



PROVIDING ACCESS
*Preserving
Arizona*
Arizona State Library,
Archives, & Public Records



Telemedicine Pilot Project in AZ Public Libraries

Malavika Muralidharan
Arizona State Library,
Archives & Public Records
mala@azlibrary.gov

Janet Major, BS
Arizona Telemedicine
Program
Southwest Telehealth
Resource Center (Based
at the Univ. Of Arizona,
College of Medicine)
JMajor@telemedicine.arizona.edu

ARIZONA TELEMEDICINE PROGRAM



Southwest Telehealth Resource Center – AZ Telemedicine Program

SOUTHWEST TELEHEALTH TRC RESOURCE CENTER

Home About Us Region Blog Online Education Resources Events Training Contact Us

Welcome to the Southwest TRC!

Telemedicine COVID-19 Resources

- Service Provider Directory
- Events
- On-Line Library
- Resources

SWTRC Blogs

- Money, money, money! FCC Helps Low-income Households Pay for Broadband Service and Connected Internet Devices
- Telehealth QA – Is it all it's Q'acked up to be?
- Data – Your Performance Enhancer

SWTRC is a proud member of:

NATIONAL CONSORTIUM OF TELEHEALTH RESOURCE CENTERS

View the NCTRC White Paper and Annual Report

For assistance, please use our 'Contact Us' form.

The information and tools presented on the Southwest Telehealth Resource Center's (SWTRC) website should not be considered legal advice. The SWTRC is not guaranteeing that any information provided will result in reimbursement from a payer. All materials are strictly for informational and educational purposes only.

Get SWTRC Updates

Email Address

Subscribe

- Based at the Univ. Of AZ, College of Medicine
- On-Line Library
- Factsheets
- Tools & Templates
- Guidelines
- Funding Opportunities
- Billing Guides
- Technical Assistance

Arizona State Library – Telemedicine Program

ADRIAN FONTES
SECRETARY OF STATE

ARIZONA STATE LIBRARY,
ARCHIVES, & PUBLIC RECORDS

Search

ABOUT BRANCHES COLLECTIONS EVENTS SERVICES

Home » Branches

Please excuse our site and file changes as we transition to Secretary Fontes.

Branches

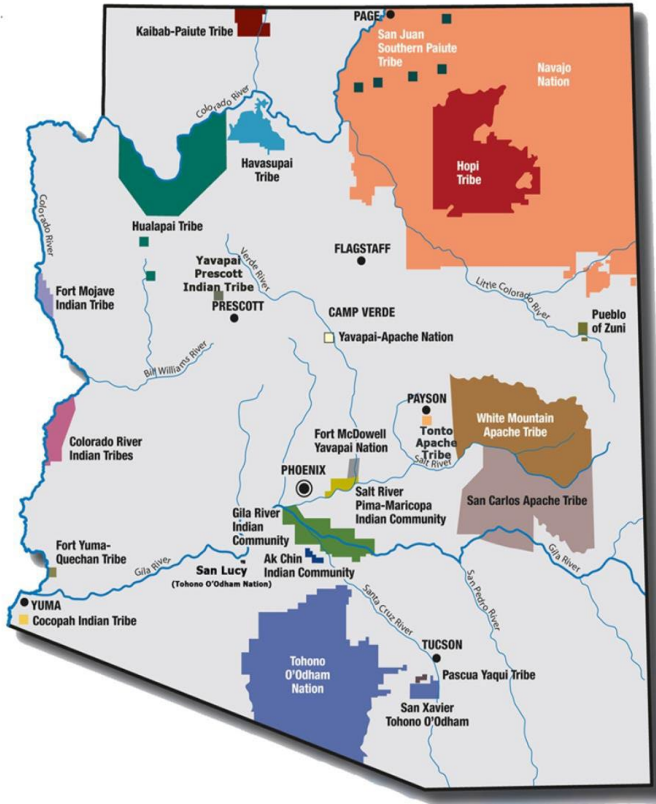
- Archives & Records Management
- Arizona Talking Book Library
- E-Rate
- Library Development
- State of Arizona Research Library

BRANCHES

- Archives & Records Management
- Arizona Talking Book Library
- E-Rate
- Library Development
- State of Arizona Research Library

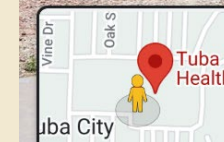
- A Division of the Secretary of State – Arizona
- State Library Branches take care of
 - Archives and Public Records
 - Arizona Talking Book Library
 - E-rate and Broadband and special projects like Telehealth
 - Library Development including Digital Inclusion, Online Resources, Tribal Libraries
 - Law and Research

Challenges to health care



22 officially recognized Tribes in AZ – mostly rural.

Distances - Redlake Chapter to Tuba City Regional Healthcare Walk in Clinic = 24 miles
Broadband – Availability and affordability
Digital Gap – Adoption issues. Needing help.
Childcare- when caregivers themselves needs health-care
Time-off from work



Putting Tele into Telehealth



- ATP established in 1996 and SWTRC in 2009
- First Diabetes Nutrition Teleconsultation via single POTS (phone line) in 2000
- Blessingway Redlake Chapter 2001



Catherine Robinson, CDE St. Elizabeth of Hungary Clinic, Tucson



Now a patient can connect via internet through their library/clinic/home and connect with a specialist anywhere in the world, taking their vitals and sending them online.



Suitcase of Technology

Private Conversations in Public Places



Libraries have internet access, are trusted place, have the equipment needed – computers with camera, scanner, many can provide the space and tech help needed, customer care, and some have private rooms/ kiosks and more.

Public Libraries are in every community

Arizona Libraries – a vision for TeleHealth

- **Providing Equipment:** Provide Libraries with Health Kits (Digital scale; blood pressure cuff; no touch thermometer); EKO stethoscope software and license; Glucometer; pulse-oximeter; weigh scale; Laptops
- **Providing Connectivity:**
 - Libraries have connectivity through E-rate funding and Navigators funded through an LSTA-IMLS project that have been assisting patrons for the past year.
 - For those with small spaces in the library a privacy tent to be put up in the parking lot with WiFi availability.
 - Mobile Broadband: Where possible, Mobile Vans equipped with WiFi Antennae to go out into the community with the Health kits and Nurses and provide the telehealth service.
- **Encouraging Partnerships:** The State Library is partnering with SWTRC and U of A Telehealth team and with County Health Dept. and NAU Nursing consultants to pilot a program in Pima County (Arivaca and Ajo libraries) that can be replicated throughout Arizona
- **Provide Training:** Train Navigators, partner with nursing school to get an RN and student nurses visit the libraries – creating sustainability



Arizona Libraries and Health Services

Pima County Public Library
one of the 1st in the country
with a Registered Nurse
visiting the Library 4 days a
week and helping the
homeless since 2012

Many libraries loan Hot
Spots and I-pads to patrons
to use at home.

Many libraries provide
Health related information

Now 370,000 households in
AZ are signed up for ACP
Arizona Schools and Libraries
applied for \$200 M for Hot
Spots and devices

Many libraries provide
Nutrition, Wellness,
Fitness, Yoga Programs
for adults and children

And now... will provide
meeting rooms and health
kits for making their
telehealth meetings with
their Health Service
Provider

Arizona: what have we done so far?

Guiding patrons to resources



These nurses help library patrons with hygiene, behavioral issues, immunizations, and substance abuse issues. They also direct people to the appropriate channels to help with healthcare, transportation, getting valid ID, or setting up appointments, as many of these individuals do not have access to a phone. They are advocates for health care and caregiver for those needing assistance.

Arizona: what have we done so far?

Provide Access to Health Information

Healthcare.gov

Information about the Health Insurance Marketplace health plans for individuals and businesses as available through the Affordable Care Act.



MedlinePlus Health Information

Current, reliable, easy-to-understand information about health issues, medications, and treatments in over 40 languages.



MyHealthfinder

Resources on a wide range of health topics selected to bring you the best, most reliable health information on the Internet.



COVID-19 Research Database from ProQuest

Stay up to date with the current research coming from open-access and other resources about Coronavirus and the pandemic.



Partnerships and Collaborations - AZ Broadband Stakeholders Network (AZBSN) & Arizona Digital Inclusion Network (ADIN)

COVID-19 Digital Access Task Force



- State Broadband Director
- AZ Corporation Commission
- UAZ CTO
- Executive Director Sun Corridor Network
- VP Online Ed @PCC
- E Rate Administrator for Public Libraries
- Chair ATIC
- AZ Public Safety Program Mgr
- Executive Director AZ Technology in Education Association
- Executive Director Western AZ Economic Development District
- Internet Service Providers
- ATP/SWTRC

Arizona Digital Access Task Force
<aticarizona@gmail.com>

ADIN: Arizona Digital Inclusion Network

NDIA's Four Pillars of Work



Practitioner Support



Policy



Awareness



Data & Research

Cindy Hogan <cindyhogan333@gmail.com>

Pima County Tele-Health Service

<https://www.library.pima.gov/news/introducing-health-connect-at-two-libraries>



health connect
PIMA COUNTY PUBLIC LIBRARY

Now offering Telehealth Rooms!
Telehealth Rooms provide a quiet, private space for you to connect with your health care provider.

Rooms include important health tools.

* Multi-camera laptop	* Scales
* Blood pressure cuffs	* Digital stethoscopes
* Thermometers	* Pulse Rate Oximeters

Set up a telemedicine visit with your medical provider. Call (520) 594-5235 to book a room for the time of your visit. Arrive 15 minutes before your appointment to sign waivers and get set up at the health station. Then you are all set to proceed with your telehealth visit!

Call (520) 594-5235 | Visit library.pima.gov

This program is made possible by the Arizona State Library, Archives, and Public Records, a Division of the Secretary of State, with federal funds from the Institute of Museum and Library Services.



- A partnership with U of A provides student nurses to assist patrons if needed.
- A partnership with the County Health Services provides Nurses to visit the library and assist patrons and mentor the accompanying student nurses.
- Connecting patients with Health Care providers several hundred miles away.
- Providing Navigators to help people sign up for ACA/ ACP/ devices for home use for health monitoring and more.

- Serving the unserved or underserved, who do not have broadband access at home and who are far from a hospital or health care.
- Ensuring preventive and timely care, frequent monitoring, keeping them out of the hospitals. Patients will more likely honor their appointments, if they don't have to go too far.
- Making available portable backpack kit with BP cuffs and stethoscope, digital weigh scale, diabetes monitoring. Kit available for patrons to take vitals and transmit - through a laptop via a secure licensed software to transmit to the doctor using the library's connectivity. This can be done via mobile clinics using WiFi Antenna also provided by the grant or using hotspots from Home.
- Nutrition/Wellness Training for patrons via video conferencing in the library or safely around the vehicle with fold-out tables and laptops.

Pima County Pilot Telehealth LSTA Project

Pima County Public Library

<https://www.library.pima.gov/>

Michelle Simon

Deputy Director for Support Services
Pima County Library

Ken Zambos

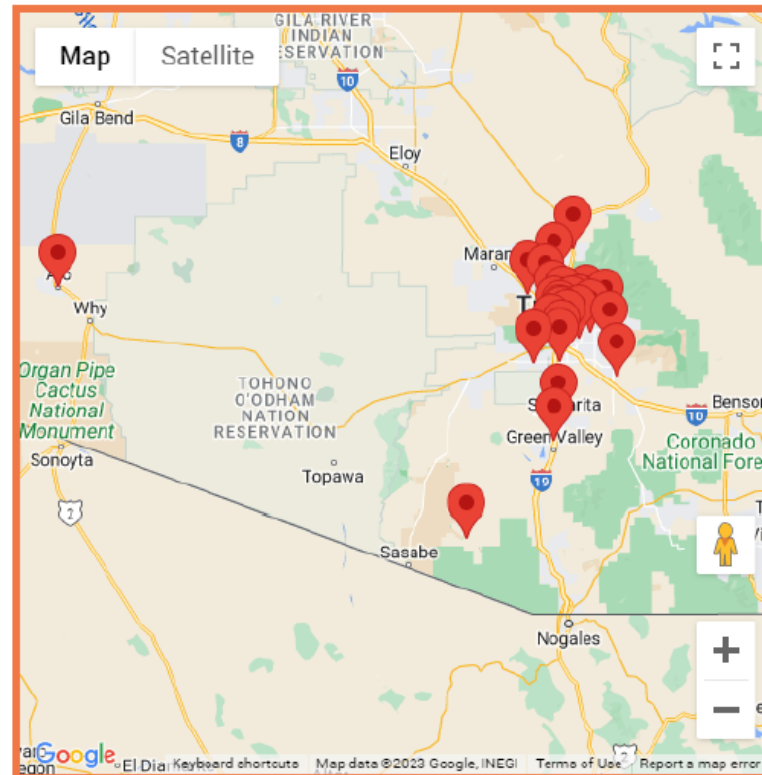
Program Mgr
Workforce and Economic Development

Jodi Ohlson

Branck Mgr
Caviglia-Arivaca Library

Daniela Buchberger

Managing Librarian
Slazar – Ajo Library



- Extending TeleHealth Services through Libraries: Pima County was selected as they had prior experience.
- In Pima County the Ajo and Arivaca Libraries were chosen as they were rural, remote south of the check-point, where getting to health care was a challenge.
- This project was supported with LSTA funds in partnership with the Southwest Telehealth Resource Center of U of A and expert consultation from NAU.

Arivaca Health Fair Oct 2022

Pilot was inaugurated at the Arivaca Health Fair

- 120 Visitors (out of population of 629- 2020 census)
- 36 Covid Vaccines
- 26 Pima County One Stop Visits
- 22 Arizona Talking book Visits
- 23 Book Mobile Visits
- Several Live Health Screenings Demos
- 472 Community Resource Table Visits
- 15 plus partners participated
- Partnerships and Collaborations established
- Awareness of Library services and resources
- Lions free Reading glasses supply to library

Arivaca Community Health Day Saturday, October 1st from 9am-12pm

- Meet your local resources in Arivaca
- Network with YOUR community
- FREE Health Screening
- Telehealth Technology Demonstration
- Learn how to get connected to internet with discounts and free resources
- Check out the new telehealth resources available at the Caviglia-Arivaca Branch Library



Arivaca Historic Schoolhouse
17180 W Fourth St
Arivaca, AZ 85736

This project is supported by the Arizona State Library, Archives & Public Records, a division of the Secretary of State, with federal funds from the Institute of Museum and Library Services.

Este programa cuenta con el apoyo de la Biblioteca Estatal de Arizona, Archivos y Registros Públicos, una división de la Secretaría de Estado, con fondos federales del Instituto de Servicios de Museos y Bibliotecas.



For More Information contact the
Arizona Telemedicine Program @ (520)626-0131
jmajor@telemedicine.arizona.edu



**Dance to and enjoy the music from
Gertie Lopez and the TO Boyz at 10am**

Lions Club Eye test



RN and Student Nurses from UA



Arivaca, AZ Health Fair Oct 2022



Medical Helivac



Health Kit and demo connecting online to a Doctor



Outdoor Nutrition Tent

Ambulance



AJO Health Fair Jan 2023



Desert Senita Annual Ajo Community Health, Wellness & Resource Fair

Desert Senita Community Health Center
Saturday January 28, 2023 10am – 1pm
410 N Malacate Street Ajo, AZ



- Health Screening
- Mammograms
- Eye Screening by the Lion's Club of Green Valley
- Yoga & Bicycle Demonstrations
- Salazar-Ajo Library Telehealth Technology Demonstration
- AZ State Library Talking Book Program
- Meet the Ajo-Gibson Volunteer Fire Department & Ajo Ambulance
- Arizona Telemedicine Program & Southwest Telehealth Resource Center
- Affordable Connectivity Program (ACP) sign-up assistance



Ajo-Gibson Volunteer Fire Department	AHEAD AZ	Ajo Ambulance Vehicle Display	Water Ajo	HR/Finance Dept
Cabeza Prieta	Dental Dept	Center for Health & Wellness	Arizona Complete Health	GCU
Yoga Demonstration (1 raffle ticket)	Color Run/Walk (1 raffle ticket)	AIR EVAC (three squares)	P3 Arizona Patient Appt (1 raffle ticket)	Insured Health Mammogram Appt (1 raffle ticket)
Desert Haven Animal Clinic	vitalant Blood Donation	Reading Glasses	WIC/RO Dept	Ajo Schools Bike Program
...

Enjoy a healthy snack on us from Olan's K&A and Nina's Taqueria.

Thank You to the Following Sponsors:

- 236 Visitors of a population of 3600
- 21 Eye Test done by Lions
- Approx. 25 Arizona Talking book Visits
- 14 Mammogram Visits
- 30-40 ACP information flyers taken
- 25 plus partners participated

- Partnerships and Collaborations established
- Awareness of Library services and resources
- Lions free Reading glasses supply to library
- Bingo card – visitors had to visit and collect information and get their card stamped from all display tables to enter a raffle.

Ajo Health Fair Jan 2023



Connect-Arizona Navigators help Arizonans on their digital needs



Chicanos por la Cause promoting ACP and Help Our Kids Connect programs



Talking Book Library serves people with impaired vision or people who can't hold and read a book

"The folks who stopped by and took time to learn about the Health Connect Equipment were very excited about the option of visiting with their physicians in faraway places for check ins. The drive time saving seemed to get their attention a lot." – Daniela, Librarian, Ajo Library.

The Future is here: Kiosks and Privacy Rooms



The screenshot shows the Pima County website with a navigation menu including Recreation, Health, Development, Business, Community, Environment, and Government. The main content area is titled "Health Kiosk" and includes a description of the kiosk's purpose, a list of tests (Blood pressure, BMI, Heart rate, Vision, Hydration), and a list of navigation links such as "Department Home", "Department News", and "Department Directory".

PIMA COUNTY

Recreation | Health | Development | Business | Community | Environment | Government

Pima County » Government » Human Resources » Employee Wellness Programs » Health Kiosk

Health Kiosk

With many people unaware of their health status and skipping doctor visits, the Health Kiosk is an easy, convenient way for employees to become more aware of their health status – which can inspire action toward disease prevention.

Easy to use. Self-serve. Convenient. Confidential.

Use the Health Kiosk to quickly and accurately measure your vital statistics to help you better manage your personal health. Tests include:

- Blood pressure
- Total body weight & body mass index (BMI)
- Heart rate
- Vision (color blindness)
- Hydration

It takes about five to eight minutes to test everything or you can choose which ones you need.

Employee Wellness
150 W. Congress St.
Tucson, AZ 85701
Phone: (520) 724-2792
Fax: (520) 724-8150

Department Home
Department News
Department Directory
Send Feedback
Forms



Self Help Health Kiosks, breast feeding rooms at airports, different models of privacy multi-purpose rooms in public places like the libraries – all with Broadband access

Tribal Health

Tribal Area Health Education Center Will Address Tribal Health Care Needs, Train Workforce

The Arizona Area Health Education Center Program is partnering with the Arizona Advisory Council on Indian Health Care to develop the new center.

August 11, 2022



Tribal AHEC Press Release
<https://healthsciences.arizona.edu/newsroom/news-releases/0822/tribal-area-health-education-center-will-address-tribal-health-care>

Meet our Connect-Arizona Navigators



Alexa



Allison



Brandon



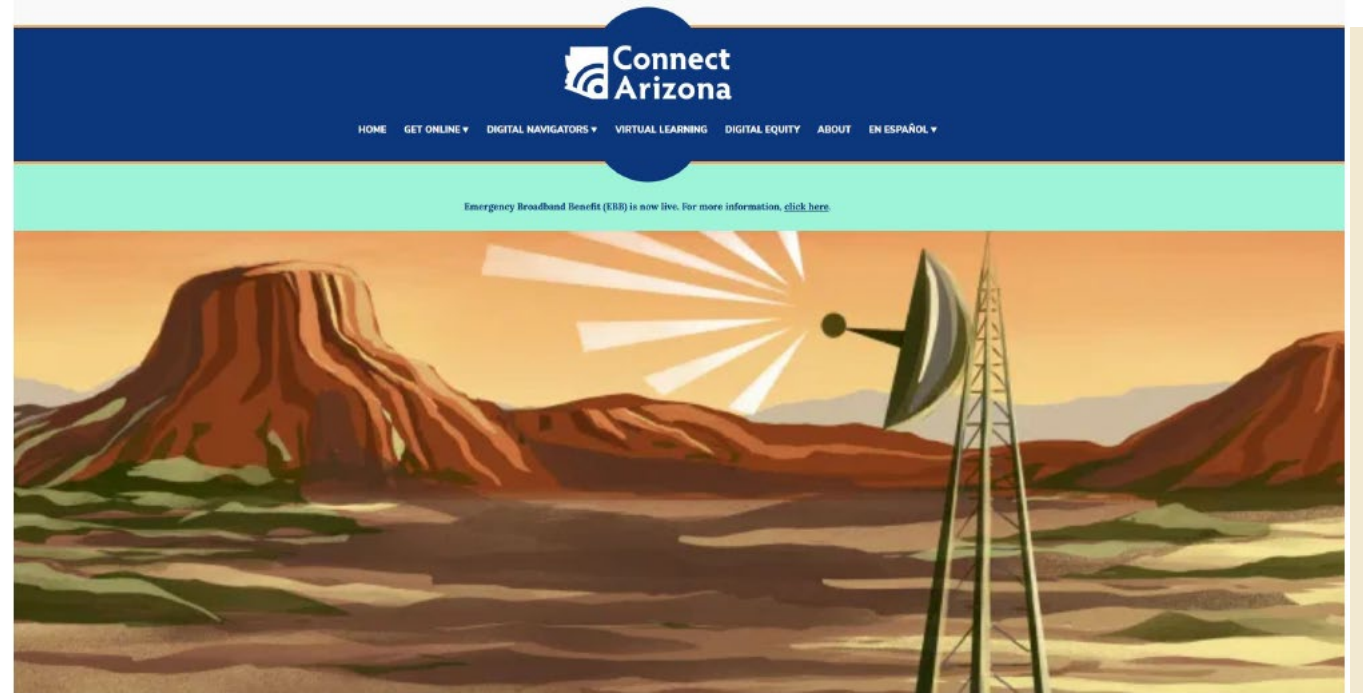
Julie



Liliana



Cindy



<https://connect-arizona.com>

Erin Lorandos
Digital Inclusion Library Consultant

What next? - 1

Innovative Telehealth Projects with Native Americans

- ❑ The project on fiber and broadband to the Chapter Houses of the Navajo Nation, paid for through E-rate funding will help bring **Telehealth to the Navajo and Tohono O'odham Communities in Northern Arizona.**
- ❑ **This project in collaboration** by NIH's Native American Cancer Prevention team at NAU and supported by the LSTA grant through the State Library will use Native American Nurses and nursing students to ensure cultural sensitivity and protocols.
- ❑ The project is in the planning phase is being set up to work with the Navajo and Tohono O'odham tribes.
- ❑ Continue working with Pima County **on the first pilot Telehealth Project at Ajo and Arivaca and use the lessons learned to replicate it in other libraries around the State of Arizona**

What next? - 2

Helping Arizonans Connect To Insurance www.coveraz.org

Connecting Arizonans to Coverage and Care

Need Health Insurance?

Get FREE help applying for health insurance today!

Se Habla Español

Call 1-800-377-3536 OR

[CLICK HERE](#)



[Find Local Help](#)

Need help with your health insurance application?

[CLICK HERE TO GET HELP](#)

<http://vitalysthealth.org/>

Vitalyst
HEALTH FOUNDATION

[ABOUT](#) [GOALS](#) [NEWS](#) [PODCAST](#) [PUBLICATIONS](#) [GRANTS](#)



Improving well-being in Arizona by addressing root causes and broader issues that affect health.



What next? - 3

Training Health Navigators for the future



**Dr. Kim Shea,
PhD. RN.,
training Nursing
Students to
help the
community**



- First Digital Navigators = CHR's/AZCHW's/Promotoras Digital *Health* Navigators
- Planning multiple levels of certificate training
- Creating a community of trusted navigators
- Teaching friends, neighbors and family how to use technology for health monitoring and access.
- Helping provide support for all things that increase and improve access to healthcare from transportation to babysitting.
- Preparing for what comes next – eg currently training to help communities re: their insurance and the end of the Public Health Emergency

Thank you

- **Malavika Muralidharan**
- E-Rate Administrator for Public Libraries
Arizona State Library, Archives & Public Records
- mala@azlibrary.gov
web: <https://azlibrary.gov/>
- **Janet Major, BS**
- Associate Director for Innovation & Digital Health
Arizona Telemedicine Program
Southwest Telehealth Resource Center (Based at the Univ. Of Arizona, College of Medicine)
- [JMajor@telemedicine.arizona.edu](mailto:JMaj@telemedicine.arizona.edu)