

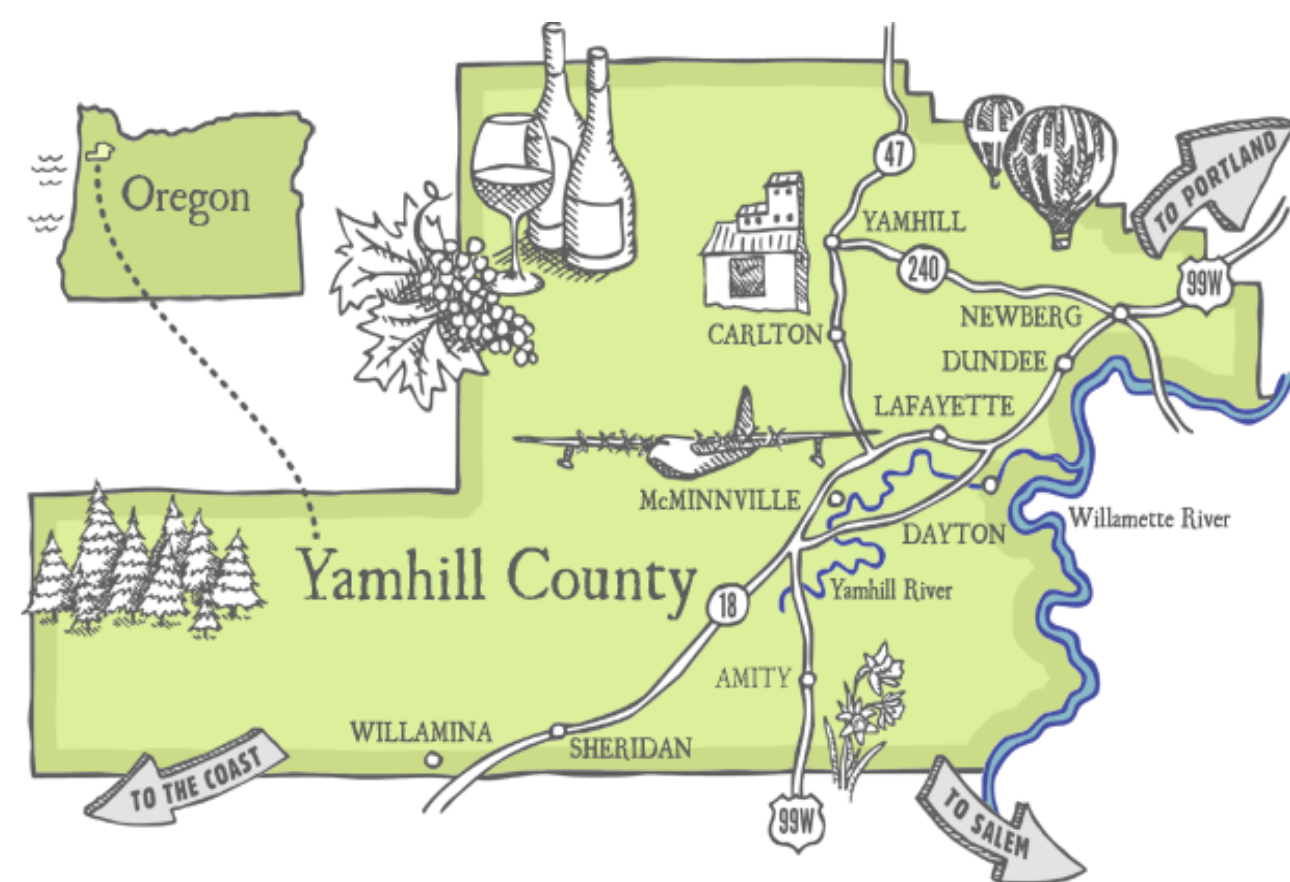
# Tele-dermatology in Primary Care

Yamhill Community Care Organization  
Jim Rickards, MD, MBA - Health Strategy Officer

## Background

Members in the Yamhill CCO network area have limited access to specialty dermatology care given the traditional presence of only a single full-time local dermatologist.

Primary care providers push professional limits to manage complex skin conditions, and/or patients need to travel out of the area for specialty skin care.



## Project description

The project's goal was to improve access to specialty dermatology care in the Yamhill CCO network using a tele-dermatology platform embedded in primary care clinics. Clinics use iPads to perform asynchronous virtual consultations using the contracted tele-dermatology provider Dermio.

## Objectives

- Improve access to specialty dermatology care
- Decrease wait time for dermatology care
- Increase number of dermatology consultations
- Implement network-wide awareness of service
- Develop sustainable model for primary care use
- Demonstrate feasibility of outpatient specialty telemedicine service usage

## Outcomes

- 9 primary care clinics use the service
- 6 months of continuous use
- 50+ virtual consults to date
- Consults average 5 hours turnaround time
- Patient and primary care provider buy-in
- High patient and provider satisfaction

## Lessons learned

CCOs can support implementation of outpatient-based telemedicine programs.

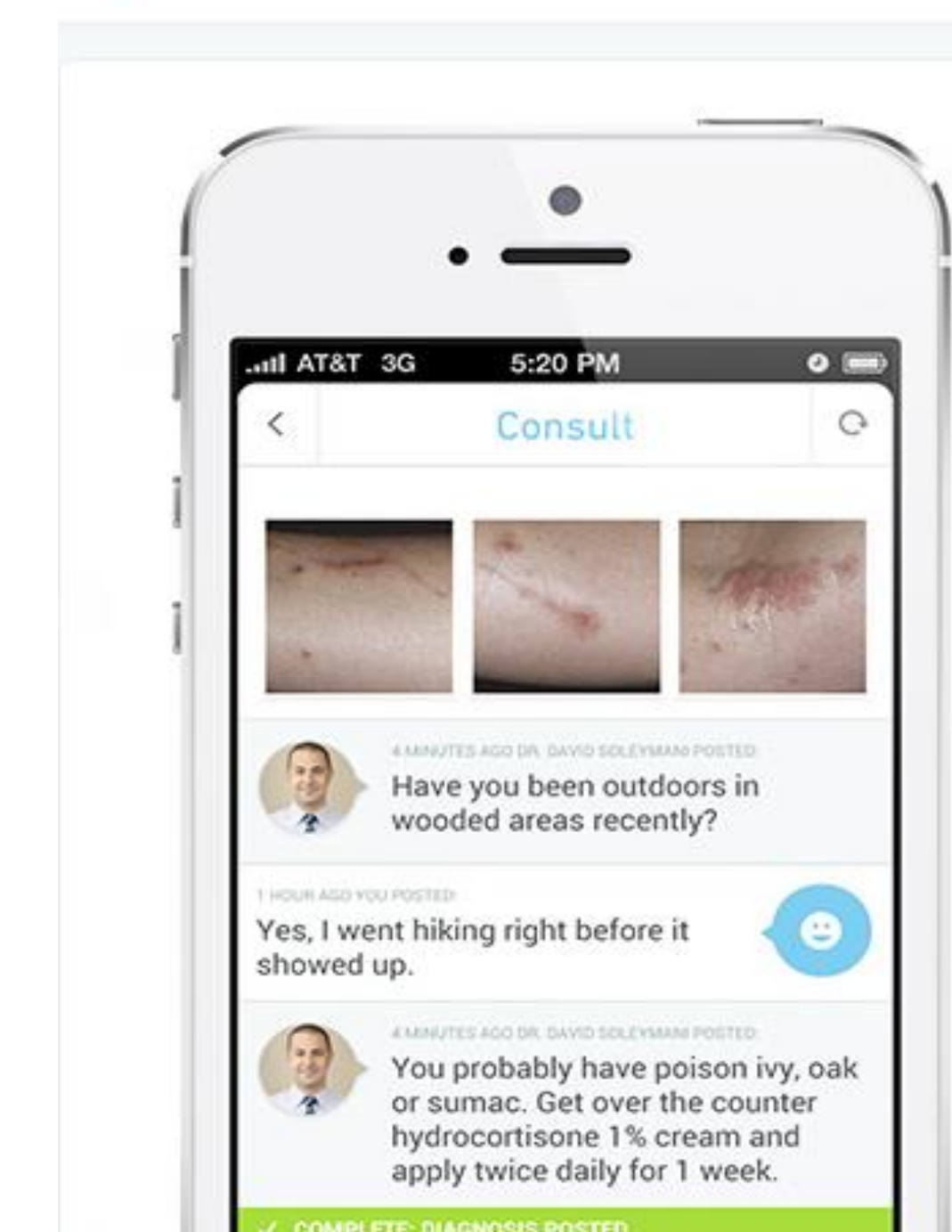
Primary care clinics can facilitate use of and leverage specialty telemedicine services.

Superuser model was identified as effective to support telemedicine workflow in clinics.

Simplicity of technology and virtual platform were important to ensure use in clinics.

Affordable consumer technology (iPad) is effective in care delivery.

dermio



Jim Rickards, MD, MBA  
jrickards@yamhillcco.org