



Expert care
is just a screen away.



A Delta man's diabetes is under control for the first time.

A boy's life is saved in a rural emergency room.

A grandmother and her family find help with her memory loss.



These are a few ways the Center for Telehealth at the University of Mississippi Medical Center has helped change people's lives for the better. Telehealth transforms the way healthcare is delivered in Mississippi and across the nation. UMMC Telehealth is leading the way. **But what is telehealth?**



The UMMC Center for Telehealth uses the internet to deliver care where it's needed.

Using telehealth video conferencing and remote monitoring tools:

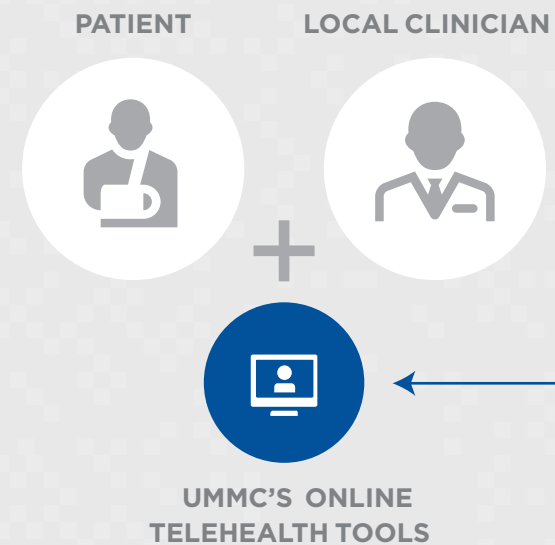
- Patients can talk with healthcare providers at work or home
- Care teams in different facilities can consult with each other
- Providers can examine patients who are in other locations
- Offsite nurses can monitor patients remotely to support on-site care teams —*all in real time.*

The Center for Telehealth is bringing UMMC care to patients in more communities through telehealth technology.

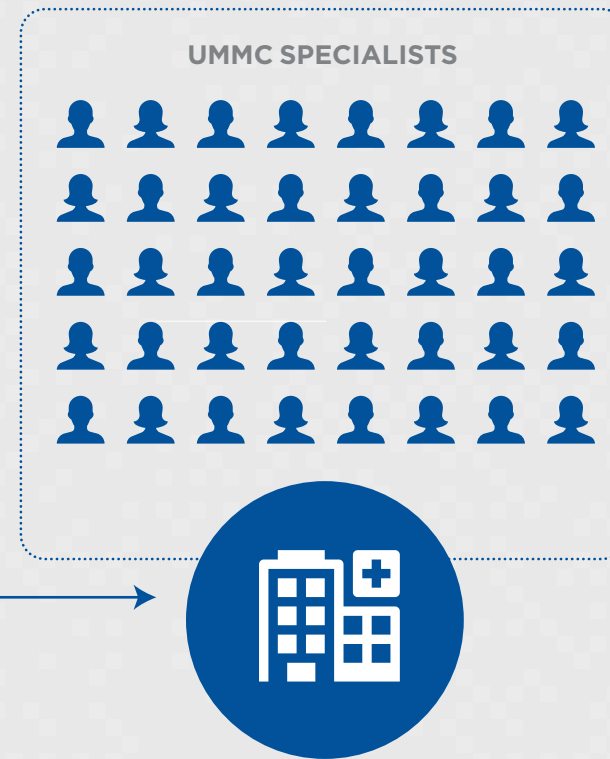


What is telehealth?

Telehealth lets doctors examine and treat patients remotely, in real time, using online streaming video technology and interactive tools.



Using telehealth, local providers anywhere can offer their patients more than 35 kinds of specialty care—care often not available in rural communities.



Bringing care to those who need it most.

Bringing quality healthcare to the underserved is one of UMMC's most ambitious public health goals. Telehealth plays a key role by dramatically increasing access to healthcare in small towns. Using telehealth, clinics, schools, and businesses can offer much-needed medical care to communities with few—or no—medical specialists.

Choosing UMMC Telehealth makes a difference.

In the rapidly growing field of telehealth, it's critical to choose the right partner.

UMMC Telehealth is part of the University of Mississippi Medical Center, Mississippi's only academic medical center and a trusted institution since 1955. While most patient cases can be resolved using telehealth, if further care is needed we refer patients and assist with scheduling in-person visits.

The Center for Telehealth is helping UMMC build a healthier Mississippi.

Our goal is to eliminate the barriers to quality healthcare and improve access to specialty care.

UMMC began offering specialty care through telehealth in 2003. The Center for Telehealth was launched a decade later, in 2013, and telehealth has been growing rapidly the entire time.

We're proud to have earned the 2015 ATA President's Award for Health Delivery, Quality, and Transformation from the American Telemedicine Association.

We currently offer telehealth services in:

- Community hospitals
- Local clinics
- Health centers
- K-12 schools
- Colleges
- Businesses
- Prisons and correctional centers
- Nursing homes

UMMC Telehealth by the numbers

500,000+
patients helped since 2003

200+
UMMC specialists available

35+
specialty services and growing

200+
locations, with new locations weekly



How telehealth is helping people in the Mississippi Delta.

An innovative partnership between the UMMC Center for Telehealth, C Spire, and Care Innovations is delivering diabetes care remotely to people like Leroy Henderson.



Leroy Henderson lives in Mound Bayou, Mississippi. He's retired now, after coaching high school football for 23 years.



Leroy has struggled managing his Type 2 diabetes. Now, thanks to telehealth, he has help.



He controls his condition through daily monitoring and regular online check-ins with clinical specialists—all from a tablet computer right in his own home.



Leroy meets with Cindy, his dedicated nurse, through videoconferencing. She reviews his health data online and gives him guidance.



Cindy can spot problems early and alert Leroy's local primary care physician and UMMC specialists. Together, they treat Leroy's small problems before they become big ones.



As a result of the program, Leroy has lost 25 pounds, his diabetes is under control, and his health has improved. All without leaving his own community.

Who benefits from telehealth?



PATIENTS

Convenient specialty care for better health

In 53 of Mississippi's 82 counties, people must drive 40 minutes or more for specialty care. That means taking time off work, sometimes without pay. So people often delay seeing a specialist until their health problems grow too bad to ignore. Telehealth brings patients specialized treatment in their own communities and under their own doctor's care. This can be life-changing for patients with chronic conditions in need of regular monitoring.

PROVIDERS

Vital support for primary care clinicians

With UMMC Telehealth, primary care providers can give patients online specialty care backed by Mississippi's only academic medical center, right in their own offices. This kind of access to specialized treatment keeps patients close to home—and to primary caregivers.

HEALTHCARE ORGANIZATIONS

Making effective care and cost-effective care the same thing

Remote access to specialty care and shared resources across the state help decrease the cost of care and improve patient outcomes. Telehealth and remote patient monitoring (RPM) has been shown to lead to:

- Shorter hospital stays
- Fewer hospital readmissions and ER visits
- Increased patient satisfaction
- Improved operating margins
- More efficient use of staffing dollars
- Improved medication adherence

THE STATE OF MISSISSIPPI

Innovative solutions sparking positive change

Telehealth has been helping Mississippi make more efficient use of healthcare resources for over a decade. Because of the state legislature's support, Mississippi is now leading the nation in the widespread adoption and use of telehealth. In turn, telehealth is making Mississippi a healthier state and a more attractive prospect for new business.

Telehealth in Action



When a life-threatening accident happens far from a trauma center, stabilizing medical care is just a click away.

After a hunting accident, T.J. Brewer of Richton needed immediate help, but UMMC's Level I Trauma Center was two hours away. Instead, T.J. was transported to a rural healthcare facility nearby. There, T.J.'s care team connected to the UMMC Emergency Services team in Jackson through a live, two-way video link. Together, they gave T.J. the treatment that saved his life.

Top five reasons to choose UMMC Telehealth:

- 1 Our services are safe, secure, and HIPAA compliant.
- 2 We help with equipment, installation, training, maintenance, and technical support, making our services simple to use.
- 3 We partner with Care Innovations, an Intel company, to bring your organization leading-edge telehealth solutions.
- 4 Our care is delivered by the University of Mississippi Medical Center, Mississippi's only academic medical center.
- 5 We are national leaders in the field of telehealth and bring best practices to your organization.



The market for telehealth stood at \$17.8 billion in 2014 and is predicted to grow by over 18 percent annually through 2020.

Specialty care available through UMMC Telehealth.

UMMC Telehealth offers more than **35 medical specialties. Here are some of the most highly requested specialties we offer and how they work.**



Emergency Services

Telehealth saves lives in rural areas by giving local caregivers access to critical care support not available in their communities. We assist hospitals and clinics when needed, 24 hours a day. A live video link lets UMMC emergency specialists and local ER staff discuss treatment and deliver patient care in real time. We also provide stroke care and access to comprehensive stroke care specialists. UMMC pediatric and adult emergency physicians, neurologists, and neonatologists are available for video consultations 24/7.



eICU

Our eICU program monitors critically ill patients remotely, around the clock. Using leading technology, we can watch vital signs, observe data trends, and alert bedside caregivers to changes in a patient's condition. We also provide decision support and assistance for the bedside care team. For patients with complex medical challenges, eICU acts as another safety measure, helping ensure quality care and lower risk during ICU stays. This level of support can result in fewer complications, improved outcomes, and shorter stays.

Remote Patient Monitoring

People with chronic diseases need frequent, often expensive medical care, but telehealth is bringing relief. Remote patient monitoring allows chronically ill patients to connect with care teams through tablet computers and other specialized devices anytime, anywhere. Patients enjoy the comfort and independence of staying in their own homes and the health benefits of being in close touch with their care team. Studies show remote patient monitoring can lead to fewer hospital admissions, shorter hospital stays, and reduced cost of care, all while improving patient satisfaction.



Telehealth services available from UMMC:

ADULT SERVICES

- Allergy/Immunology
- Cardiology
- Corporate health
- Dermatology
- eICU
- Emergency medicine
- Endocrinology
- Infectious diseases
- Mental health services
- Nephrology
- Obstetrics/Gynecology
- Ophthalmology
- Psychiatry
- Psychology
- Radiology
- Trauma
- Urgent care
- Wound care

CHILDREN'S SERVICES

- Cardiology
- Child development
- Child maltreatment services
- Emergency medicine
- Genetics
- Neonatology
- Neurology
- Obesity and wellness
- Psychiatry
- Psychology
- Remote concussion evaluation
- Urology

ANCILLARY SERVICES

- Pathology
- Remote telemetry
- Retinal exams
- Radiology
- Remote monitoring of at-home patients

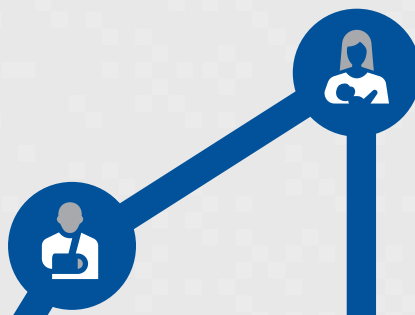
Urgent Care

When a school or business makes urgent care available on campus or in the office, everyone benefits. Offering urgent care appointments through a live video link makes it easy for students and employees to seek treatment for minor illnesses. People seek care sooner and get well faster, reducing paid time off and sick days.

UMMC provides urgent care through an app for smart phones and tablets, and through on-site computers.

Psychiatry and Psychology

Many areas face a critical shortage of mental health providers. UMMC Telehealth connects patients to UMMC psychiatrists, psychologists, and other mental health professionals, regardless of where patients live. We partner with a wide range of organizations such as nursing homes, colleges, and mental health clinics to deliver mental health care in the familiar surroundings of the patient's own community. This online access makes treatment more discreet and more convenient than traveling to another town for appointments.



Beyond patient care.

UMMC's Center for Telehealth supports education, training, and economic development across Mississippi. We partner with healthcare providers, insurance companies, and educational, legislative, and regulatory organizations to better meet our state's healthcare, education, and business needs.

Wellness programs for businesses, K12 schools, and colleges

Through participating businesses, schools, and other organizations, we offer wellness programs that use tablet computers and online video appointments to help people better manage their health. This connected, proactive approach to wellness leads to fewer sick days and healthier, more productive students and staff. It's also a valuable benefit for recruiting and retaining students and employees, because people want to be part of organizations they feel have their best interest at heart.



Healthcare professional training and education

We offer a range of professional remote training and education services to help clinicians stay current on best health practices and meet continuing education requirements. Video training helps keep care teams in the clinic where they belong. This means caregivers don't have to spend valuable time and money traveling, but can still maintain their training requirements and continue to develop their professional skills.



Economic development and new business growth

Telehealth access backed by the state's only academic medical center is a compelling reason for companies to build or relocate to Mississippi. Offering this level of advanced technology and on-site medical care helps attract business to the state, improving the economy at the state, county, and community levels. Also, economic growth relies on a healthy and well-educated workforce—a goal telehealth has been working toward all along.

Telehealth in Action

Age-related memory loss is worrisome enough. Traveling hours to see a specialist doesn't have to be part of the equation.

Ruby Patton, known to everyone as Ms. Ruby, sat with her family in a doctor's clinic near her home in Mound Bayou. Her geriatrician, Dr. Gwen Windham, sat 130 miles away at The MIND Center Clinic in Jackson. In a live video consultation, Dr. Windham observed Ms. Ruby's behavior, just as if they were in the exam room together. She answered the family's questions, and together, they made a plan to address Ms. Ruby's needs.



R
H01
0.50T
VE
TR: 2200
TI: 0
TE: 35
Multi: 9/10

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