



CONNECT. EMPOWER. INSPIRE.

TUESDAY, OCTOBER 28 | 2:00 PM - 4:00 PM

Digital Navigation Bootcamp



Liz Saltz
Palmetto Care Connections



Davia Smith, MHA
Palmetto Care Connections

Pre-Summit Session 3



Meeting Wi-Fi

Name: Francis Marion Meeting Wi-Fi

Password: king1924



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Bootcamp Overview

Participants will:

- Learn about PCC's Digital Literacy Program Practices
- Understand the role of the Digital Navigator
- Understand ways to support clients with broadband access and affordability
- Learn how to teach basic digital skills for telehealth and communication
- Promote safe online behavior and privacy
- Utilize helpful tools and community resources



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About Palmetto Care Connections

PCC is a nonprofit 501c3 organization in South Carolina.

Vision

- Every South Carolinian is connected to healthcare services.

Mission

- To improve access to healthcare services in rural and underserved communities in South Carolina through telehealth, technology, broadband and education.



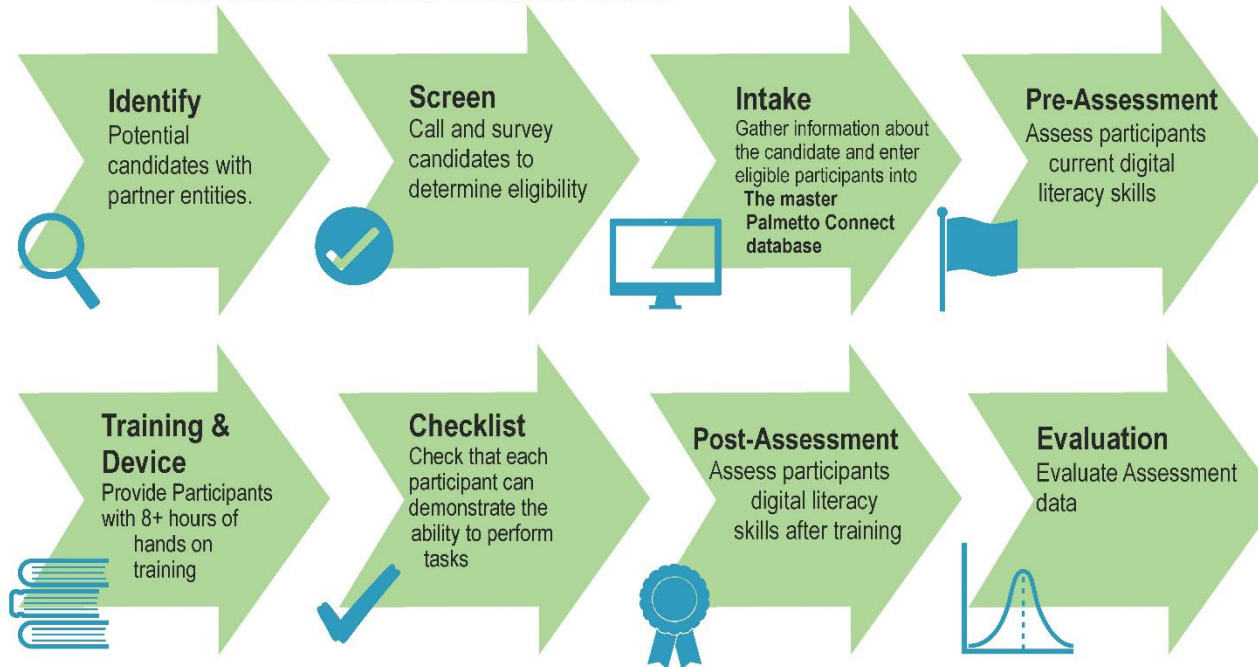
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Palmetto Connect

- In 2021, PCC launched its Digital Literacy Program, Palmetto Connect to increase access to care through digital literacy.

How does Palmetto Connect work?



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Training Successes and Challenges

■ Successes

- Class Floaters/Digital Navigators
- E-Learning Modules
- Mobile App
- Senior Center Transportation
- Digital Navigator Follow Up
- Internet Connectivity
- Telehealth Visits

■ Challenges

- Different Skill Levels in a Class
- Transportation
- Follow-Up Calls



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Palmetto Connect



Digital Literacy
Training



Digital Devices



Internet
Connectivity



Online
Applications



Technical
Support



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The Role of the Digital Navigator

- Digital Navigators are community guides (such as librarians, community health workers, volunteers, patient advocates, etc.) who help individuals access digital needs.
 - Online Shopping
 - Bill Payment
 - Telehealth
 - Job Applications
 - Government Benefits
 - Education
 - Self Checkout



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Digital Navigator Guide

Assess the Need & Client's Goals

- Does the client have a digital device?
- Does the client have foundational digital skills?
- Does the client have internet access?

Provide Resources

- Create a Digital Resource Guide.
 - Identify nearby digital resources.



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Assessing the Needs

- **Intake Form Sample (National Digital Inclusion Alliance)**

<https://www.digitalinclusion.org/wp-content/uploads/2025/01/Intake-Form.pdf>

- **NDIA Digital Navigator Forms**

<https://www.digitalinclusion.org/blog/issue/digital-navigator/>



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How to Create a Digital Resource Guide

There may be local or small businesses community members are familiar with.

- **Where can community members access a device and/or internet?**
 - Public libraries, community-based organizations, etc.
- **Where can community members purchase, rent, or receive a device?**
Consider options to go in person or online.
 - Walmart, Best Buy, etc.
- **How can community members get internet?**
 - Businesses (Starbucks, McDonald's, etc.)
 - Internet at Home (Spectrum, Comcast, etc.)



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Internet-Lifeline Program

Lifeline provides up to a \$9.25 monthly discount on service for eligible low-income subscribers and up to \$34.25 per month for eligible subscribers on Tribal lands.

Only one Lifeline benefit is allowed per household. The discount can be applied to either a wireline or wireless service.

Lifeline is available in every state, commonwealth, territory, and on Tribal lands. [The Lifeline program is administered by the Universal Service Administrative Company \(USAC\).](#)

Eligibility

You qualify if your household income is at or below 135% of the Federal Poverty Guidelines or if you participate in one of these programs:

- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Federal Public Housing Assistance
- Supplemental Security Income (SSI)
- Veterans Pension Benefits
- Certain Tribal Assistance Programs

Find out if you are eligible at lifelinesupport.org.

How to Apply

You can apply online, by mail, or through a participating phone or internet provider.

Safe Connections Act Survivors

Survivors of domestic violence or human trafficking may be eligible to receive emergency Lifeline support for up to six months under the Safe Connections Act.

The Safe Connections Act also makes it easier for survivors of domestic abuse to separate their phone line from a service plan shared with their abuser.

For details, visit lifelinesupport.org/survivor-benefit.



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Internet- Low-Cost Plans



Packages Internet TV Mobile Home Phone Business Contact Us



Street address

Apt/Unit Zip Code

Check availability

SPECTRUM INTERNET® ASSIST

Spectrum Internet for Low-Income Households

Get affordable Internet with Spectrum Internet Assist, available to qualified households nationwide.

- Unlimited Mobile line included for 1 year
- In-home WiFi service available
- Modem and Security Suite included
- No data caps and no contracts

50 Mbps Internet

\$25 /mo



Feedback



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Activity: Create a Digital Resource Guide for Your Community

15 minutes

Your
LOGO
Here

This digital resource guide highlights how to access digital devices and internet in [County Name]

County Name

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.

Library Name
Address
City, State, Zip
Phone Number

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 [County Name]. It is important to provide a physical address to confirm service is available at your home. information use the

Internet Service Provider	Phone Number	Low-cost Plan Available	Lifeline Program

How to Get Internet on the Go

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

Business Name
Address
City, State, Zip

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

Business Name
Address
City, State, Zip

This digital resource guide is not a comprehensive list of services in [County Name]. If your organization provides computers or internet services, in this area, contact [Your Name] at XXX.XXX.XXXX to be added to the guide.

Published: 2025

Digital Resource Guide



<https://www.palmettocareconnections.org/technology/digitalliteracy/resourceguides/>

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Foundational Digital Skills

Device Basics

Power On/Off

Charging the Device

Wi-Fi On/Off

Touch Screen

Communication Tools

Email

Typing

Telehealth/Online
Platforms

Internet Safety

Creating a Password

Phishing

Vishing

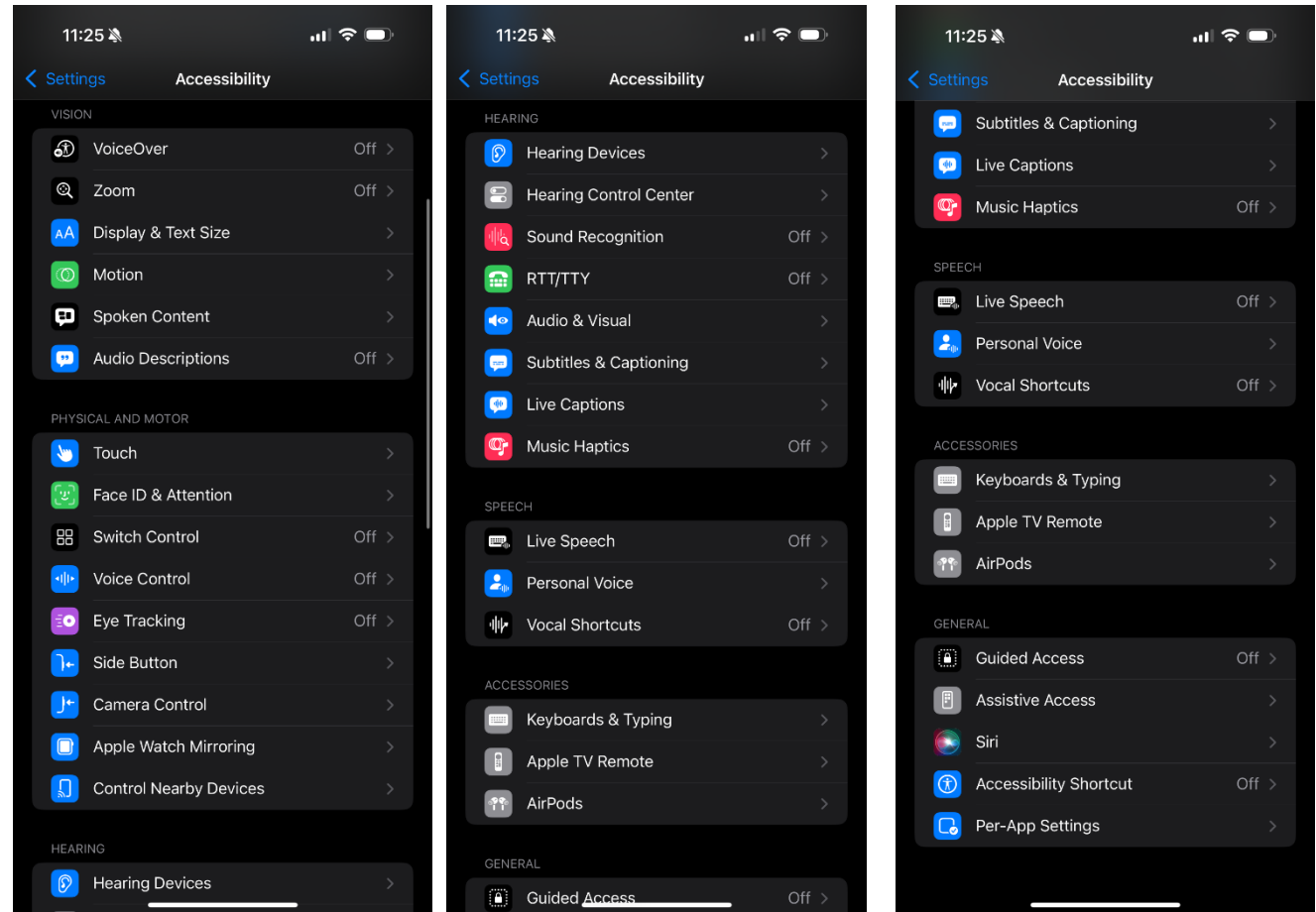


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Accessibility Features

- Text Size and Style
- Voice to Text
- Touch Sensitivity
- Zoom In

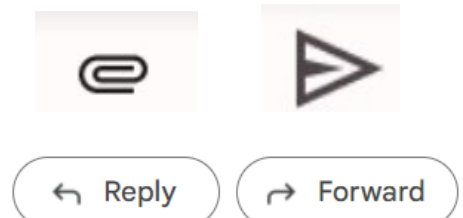
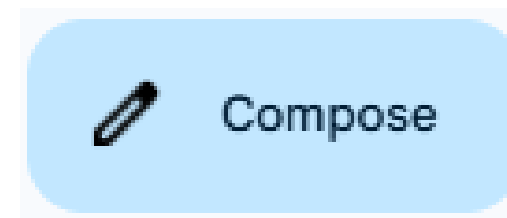
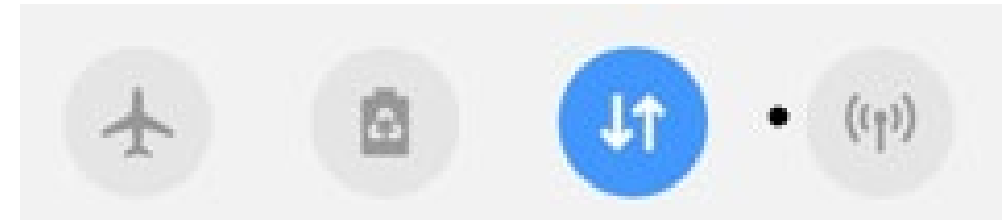


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Common Icons to Review

- Wi-Fi Signal
- Mute/UnMute
- Bluetooth
- Bluetooth
- Camera On/Off
- Email: Reply, Forward, etc.
- Google



PCC's Digital Scam Protection Safety Guide

<https://www.palmettocareconnections.org/wp-content/uploads/2025/03/Scam-Guide.pdf>

DIGITAL SCAM PROTECTION SAFETY GUIDE

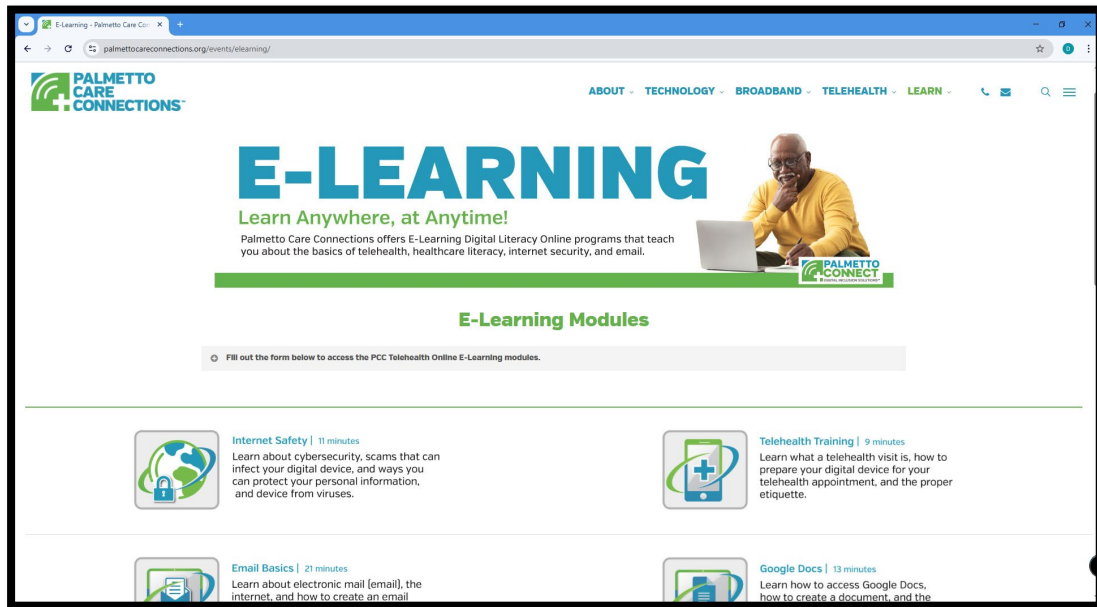


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Additional Resource

Online Learning and Mobile App



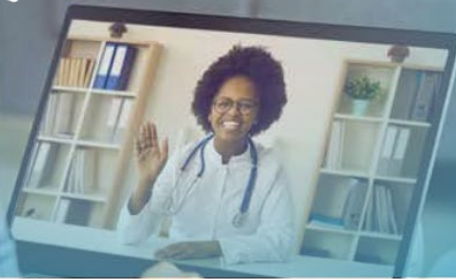
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Additional Resources



Telehealth Visit Checklist



Check the Cost. Telehealth visits are covered by Medicare and Medicaid (in South Carolina) some private insurers cover telehealth. Check with your insurance company about cost or coverage.



Find a Space. Find a quiet, private, and well-lit space to conduct your telehealth visit.



Check your Equipment. To have a telehealth visit, you will need internet connectivity and a digital device that has internet capabilities such as a smartphone, tablet, or computer.



Use Telehealth Etiquette. Eliminate as many distractions and background noises as possible. Make sure your face is centered in the screen.

<https://www.palmettocareconnections.org/wp-content/uploads/2024/09/Telehealth-Checklist.pdf>



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Additional Resources

<https://www.scahec.net/learn>

Program Listings for Continuing x +

scahec.net/learn/programs/cpd

-  ★ Series: HPS ★ Series: Telehealth Modules
Telemental Health
Mon, Apr 28, 2025 | Self-paced | Online module
Instructional Hours: 3.00 | Credits Available: AHEC
-  ★ Series: HPS ★ Series: Telehealth Modules
Foundations of Telehealth
Tue, Apr 1, 2025 | Self-paced | Online module
Instructional Hours: 2.00 | Credits Available: AHEC
-  ★ Series: AHEC Scholars ★ Series: Telehealth Modules
Telehealth Billing
Thu, Oct 16, 2025 | Self-Paced | Online module
Instructional Hours: 0.75 | Credits Available: AHEC, CME, Nursing
-  ★ Series: AHEC Scholars ★ Series: HPS ★ Series: Telehealth Modules
Digital Navigation and Telehealth for Community Health Workers
Thu, Oct 2, 2025 | Self-paced | Online module
Instructional Hours: 1.00 | Credits Available: AHEC, CHW
-  ★ Series: AHEC Scholars ★ Series: HPS ★ Series: Telehealth Modules
Telehealth Implementation
Mon, Apr 28, 2025 | Self-paced | Online module
Instructional Hours: 2.00 | Credits Available: AHEC
-  ★ Series: AHEC Scholars ★ Series: HPS ★ Series: Telehealth Modules
Telehealth Presenter Certification
Mon, Apr 28, 2025 | Self-paced | Online module



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Questions?

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