Integrating Tech Navigation and Virtual Care: How to Improve Patient Access and Sustain Virtual Care Teams

On April 13, 2022, SNI hosted the webinar, Integrating Tech Navigation and Virtual Care: How to Improve Patient Access and Sustain Virtual Care Teams, with presenters from San Francisco Health Network (SFHN). The webinar slides and recording are available [here](#).

San Francisco Health Network

Background

In a survey conducted by SFHN, researchers found that patients of safety net providers were interested in video visits, but faced significant barriers to access such as connectivity, hesitancy, and access to devices.

Telehealth Ambassador Program

To help patients overcome digital literacy barriers, SFHN leverages a group of volunteers from medical schools, high schools, and AmeriCorps called the Telehealth Support Pool, to call patients and help them get onto the Zoom platform. Care team members can send requests through the electronic health record (EHR) for specific patients to be contacted.

In 4 months...   **505** patients called   **338** patients reached   **150** successfully onboarded   **101** video visits completed

Lessons Learned
- Patients are hard to reach by phone
- Patients are more likely to try video visits if encouraged by staff or providers
- Patients who do complete video visits report high satisfaction

Other Public Health Care System Examples

Public health care systems may choose to enlist tech navigators on their own (like SFHN) or contract with third-party vendors. In the webinar, other systems shared their models:

Contra Costa Health Services contracts with a third-party vendor (Nordic) to conduct outgoing robocalls to patients prior to their first video visit.

County of Santa Clara Health System contracts with a third-party vendor (Nuance) to hire an outbound caller to contact patients. Administrative staff who conduct appointment reminders can also connect patients to Nuance.

Los Angeles Department of Health Services reaches out to patients via text with a link to test their devices prior to a video visit. If patients are unable to pass the test, they are connected to ambassadors for additional assistance.

San Joaquin General Hospital leverages volunteers to call patients and help them access video visits.