for academic programs to prepare students with the necessary skills, knowledge, and competencies.

Jennifer Bailey, MEd, Senior Director of Operations and Programs, South Carolina AHEC

Jennifer Pysz, MHSA, Telehealth Education Manager, Medical University of South Carolina

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OCTOBER
29

WEDNESDAY

SUMMIT DAY 1 [CONTINUED]

10:45am-11:45am
Gold Ballroom

Breakout Sessions (con't)

B. Standards and Strategies for School-Based Telehealth Programs (Clinical)

This session highlights lessons learned and best practices from multiple School-Based Telehealth programs across South Carolina. Presenters will explore strategies for successful implementation and growth, from enrollment and staffing models to communication with families, integration of behavioral health services, and leveraging mobile health units. Drawing from over 7,000 encounters and stakeholder interviews, the session will address both the barriers and enablers of telehealth in school settings—offering practical, scalable solutions to improve access to care for students in underserved communities.

Moderator: Bretta Kittrell, FNP, Telehealth Nurse Practitioner, Bamberg Family Practice
Staci Cassidy, MSN, APRN, FNP-C, Telehealth Nurse Practitioner, CareSouth Carolina, Inc.
Kaitlin Hughes, BS, RMA, Director of Mobile & Telehealth Services, CareSouth Carolina, Inc.
Emily Johnson, PhD, Associate Professor, Medical University of South Carolina
Erinn Kasubinski, BSN, RN, MHL, Manager, School-Based Telehealth, Medical University of South Carolina, Telehealth Center of Excellence
Claire MacGeorge, MD, MSCR, Medical Director, School-Based Telehealth, Medical University of South Carolina
Kristy Smith, LISW-CP, Senior Manager, School-Based Behavioral Health, Medical University of South Carolina

Poinsette Room

C. The Success and Evolution of Virtual Providers in Triage (Technology)

The Virtual Provider in Triage (VPIT) program leverages telehealth to improve Emergency Department performance, achieving a 45% reduction in door-to-provider times and up to a 77% decrease in patients leaving without treatment. Originating in an academic medical center and successfully scaled across a statewide health system, VPIT standardizes workflows, enables expedited low-acuity discharges, and incorporates real-time patient feedback to sustain quality. This session will share the program's evolution, proven scalability, and practical strategies for optimizing throughput, patient experience, and resource utilization.

Marc Bartman, MD, Director, Division of EM Telehealth Medical Director, Virtual Urgent Care, Associate Professor, Department of Emergency Medicine, Medical University of South Carolina
Jeanhyong Park, MD, FACEP, Director, Division of EM Clinical Information, Director of Innovation, Division of EM Telehealth, Assistant Professor, Department of Emergency Medicine, Medical University of South Carolina

Colonial Ballroom

D. Addressing Health Disparities through Telehealth for At-Risk Populations (General)

This session will focus on the role of telehealth in enhancing access to care for individuals with special needs and disabilities. Presenters will highlight how virtual platforms can reduce barriers related to transportation, mobility, and geographic limitations, while also supporting continuity of care and individualized treatment plans.

Allan Cornell, MA, Executive Director, Ability Beyond Barriers
Elizabeth Krauss, Executive Director, Georgetown County Board of Disabilities and Special Needs

11:45am-12:45pm
Carolina Ballroom

Networking Lunch

Join us for a midday break that combines great food with great music featuring saxophonist Corey L. Ramsey! Enjoy a complimentary lunch while listening to a live musical performance. Don't miss the opportunity to network with attendees, exhibitors, speakers, and poster presenters. Check the event mobile app to see if you are a winner of a prize donated by our sponsors.



SCHEDULE 2025

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WEDNESDAY

SUMMIT DAY 1 [CONTINUED]

12:45pm-1:30pm
Carolina Ballroom

Telehealth Policy & Law

This session explores the legal and policy frameworks shaping telehealth in today's healthcare environment. It will provide a foundational understanding of the intersection between technology, law, and patient care.

Introduced by: Matt Hiatt, MSITM, PMP, Chief Technology Officer, Palmetto Care Connections
Aaron Maguregui, Partner, Foley & Lardner

1:30pm-2:00pm

Connect with Exhibitors (Pre-function A & B) and Poster Presenters (Laurens Room)

Vote for your favorite poster presentation and connect with our exhibitors. Will you be a lucky door prize winner?

2:00pm-3:00pm
Carolina Ballroom

Rural Hospital Telehealth Playbook

Rural hospitals are vital lifelines for the communities they serve, yet they face mounting challenges, including workforce shortages, financial instability, and limited access to specialty care. This panel discussion will explore the transformative impact of telehealth partnerships on the viability of rural hospitals, highlighting real-world examples and lessons learned.

Moderator: Sonya Ebeling, MPA, Director, South Carolina Telehealth Alliance
Kyle Brewer, MBA, FACHE, Telehealth Administrator, University of Mississippi Medical Center
Allen Abernethy, MSRT(R), RRA, Executive Director, MUSC Health-Black River Medical Center
Marc Heincelman, MD, MPH, Director, Division of Hospital Medicine, Medical University of South Carolina
Jessica Principe, MD, MS, Geriatric Psychiatrist, MUSC Health-Orangeburg
Melanie Waggener, RN, BSN, Chief Nursing Officer, Hampton Regional Medical Center

3:00pm-3:50pm
Pinckney Room

Breakout Sessions

A. Evaluating Telehealth's Impact on Prenatal Care Accessibility (Business)

Rural South Carolina communities face significant barriers to prenatal care, but telehealth may offer a solution by improving perceived accessibility. This session presents a mixed-methods study examining how telehealth affects patient experiences related to convenience, affordability, and satisfaction.

Sicheng Wang, PhD, MSW, Associate Professor, University of South Carolina, Department of Geography
Yanfeng Xu, PhD, MSW, Associate Professor, University of South Carolina, College of Social Work

Poinsette Room

B. Remote Patient Monitoring: Enhancing Care Beyond the Walls (Clinical)

Remote Patient Monitoring (RPM) is redefining how health systems engage patients, manage chronic conditions, and extend care into the home. This session will explore how organizations are leveraging RPM technologies to improve health outcomes, reduce hospital readmissions, and empower patients to take an active role in their care.

Moderator: Matt Hiatt, MSITM, PMP, Chief Technology Officer, Palmetto Care Connections
Caitlin Moore, DNP, Associate Director of School-Based Telehealth, Clemson Rural Health
Bretta Kittrell, FNP, Nurse Practitioner, Bamberg Family Practice
Kamryn Williams, LPN, Telehealth Coordinator, Palmetto Care Connections

SCHEDULE



OCTOBER
29

WEDNESDAY

SUMMIT DAY 1 [CONTINUED]

3:00pm-3:50pm
Colonial Ballroom

Breakout Sessions (con't)

C. Becoming AI Pioneers: A Data-First Journey to Enterprise AI (Technology)

This session will delve into the transformative role of AI in healthcare and telehealth, exploring its potential, practical applications, and associated risks. Topics include the difference between "AI In" vs. "AI On," the five core principles for successful AI adoption, and how to prepare through data readiness, governance, and infrastructure planning. Attendees will also examine the integration of AI models into real-time data streams, review current use cases such as ChatGPT and AI assistants, and confront the security and privacy challenges unique to AI-driven telehealth solutions.

Demitrius Puente, General Manager, Commercial Solutions, Iron Bow

Gold Ballroom

D. Aging in Place: The New Telehealth (General)

As people live longer and healthier lives, aging in place is becoming a viable alternative to long-term care. This session outlines real-world cases and a framework of smart home technologies that support independent living for older adults with complex health needs. Topics include cost-effectiveness, privacy concerns, and how healthcare teams can coordinate these solutions effectively.

Nina Antoniotti, RN, MBA, PhD, Owner and Chief Executive Officer, First Choice Developmental Disability Services, LLC

3:50pm-4:00pm

Connect with Exhibitors (Pre-function A & B) and Poster Presenters (Laurens Room)

4:00pm-5:00pm
Carolina Ballroom

Empowerment Keynote - Disrupting Burnout

Burnout is a growing crisis in healthcare, affecting access, outcomes, and the wellbeing of those who serve. In this empowerment keynote, Dr. PBJ will challenge surface-level fixes and reveal a practical framework for disrupting burnout at its roots. You'll learn how to reignite your passion, sustain focus, and align your work with purpose—empowering you to serve patients and communities with renewed energy and effectiveness.

Introduced by: Kathy Schwarting, MHA, Chief Executive Officer, Palmetto Care Connections and Co-Chair, South Carolina Telehealth Alliance

Patrice Buckner Jackson, EdD, Founder and Transformational Speaker, EduCare Training and Consulting, LLC

5:00pm
Carolina Ballroom

Door Prizes and Announcements

6:00pm-8:00pm

Networking Reception - (tickets included in registration)

Unwind and connect during our Networking Reception, hosted in the Camden Room at the Charleston Visitor Center. Enjoy hors d'oeuvres and great conversation—all set to live music by local musician, Dylan Carter, bringing the perfect Lowcountry vibe to the evening.

Special thanks to our sponsors—**Carium, Iron Bow, and Tenovi**—for their generous support of this memorable event.

Charleston Visitor Center
375 Meeting Street
Charleston, SC 29403

(about a 10 minute walk from the hotel - Transportation will be available)

SCHEDULE



OCTOBER
30

THURSDAY

SUMMIT DAY 2

7:30am-8:30am

Breakfast with Exhibitors and Poster Presentations

Enjoy croissants and connect with exhibitors and poster presenters! Vote for your favorite posters and check the app for prizes to see if you're a winner!

8:30am -8:45am
Carolina Ballroom

Broadband and Digital Opportunity in South Carolina

Gain insight for the road ahead for improving connectivity statewide. The session will highlight progress, challenges, and opportunities that shape what's next in bridging the digital divide.

Cami Aull, Project Coordinator, Office of Regulatory Staff

8:45am-9:30am
Carolina Ballroom

Artificial Intelligence Panel

Artificial Intelligence is rapidly reshaping how healthcare is delivered—from pediatrics and emergency medicine to ambulatory and digital health. This interactive panel will explore how AI is currently being used across care settings, with real-world examples of clinical impact and lessons learned from integrating AI into existing workflows. Panelists will also discuss how AI is enhancing telehealth delivery and where it's driving the greatest efficiencies today.

Moderator: The Honorable Carl Anderson, First Vice Chair, House Regulations, Admin. Procedures, AI and Cybersecurity Committee, South Carolina House of Representatives
Hamilton Baker, MD, Associate Professor of Pediatrics, Medical University of South Carolina

Bryon K. Frost, MD, ABEM, Vice President, Chief Medical Informatics Officer, McLeod Health, Medical Director, McLeod Telehealth

Christian Steen, MD, Chief Medical Informatics Officer, Prisma Health-Ambulatory & Digital Health, Department of Clinical Informatics

9:30am-10:00am

Connect with Exhibitors (Pre-function A & B) and Poster Presenters (Laurens Room)

Use this break to connect with industry leaders and innovators at exhibitor booths, empower your knowledge by diving into research through poster presentations, and inspire your future initiatives with new perspectives and meaningful conversations.

10:00am-10:45am
Pinckney Room

Breakout Sessions

A. Opportunities to Alleviate the Health Care Workforce Crisis (Business)

This session will review the current and projected scope of workforce challenges, explore opportunities, discuss policy and educational strategies, and examine models with the greatest potential to support provider retention. Attendees will leave with a clearer understanding of how telehealth and emergent technologies can help alleviate workforce pressures, and what systemic changes are needed for these tools to deliver at scale.

Ryan Kruis, PhD, MSW, Senior Manager, Manatt Health

Poinsette Room

B. Connected Care: The Role of Nurses in Virtual Health (Clinical)

As virtual health becomes a core component of modern care delivery, nurses are playing a critical role in ensuring its success. Attendees will gain insight into the evolving responsibilities of nurses in virtual settings, the impact on patient outcomes and workforce sustainability, and the tools and training needed to support nurses in this rapidly changing landscape.

Moderator: Ragan Bishop, MHA, Manager, South Carolina Telehealth Alliance

Amy Clodfelter, DHI, MSIT, BSN, RN, NI-BC, PMP, Manager Telehealth, McLeod Health

Shay McLeod, MSN, CCRN, Nurse Manager for Acute Care Services for Telehealth, 6 Medical University of South Carolina

Ashlyn Klas, Manager of Ambulatory & Digital Health Applications, Prisma Health

SCHEDULE



OCTOBER
30

THURSDAY

SUMMIT DAY 2 [CONTINUED]

10:00am-10:45am
Gold Ballroom

Breakout Sessions (con't)

C. Telehealth Implementation Guides for FQHCs and RHCs (General)

This session is designed to help Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs) successfully plan and implement telehealth services. Participants will explore best practices for infrastructure essentials—technology, staffing, training—and strategies to engage patients and communities, particularly in rural and underserved areas. This session will share practical steps and lessons learned to support sustainable telehealth implementation for FQHCs and RHCs.

Alicia Buck, LPN, Manager, Bamberg Family Practice

Amy Cook, DSW(c), MSW, LISW-CP, Director of Behavioral Health Services, CareSouth Carolina Inc

Sean Whitfield, PMP, IT Project Manager, Hope Health

Colonial Ballroom

D. Bridging the Gap: Pediatric Mental Healthcare Access Program (General)

This session will explore the Youth Access to Psychiatry Program (YAP-P), an innovative initiative designed to empower pediatric care providers by connecting them with child psychiatry specialists. Through real-time consultation, education, and care coordination support, YAP-P enhances providers' ability to manage mild to moderate mental health conditions, improving timely access to care and outcomes for youth across the state. Join us to learn how YAP-P is transforming the mental health landscape and strengthening frontline pediatric care.

Grace Lambert, MHA, MPA, Integrated Care Program Manager, Department of Behavioral Health and Developmental Disabilities, Project Director, Youth Access to Psychiatry Program

10:45am-11:45am
Carolina Ballroom

South Carolina Legislative Panel: Policy Perspectives

In this dynamic and forward-looking session, legislators from across the state will discuss the intersection of telehealth, technology, and broadband infrastructure. As digital connectivity becomes increasingly vital to health care delivery, education, and economic development, lawmakers will share insights into innovative solutions shaping the future of digital access.

Moderator: Ryan Burnaugh, Vice President, Government Relations, South Carolina Hospital Association

The Honorable Tom Davis, Chair, Senate LCI Committee; Member, Medical Affairs Committee, South Carolina Senate

The Honorable Bill Herbkersman, Chair, House LCI Committee, South Carolina House of Representatives

The Honorable Lee Hewitt, Chair, House Healthcare Subcommittee for Ways & Means Committee, South Carolina House of Representatives

The Honorable Heath Sessions, Chair, House Health Medical and Health Affairs Subcommittee for 3M Committee, South Carolina House of Representatives

The Honorable Mark Smith, Chair, House Business & Commerce Subcommittee for LCI Committee, South Carolina House of Representatives

The Honorable Deon Tedder, Member, Senate LCI Committee & Medical Affairs Committee, South Carolina Senate

SCHEDULE



OCTOBER
30

THURSDAY

SUMMIT DAY 2 [CONTINUED]

11:45am-12:15pm

Connect with Exhibitors (Pre-function A & B) and Poster Presenters (Laurens Room)

12:15pm-1:00pm
Carolina Ballroom

Keynote Luncheon Panel

It Takes a Village: A Collaborative Journey of Technology Innovations to Transform Healthcare in South Carolina

South Carolina's healthcare transformation is being shaped by collaborations between public leaders, health systems, payers, and community organizations. This keynote panel brings together state leadership and healthcare innovators to discuss how technology, strategic partnerships, and shared vision are driving new models of care across the state.

Moderator: Meera Narasimhan, MD, DLFAPA, Professor and Chair, Department of Neuropsychiatry and Behavioral Science Behavioral Health, Prisma Health (Midlands) & Special Advisor Health Innovations University of South Carolina
Patrick Cawley, MD, Chief Executive Officer, MUSC Health
Jonathan Gleason, MD, Executive Vice President and Chief Clinical Officer, Prisma Health
Kathy Schwarting, MHA, Chief Executive Officer, Palmetto Care Connections
Edward Simmer, MD, MPH, DLFAPA, Interim Agency Director, South Carolina Department of Public Health
The Honorable G. Murrell Smith, Jr., South Carolina Speaker of the House

1:00pm-1:15pm

Connect with Exhibitors (Pre-function A & B) and Poster Presenters (Laurens Room)

Be sure to exchange contact information to stay in touch with our exhibitors and learn more about telehealth research in South Carolina.

1:15pm-2:15pm
Carolina Ballroom

Telehealth Awards Ceremony

Join us for an inspiring celebration of excellence and innovation in telehealth! The Telehealth Awards Ceremony recognizes individuals and organizations that are transforming healthcare delivery through virtual care, policy, technology, and support.

2:15pm
Carolina Ballroom

Summit Evaluation, Door Prizes, and Closing Remarks

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