

INNOVATION AND TECHNOLOGY TRACK

Bridging Clinic to Connection



Victoria Hamilton, MPH
South Carolina Telehealth Alliance

**SEPTEMBER 1
3:30PM-4:15PM**



Liz Saitz
Palmetto Care Connections

REGENCY BALLROOM H

BRIDGING CLINIC TO CONNECTION

Connecting patients to digital access, skills, and care

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FOUNDATION

What is digital navigation and why does it matter?

Why Digital Navigation Matters

Digital navigation

Support that helps people build the access, skills, and confidence needed to use online health tools and services.

Why it matters

Digital access affects telehealth, care coordination, and patient engagement. Digital needs increasingly influence health outcomes.

Rural barriers

Communities face broadband, device, skills, and trust barriers that can limit access to care.

PARTNERSHIP

Who we are

About Palmetto Care Connections

Established in 2010, Palmetto Care Connections (PCC) is a 501c3 non-profit organization that brings technology, broadband, telehealth, and education solutions to health care providers in rural and underserved areas in South Carolina.



Our Vision

Every South Carolinian is connected to healthcare services



Our Mission

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



Our Core Values

- Build trusted relationships
- Empower communities
- Innovative solutions
- Keep healthcare local
- Increase access to care
- Advocate

South Carolina Telehealth Alliance

a statewide collaboration of many organizations joining forces to expand telehealth services across the state

Key Focus Areas:

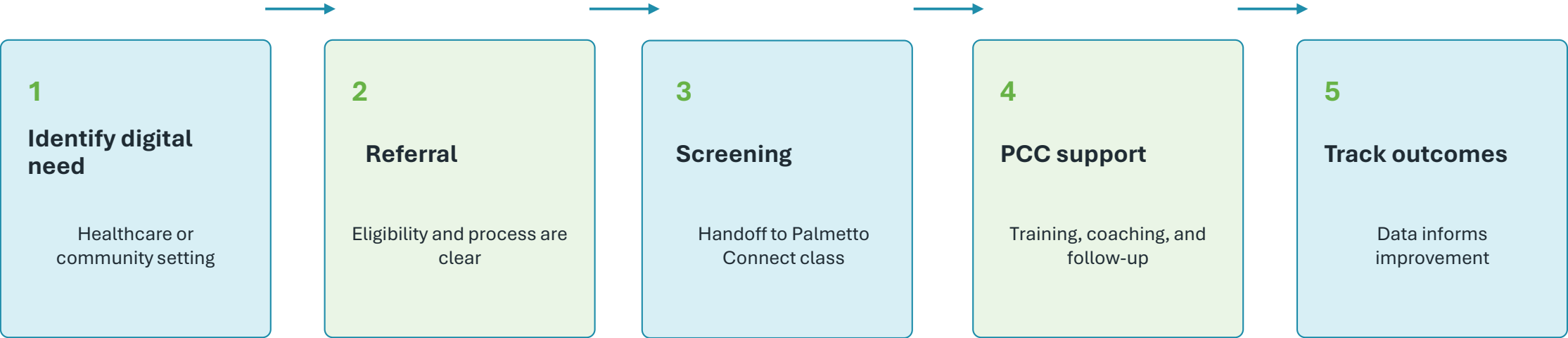
- **Expanding** telehealth services and infrastructure
- **Training** patients, care team members, and communities through digital navigation
- **Educating** healthcare teams and statewide partners on telehealth tools, policy, and best practices
- **Bringing care** into schools, detention centers, remote communities, and homes
- **Uniting partners** to align around a shared, statewide telehealth plan



WHAT WE ARE DOING

Shared mission to connect patients to digital access and care

End-to-End Workflow



Frequent, intentional communication keeps partners aligned across the full journey.

1. Identifying Individuals with Digital Need

Healthcare setting

1. Patients are screened for social determinants of health (food, housing, transportation, digital needs)
 - Digital needs screened:
 - Access to device
 - Access to internet in home
 - Digital health literacy- ability to use the internet on a device without asking for help
2. Patients with needs are connected with community health worker (CHW)
3. CHW fully assesses patients' needs and provides resources including the Palmetto Connect class for digital needs

Community setting

Community partners recognize digital needs and connect residents to available support pathways.

2. Referral and Funnel Process

Clear ownership

Understand who owns each step and how to follow through:

- CHW identify patients with digital needs who may be eligible for the class and refer to PCC
- SCTA team serves as liason between clinical staff and PCC and promotes classes among community and clinical partners
- PCC contact eligible patients to intake and register them for class

Communication points

Monthly meetings and shared tracking keep partners aligned.

DN program manager meets regularly with care team staff who are boots-on-the-ground

Warm handoffs

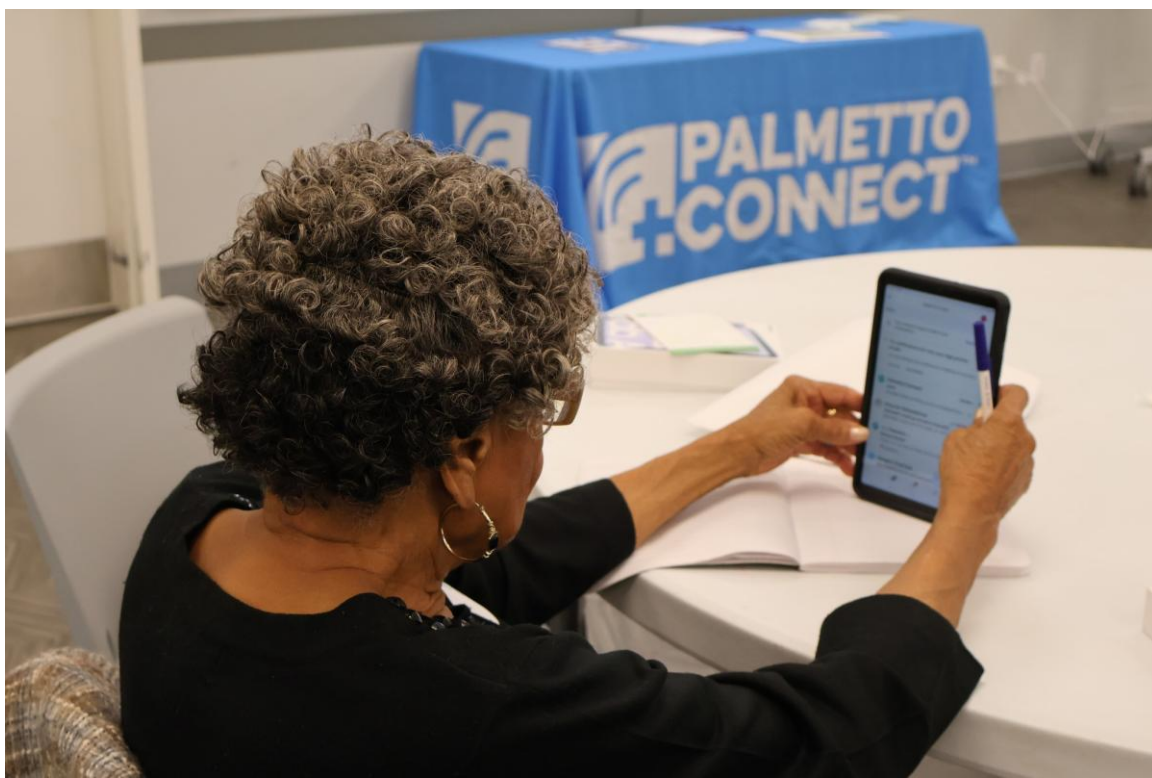
Simple handoffs reduce friction and help patients enroll successfully.

3. PCC Engagement Model

- Assess skills, connectivity, devices, and goals
- Provide classes, coaching, and technical assistance
- Connect participants with affordable resources



Support is practical, person-centered, and focused on real digital goals.





4. Continuous Quality Improvement and Community Outreach

Metrics:

- Total referrals to classes
- Total class enrollments
- Total class completions
- Follow-up outcomes like telehealth utilization or internet access post-class
- Monitor partner contributions and reach

Data-to-action loop

Shared data helps the team see where people are moving forward, where they are dropping off, and what needs to improve.

SCTA Class and MUSC Patient Attendance Report

Classes held from February 2025 through July 2026

29 Classes	565 Participants	127 MUSC Patients
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LEARNING AGENDA

Early lessons learned and what comes next

What We Have Learned and Improved

Reduce handoff friction

Limit the number of steps between identifying a digital need and connecting the patient to support. Clear referral criteria, designated staff, and warm handoffs improve enrollment.

Measure the entire journey

Monitoring identification, referral, outreach, enrollment, participation, and graduation helps identify bottlenecks and drop-off points.

Build closed-loop communication

All partners should be able to understand what happened after each referral was made.

What Comes Next

Improvements to healthcare referral process

- Integrate with Epic software CareLink (MUSC) to send and receive referrals from care team members more seamlessly
- Gather feedback from care team members using this referral process
- Increase care team member awareness of the Palmetto Connect class and other digital resources

Community outreach and partnership

Strengthen relationships with community-based organizations and healthcare partners to expand awareness and create additional access pathways.

Resources

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

Digital Resource Guides

Use Palmetto Care Connections' Digital Resource Guides to access digital devices and the internet in all counties in South Carolina. Click on the plus sign to select the county and then click on the name of the county to get information.

[Download all 46 counties](#)

To use the map, click a pin point to identify the county name, then click on the county get resource guide.





LMS QR CODE



SCTA Website

Name	Description	Contact	Resources
Lifeline Program	Receive a monthly discount on phone and/or internet of up to \$9.25 on phone, internet, or bundled service. Tribal lands can receive up to a \$34.25 discount. SC-specific providers: AirTalk, Life Wireless SC and Tag Mobile	Phone: (800) 234-9473 (press 1 for English; press 2 for Spanish) Email Hours: 9AM-9PM, 7 days a week	
Amplify Life SC Equipment Distribution Program	The equipment in the program includes specialized phones, cell phone accessories, alerting devices and a tablet . Participants are provided with equipment at no cost to use for as long as they remain in the state. To qualify for the program, you must be a permanent resident of South Carolina, have phone service, and have trouble hearing or speaking over the phone.	Phone: 877.225.8337 (Voice) 877.889.8337 (TTY) Local: 803.737.0808 (Voice) Local: 803.737.0846 (TTY) Email Hours: 8:30AM-5:00PM, M-F	
Palmetto Care Connections	Provides digital literacy training classes , including devices, one year of included internet, internet affordability consulting, and connection to telehealth resources.	Phone: 803-245 2672 Email Hours: 8:30AM-5PM, M-F	  
South Carolina Local Library System	Libraries provide free access to computers and internet to the community and may include mobile WiFi hotspots for check-out, assistance with securing connectivity in the home, or space to complete telehealth appointments .	Phone, email, and hours vary by library branch. Visit the SC library website for a list of all branches contact information.	  
PCs for People	Offers low-cost internet and devices , must meet eligibility criteria (documentation of current enrollment in an income-based government assistance program OR documentation of current household income under 200% of the federal poverty level or 60% of area median income). Does not require proof of citizenship.	Phone: 651-354-2552 Email Hours: 11:00AM-6:30PM, M-F	 
Palmetto Goodwill Career Opportunity Centers	No-cost digital skill assessment and training available at all career opportunity centers. Locations include Carolina Forest, Charleston, Florence, Georgetown, Summerville, Sumter, Market Common, Beaufort, Walterboro, North Myrtle Beach, and Orangeburg.	Phone, email, and hours vary by location. A full directory of Palmetto Goodwill locations and contact information can be found at this website Career Opportunity Center Hours: 10:00AM-4:00PM, M-F Email	
	Career navigation and training opportunities	Phone, email, and hours vary by location. A full directory of Palmetto Goodwill locations and contact information can be found at this website	

Resources

PCC materials:

General interest form for Palmetto Connect training

SCTA Materials:

Telehealth explainer cards

SC Digital Navigation Resource Guide

Digital Navigation training via SC AHEC, (CEU accredited, free, nation-wide)

DISCUSSION

Comments and Q&A

Contact Us

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