

# Telehealth for Social Services and Vulnerable Populations

A number of homeless shelters are taking a nimble approach to providing their temporary residents with quick access to high quality healthcare without the burden of costly transportation. Kat Thomas, health services director, and Amanda Blue, program director, of Healing Transitions were among the first to implement telehealth within their facility through the WakeMed Foundation and RelyMD partnership.

It was important for Thomas and Blue to be able to quickly provide care at any time of the day or night, whenever a medical condition presented itself. “We were often relying on emergency departments for non-urgent care simply because it was the easiest place to send someone without insurance,” said Blue. “And more often than not, we had to rely on emergency transport, further complicating each medical need. It was neither practical nor efficient for our residents or our staff.”

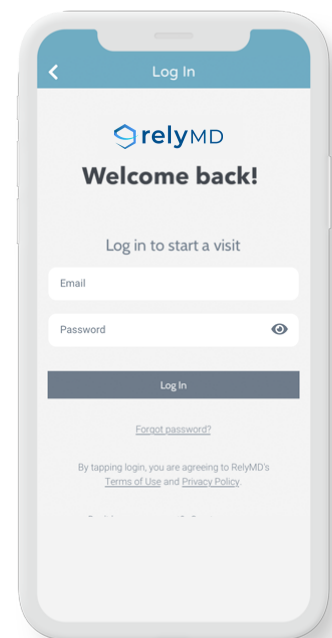
And it’s having quite an impact: **“Since launch, 606 of 713 residents, 85%, who used the service, at no charge, avoided an emergency room visit,”** said Dr. Brian Klausner. Dr. Klausner of the WakeMed Foundation was responsible for connecting the Raleigh-area homeless shelter, and others, with RelyMD. The partnership has since expanded from 3 locations up to 8 in less than a year.

Recent shelters implementing virtual health:

- Healing Transitions
- Raleigh Rescue Mission
- Healthy Housing (3 locations)
- The Women's Center
- Salvation Army of Raleigh
- InterAct
- Helen Wright Center
- Oak City Cares

## RelyMD for the Underserved

The homeless have historically relied on emergency rooms and clinics for health care services in addition to facing other types of barriers, such as unreliable transportation and inefficient means of communication. With RelyMD, shelter residents are given the accessibility they need to address a variety of unscheduled health concerns and to proactively keep up to date with medication refills through a video-based telemedicine service available 24/7.



Our homeless shelter partners are equipped with pre-configured mobile devices which allow residents to receive care by removing technological barriers through facilitated visits. Staff members are trained on how to use the service and custom reports are available by facility or location.

**85%** of Shelter Residents Avoided an Emergency Room Visit with Telehealth Access

## How RelyMD Provides Healthcare Support



### 24/7 Provider Availability

Medical needs don't stick to regular business hours. Our highly credentialed providers are available via video anytime of the day or night and wait times are typically less than 10 minutes. RelyMD's community-based providers know local health system landscapes for best-in-class care.



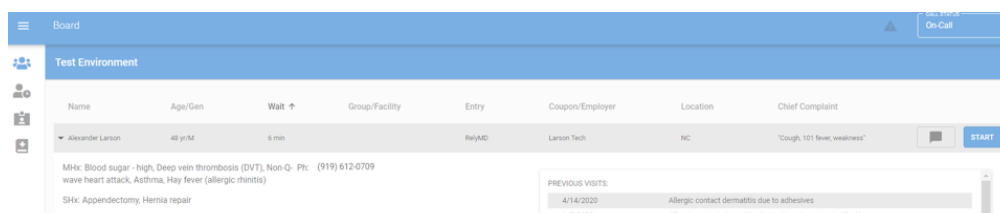
### Care Coordination Protocols

With typical telemedicine services, if in-person care is needed, the patient is often on their own to figure out where to go next, which is especially difficult with limited resources. With RelyMD, our care coordination protocols map to the best place of care within your local communities and can be pre-determined in partnership with your health services staff members based on their knowledge and experience.



### Evidence-Based Guidelines

Since 2015, RelyMD has followed strict proprietary clinical guidelines that enable our physicians to practice medicine virtually. These guidelines ensure patients are assessed and treated to high quality standards. On average, 85% of all RelyMD patients avoid in-person care through expertly developed in-place care plans.



## Keep Your Residents Healthy

In addition to providing necessary care, telehealth implemented within your shelter can help improve the health of the entire population. People experiencing homelessness often have complex conditions that require frequent attention and advanced care coordination. Shelter Virtual Health offers up an accessible, affordable solution.

## Community-Wide Impact

RelyMD helps organizations foster healthier communities. By partnering with leaders throughout regional healthcare ecosystems, the impact extends from patients to healthcare systems both medically and financially. Health systems who partner with their local community resources for the underserved are reducing overuse of their emergency departments and are seeing fewer readmissions due to better managed low-acuity conditions. In addition to helping promote value-based care across all populations, RelyMD's care coordination protocols help connect shelter residents with the right point of in-person care, when necessary, improving system-wide navigation and ultimately, patient outcomes.

To learn how RelyMD can customize a program to fit your social service needs, visit [relymd.com/contact-us](https://relymd.com/contact-us) or email [info@relymd.com](mailto:info@relymd.com).