TELEMEDICINE AND YARNELL
Providing Virtual Urgent Care to a Rural Community
THE BASICS

- Telehealth services for urgent care
- Spring, 2015
- Firehouse-based

Collaborative effort between:

- St. Joseph’s Hospital and Medical Group (Dignity Health)
- Yarnell Fire District
- MeMD
COLLABORATION
YARNELL

- Yarnell is one of three communities located in Yavapai County at about 5000’ in altitude. Three communities include:
  - Yarnell (Pop. 648, average age is 61)
  - Wilhoit (pop. 868, average age is 54)
  - Peeples Valley (pop. 428, average age is 63)
  - Combined population equals 1,944

- The communities sit above the desert floor in the hills, looking down towards Wickenburg to the South and Prescott to the North
Yarnell to Prescott: 46 Miles
Yarnell to Wickenburg: 31 miles
Yarnell to Phoenix: 90 miles
Yarnell was devastated by a wildfire that destroyed approximately 25% of the homes.

Local medical providers left the area

Service calls to Yarnell Fire District increased by 91% in the first six months following the fire; and by 41% during year two.
NEED FOR MEDICAL CARE

- Tax base was significantly impacted
- Medical care, especially on-demand is in short-supply
- Dr. Hojat Askari, Thumbe Butte Medical Center, from Prescott, provides a monthly clinic
- Fire department is visited by people seeking medical services
St. Joseph’s Commitment to Telehealth

- St. Joseph’s Hospital (Dignity Health’s) commitment to telehealth was publicized.

- Claude Mattox, former Phoenix City Councilman and part-time resident of Yarnell, inquired.

- Dignity Health assigned a telehealth program manager.

- Dignity Health is committed to the community and rural Arizona.
GOALS FOR MEDICAL CARE:

- Short-term: obtain on-demand medical care.

- Long-term: providing a layer of care for the complex chronic patients located in the area.
POTENTIAL SOLUTIONS:

- Provide a 24x7 telehealth provider solution for low acuity diagnoses via telehealth (a computer with webcam) available for patients who can stop by the fire station in order to “see” a physician.

- Address the complex chronic patients with a scheduled telehealth visit, a virtual clinic, where patients “see” a physician from the Dignity Health Medical Group.
IMPLEMENTED SOLUTIONS:

- “MeMD” is a 24x7 telehealth provider solution for low acuity diagnoses.
- MeMD provides the software technology and a panel of licensed medical providers who offer urgent care services.
- Fire Administrative building was outfitted with a computer and webcam.
- Patients go to the fire station in order to “see” a physician.
Medical History
Click here to enter your medical history prior to the remote care consultation.

Visit
Click here to see a doctor now

Patient Satisfaction Survey
Let us know how we did so we can improve the quality of our care!

For phone support, please call: 855-636-3669
Facility:

- The fire department administrative building has four rooms (three patient exam rooms and one “lab” room.)
- Boosted and active wi-fi available for internet connectivity.
MAKING IT HAPPEN:

- Identified requirements
- Found telehealth partner with urgent care capabilities
- Communicated with the fire station
- Discussed with Fire District Board
- Obtained technology (computer, phone, webcam) for visits
- Setup technology and test
- Developed messaging for communications
- Posted information in the communications
- Launched
- Review after one month to determine success or adjustment needed
LAUNCHED MARCH 2015
THE FUTURE

- Mobile blood draws
- Telepharmacy
- Wickenburg Community Hospital providers
- Community Health Initiative – coordinated health and wellness resources and information
ACKNOWLEDGEMENT OF YFD’S EFFORTS

May it be known that this Award has been presented to
Yarnell Fire Department
For Rural Department of the Year
Presented This 20st Day of May 2015
Debbie Flores & Scott Anderson & Sue Kelley
Banner Del E. Webb Medical Center

2015 Rural Department of the Year