

PLENARY SESSION

Clinical Insights

Beyond the Exam Room: Using Telemedicine to Extend Complex Primary Care



Introduction by:
Jennifer Bailey
South Carolina AHEC



Cady Williams, MD, FAAP
Prisma Health

SEPTEMBER 2
11:30AM-12:15PM

REGENCY BALLROOM C, D, & E

www.palmettocareconnections.org

Beyond the Exam Room: Using Telemedicine to Extend Complex Primary Care

Cady Williams MD FAAP

Session Agenda

- Describe a hybrid care model with primary care integrating telemedicine as an adjunct to in-office visits for children with medical complexity.
- Identify appropriate clinical scenarios and triage processes for safe and effective telemedicine utilization.
- Highlight the role of home-based diagnostics and remote examination technology in supporting virtual care.
- Evaluate how telemedicine improves access, reduces barriers, and supports care coordination for geographically dispersed patients.

Prisma Health Ferlauto Center for Complex Pediatric Care

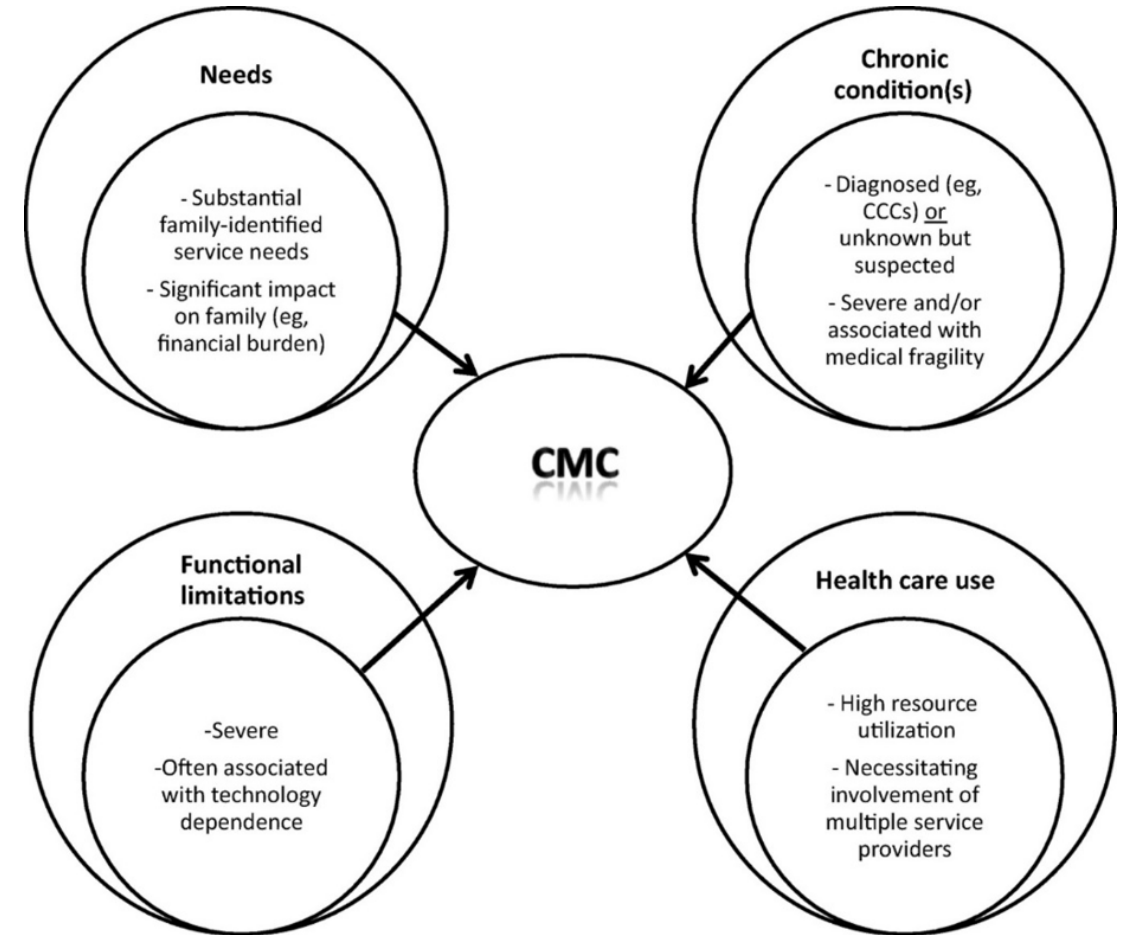
- 5 Physicians (3.6 FTE)
- 2 RN Case Managers
- 2 Registered Dietitians
- 2 Front office Staff
- 2.5 Nurses
- Access to remote social work



Children with Medical Complexity

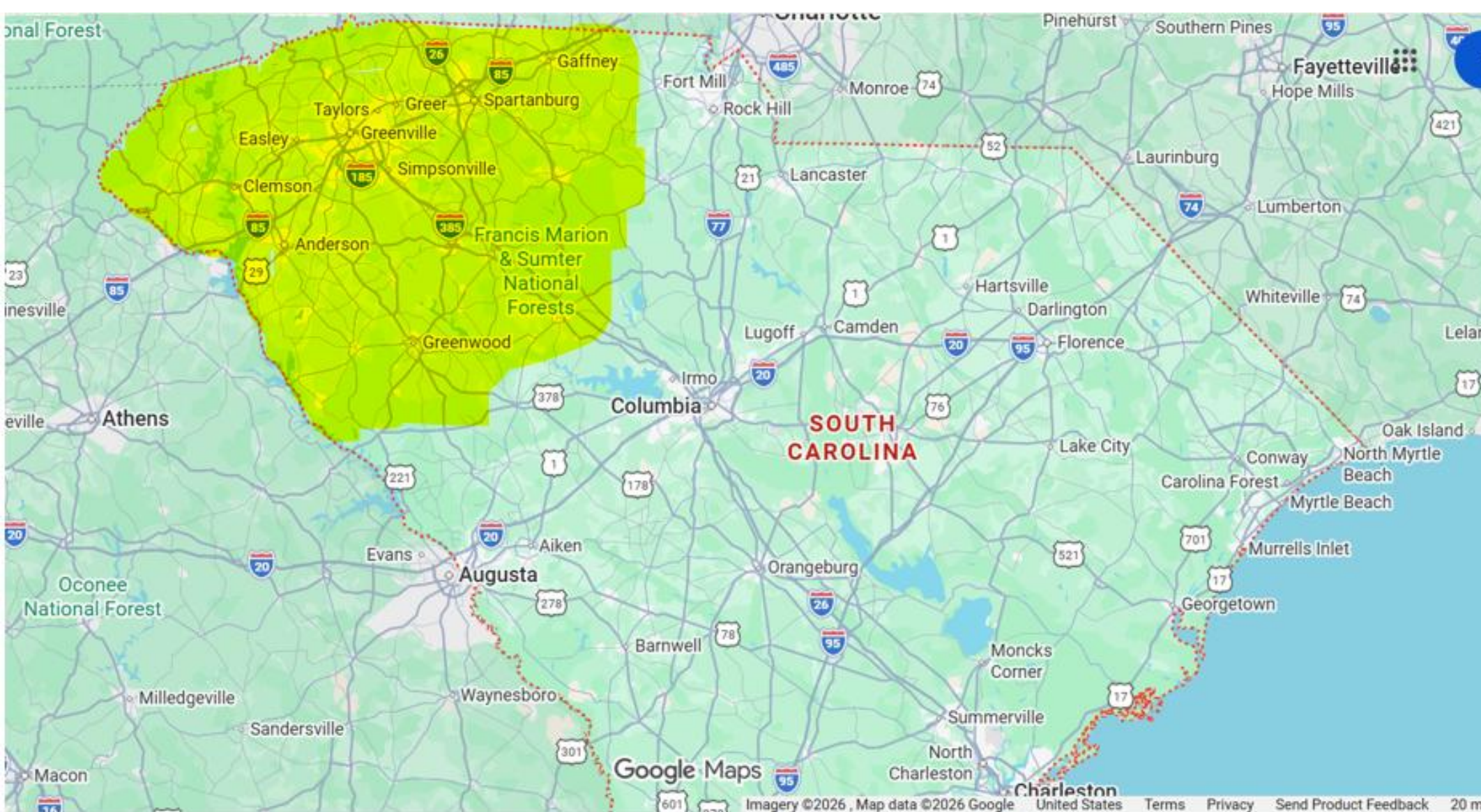


Cohen, et al. Children with Medical Complexity: An Emerging Population for Clinical Research Initiatives. *Pediatrics*. 2011;127;529



Real World Challenges for CMC accessing care

- No gas money
- No transportation
- Multiple children with special needs
- Solo parent
- Primary care providers uncomfortable with medical complexity
- Lack of childcare for siblings
- Behavioral challenges/medical trauma
- Limited health literacy
- No permanent address or phone
- Work schedule



telos

*Distance
(miles)*

Anderson- 30

Spartanburg -
31

Chesnee -44

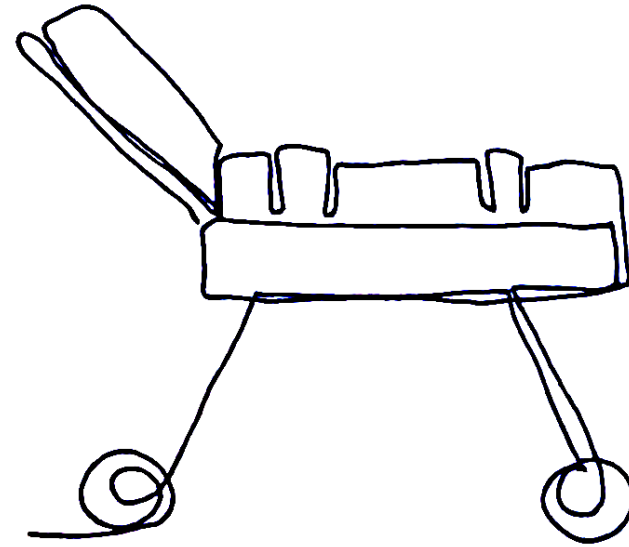
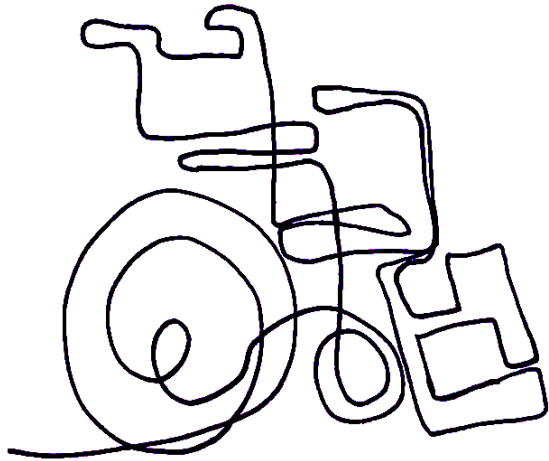
Greenwood-
54

Gaffney - 50

Blacksburg -58

McCormick -77

More than a ride



Flexible care

For families

- Missed visits are missed opportunities
- Familiar surroundings
- Reduced infectious exposures
- Uninterrupted access during weather related disruptions

For offices

- Reduced no-show rate/lapse in care
- Meaningful connection
- Infectious disease screening
- Preserved productivity

Suitable for telehealth

- Clinical stability
- Need for physical exam
 - Availability of technology
- Need for diagnostic testing or procedures
- Infection prevention considerations

Suitable for telehealth: Follow-up

- Medication management: ADHD, depression, acne
- Asthma follow-up
- Care coordination visits
- Specialist follow-up discussion
- Review of laboratory or imaging results
- Equipment or supply needs

Suitable for telehealth: Acute Care Visit

- Conjunctivitis
 - Without ear pain or fever or eye swelling
- URI symptoms
 - Without concerning respiratory symptoms or ear pain
- Mild gastrointestinal symptoms
 - Without notable abdominal pain, fever, dysuria, recurrent UTI
- Rash
- Constipation
- Allergic rhinitis symptoms
- Mental health or behavioral concerns
- Emergency room follow-up



Telemedicine as a Staged Infection Control Strategy

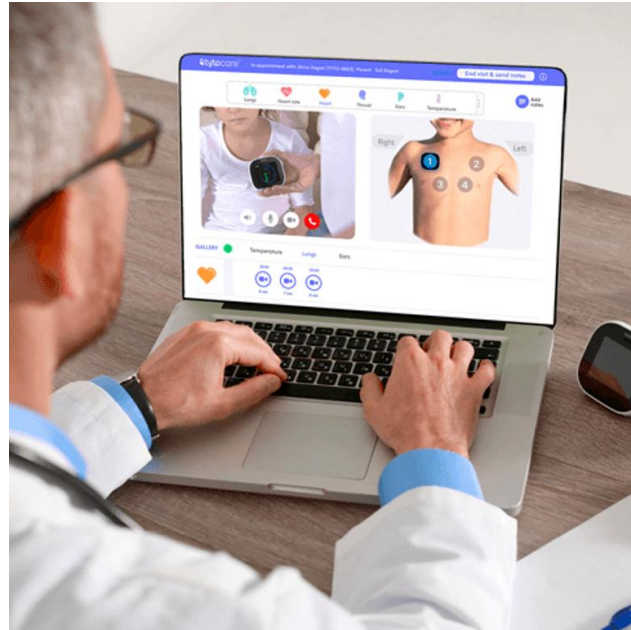
- COVID-19 symptoms
- Measles exposure with fever/rash
- Suspected pertussis
- Varicella exposure
- Household influenza

Triggers for in-person

- Sore throat
- Ear pain*
- Abdominal pain
- UTI symptoms
- Persistent or high fever *
- Worsening cough or respiratory symptoms *

Telehealth Platforms

 tyto care™

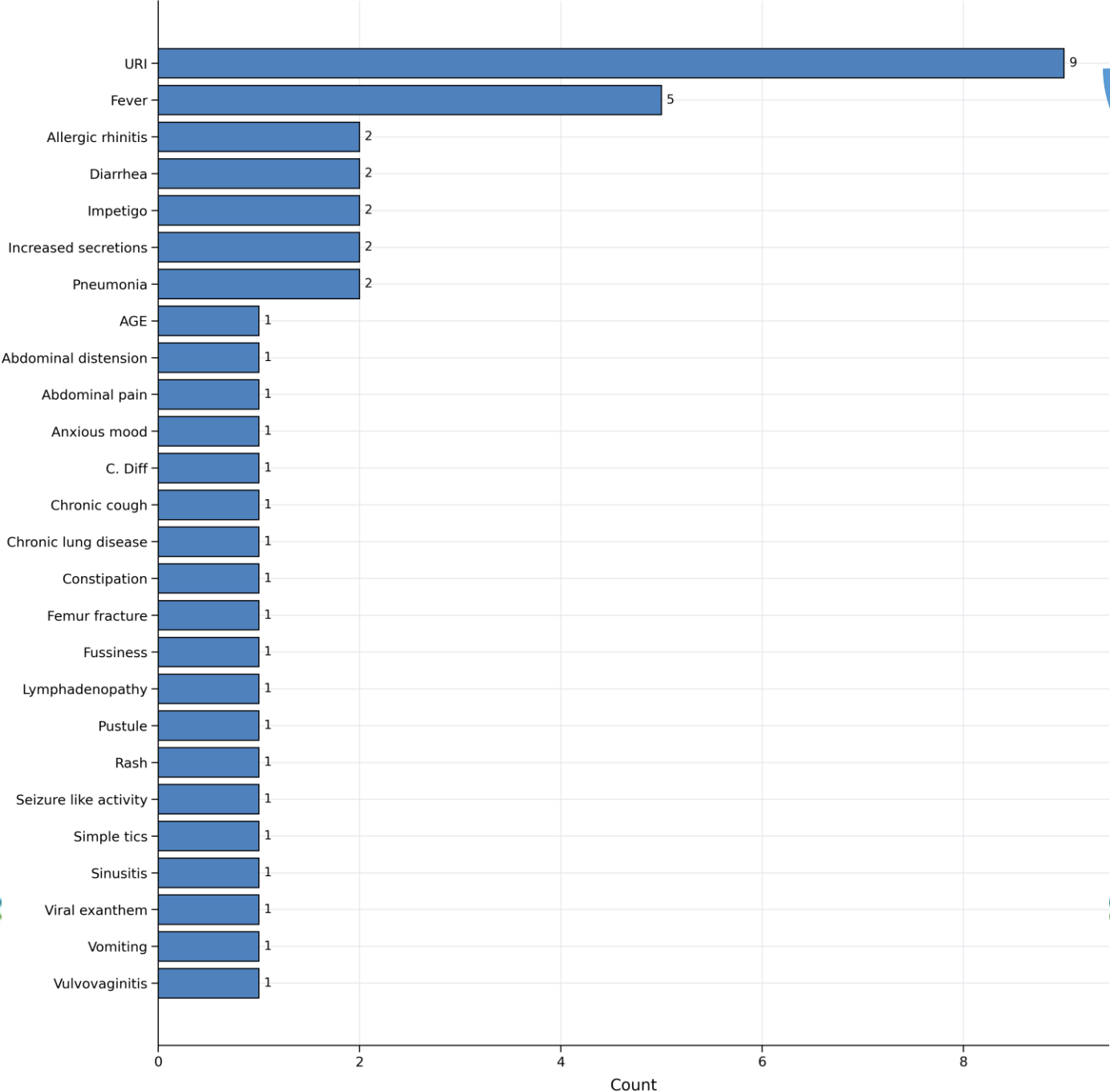


 doximity

100 VISITS

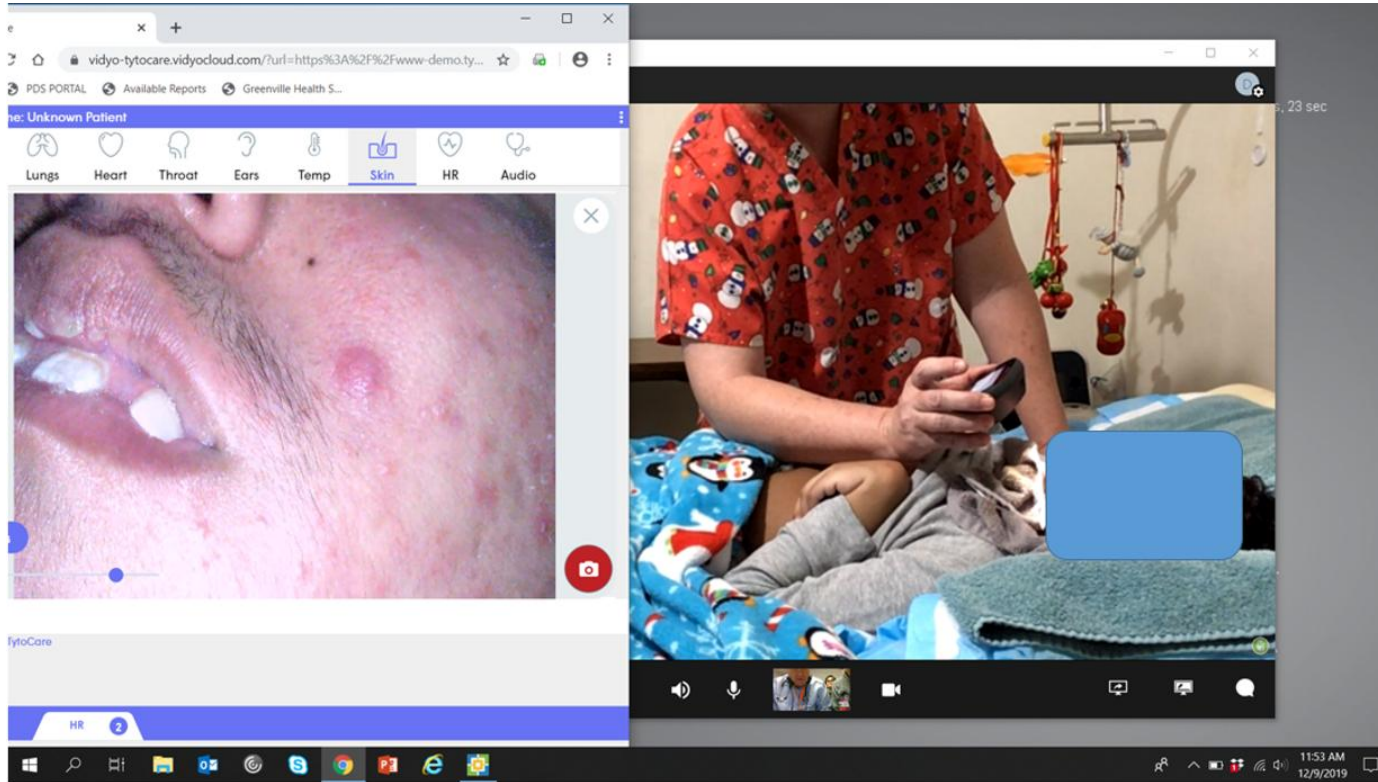
43 Sick visits
57 Follow-up
visits

Frequency of Diagnoses/Complaints (n=43)



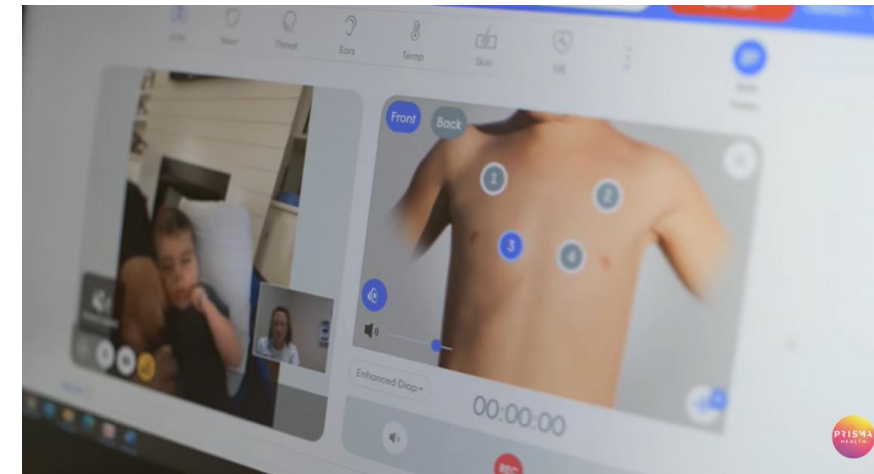
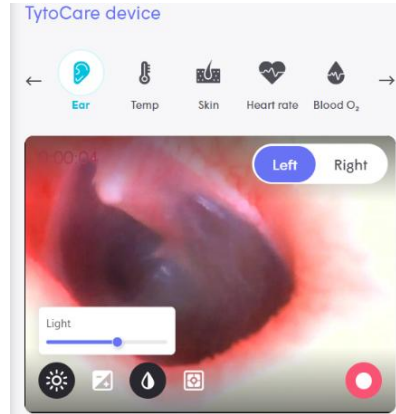
73% had
Tytocare

Telehealth Pearls: skin



Telehealth pearls: peripherals

- Visualize breathing while performing auscultation
- Coach and talk through ear exam
 - Use speculum
 - Consider helper/distractor
 - Insertion
- Guide parent through abdominal palpation



Telehealth pearls: equip the family

Telehealth pearls: follow-up



Ongoing Barriers

Digital Literacy and the Digital Divide

Telepresenter special needs or limited English proficiency

Family or provider hesitation

Equipment/technology

Next steps

- Geographical convenient testing locations
 - Radiology and lab
- Incentivization for telehealth to occur out of the medical home
- System support for addressing barriers
 - Language, disability, technology

Cady Williams, MD

Cady.Williams@prismahealth.org