Via Care Community Health Center
A Collaborative Approach to Sustainable Virtual Care
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American Heart Association® Center for Telehealth™

Via Care

SMART Goal

Increase the volume of telehealth visits by educating patients on telehealth opportunities and their benefits, raising awareness and utilization through targeted communication to ensure program sustainability.

Drivers

1. Medical assistants educating patients on telehealth attendance policy.
2. Attendance penalties are implemented for future appointments.
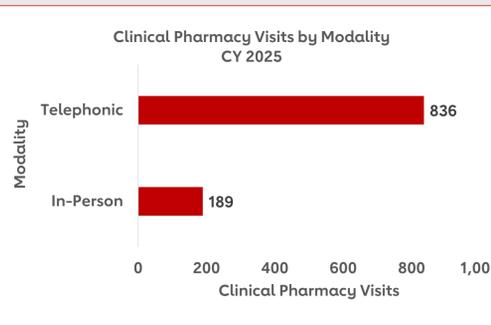3. Monitor Telehealth appointment no-show rates.

Methods

✓ **Train staff:** Provide comprehensive training for medical assistants, front desk, and call center staff on telehealth workflows, including patient eligibility, documentation, and troubleshooting, emphasizing the importance of telehealth in improving access and continuity of care.

✓ **Monitor performance:** Pull regular reports from eClinicalWorks using Azara to evaluate telehealth utilization, patient outcomes, and overall project impact, identifying trends and areas for improvement.
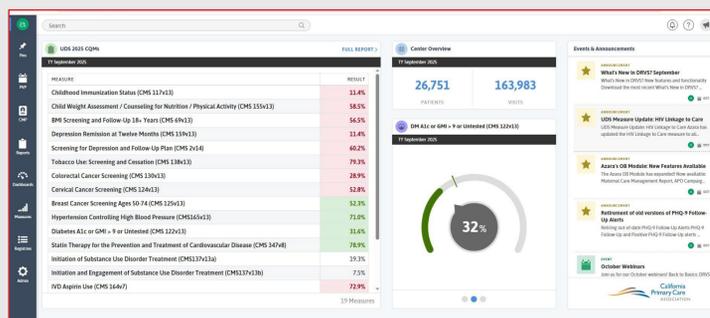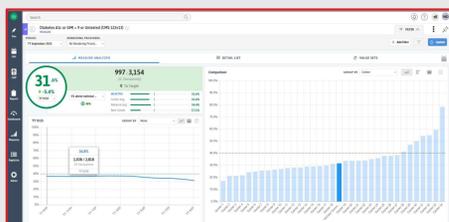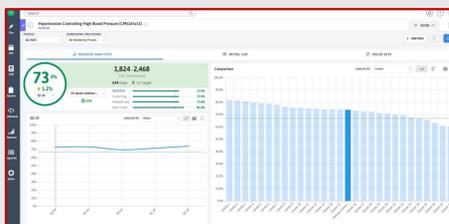
✓ Allow for flexibility in telehealth appointment scheduling.
✓ Invite patients to schedule telehealth appointments in Phreesia.

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Outcomes

Clinical Pharmacy Visits by Modality CY 2025

Modality	Clinical Pharmacy Visits
Telephonic	836
In-Person	189

✓ More than **80%** of our clinical pharmacy visits are now done via telehealth.

✓ The Telehealth no-show rate is **lower** than our no-show rate for in-person visits.

Our clinic adopts a comprehensive, team-based approach to delivering telehealth services, ensuring that every patient has seamless access to care.

• **Front desk team** plays a key role in identifying and enrolling patients who may benefit from telehealth, assisting with setup, and verifying eligibility.

• **Call center staff** support ongoing coordination by confirming appointments, troubleshooting connectivity issues, and helping patients feel comfortable with virtual visits.

• **Providers** work closely with the team to prioritize telehealth appointments for patients who are fearful of in-person visits or face barriers such as transportation challenges or physical disabilities.

Together, the front desk, enrollment team, providers, and call center collaborate to make telehealth an accessible, patient-centered option that promotes equity and continuity of care across our clinic network.

Conclusions

✓ **Flexibility** is critical to the implementation of Telehealth.
✓ Awareness **drives** utilization
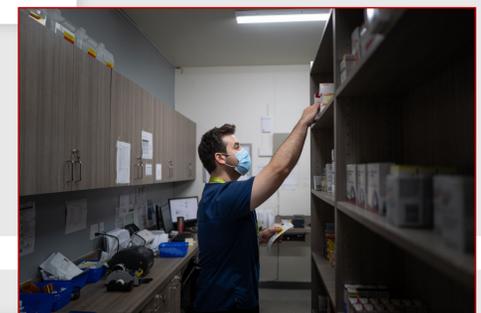
Lessons Learned

1. Penalty system proved difficult to enforce
2. Providers have limited information (e.g., vitals are self-reported)
3. Risk of patients becoming over-dependent on telehealth and avoiding in-person care
4. Recommend creating clear criteria for which patients/visits are appropriate for telehealth.