

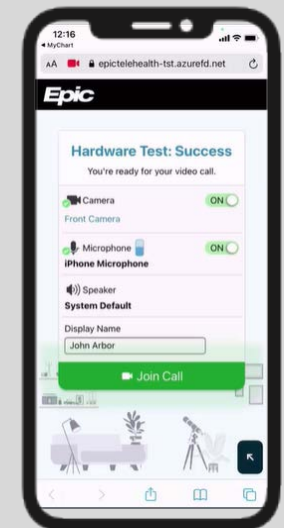
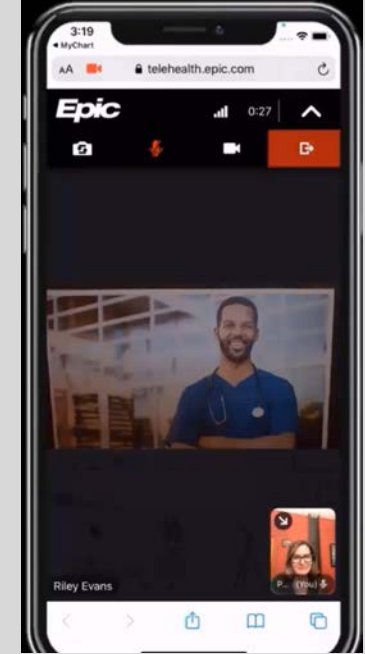



Telehealth @ SFDPH Today

- Only providers (i.e. MD, NP) have Zoom licenses and can interact with patients via video. Clinic staff (i.e. RNs, MEAs, etc.) are excluded from using video.
- Providers must manually text/email the Zoom meeting link to the patient.
- Providers often use their personal devices to join via video as webcams are unavailable in clinic.
- Patients must download the Zoom app to join a video call.
- Provider time is underutilized; waiting for the patient to connect and/or trying to help the patient troubleshoot connectivity issues.

Telehealth @ SFPDH Tomorrow: As simple as we can make it

- No downloads.
- No accounts.
- No passwords.
- Desktop, tablet, or mobile.
- Email or SMS text.
- Just click and join.





Where does
the money
go?

Patients need help and support

Over half the \$1M grant will fund contracted helpdesk services to provide patients with direct support to troubleshoot connecting to video calls if barriers present.

Providers need equipment and infrastructure

The grant will provide iPads (with integrated cameras) and webcams/monitors. These devices require WiFi infrastructure in clinics to connect.