

# Durham County Department of Public Health

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Telehealth at the  
Durham County Department of Public  
Health

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## History of Telehealth at DCoDPH

- At the beginning of the COVID-19 pandemic in 2020, a Telehealth Policy was developed to ensure clients could access health department services
- Both telemedicine visits (over video) and virtual client communication visits (over the telephone) were done in a number of clinics, including the Sexual Health Clinic, Tuberculosis Clinic, and Family Planning Clinics
- After COVID-19 vaccines became widely available and it was deemed safe to resume in-person visits, most clinic visits were in-person
- The Tuberculosis Clinic still performs most clinical visits over the phone





## Current Telehealth at DCoDPH

- In an effort to maintain our continuity of operations plan in case of another public health emergency, over the last few months we have updated our Telehealth policy
- The Tuberculosis Clinic widely uses Telehealth services, particularly to monitor Directly Observed Therapy (DOT)
  - Video DOT is more convenient for the client and more efficient for the TB Staff as they don't have to visit the client in-person
- Telehealth is regularly used in Nutrition Clinic
- Telehealth is sporadically used in other Clinics





## Who is Eligible for Telehealth?

- To be eligible for Telehealth services, a client must
  - Not be experiencing a medical emergency
  - Needs to be a registered client at the DCoDPH to ensure that we have already verified their identity
  - Give us verbal consent for the Telehealth visit
- If the client requires an interpreter, a visit via phone call is done with an interpreter joining the call as the current technology does not easily allow for interpreters to join video visits

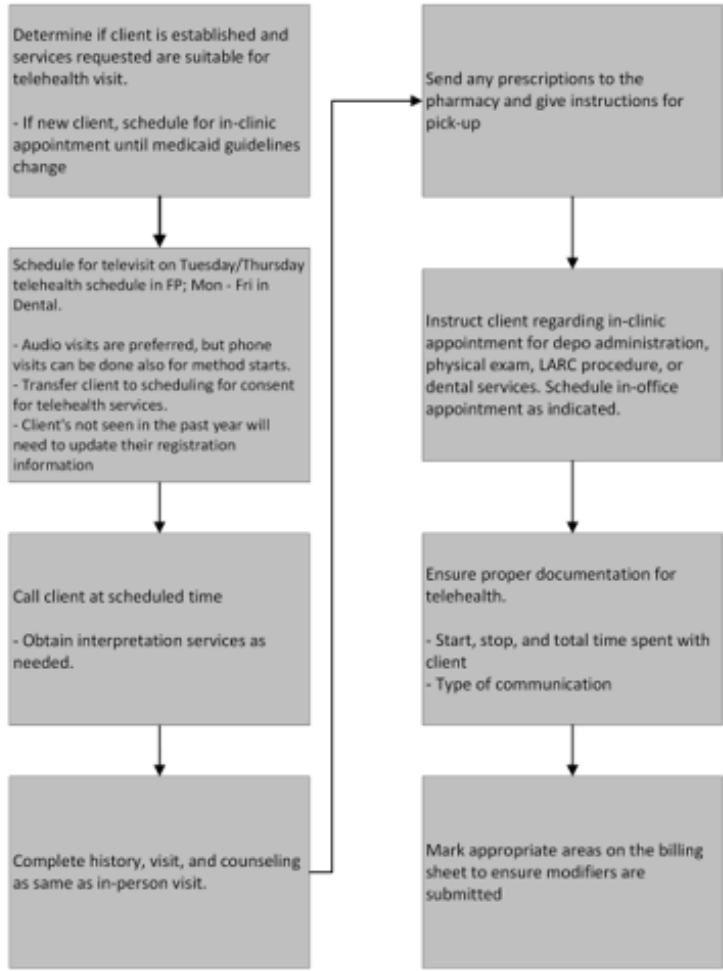


# Telehealth Process

Appendix B: Telehealth Process for New Clients



Appendix C: Provider Telehealth Workflow





## Technology Used for Telehealth

There are various means of using Telehealth within the department. Some of the technology available are the following:

- Amwell Solution- Integrated within Epic for video visits.
- MS Teams for programs who may provide group consultations
- Facetime for patients that may need Direct Observed Therapy



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Thank You!



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