



# Interprofessional Learning in the Telehealth Environment

Melissa Clark, PharmD, MPH

UAMS 12<sup>th</sup> Street Health and Wellness Center

# UAMS 12<sup>th</sup> Street HWC - Background

- Opened January 2013
- Health Professions
- Medicine
- Nursing
- Pharmacy
- Public Health
- AR undergraduate colleges & universities
- Little Rock high schools
- Spanish Interpreters
- Approximately 1/3 of all UAMS students participate



# Our Patients

- 90% minority
  - African American
  - Hispanic
  - Asian
  - Other
- 10% Caucasian
- 60% female
- 40% male
- Average age 43 years old
- Dominant county - Pulaski



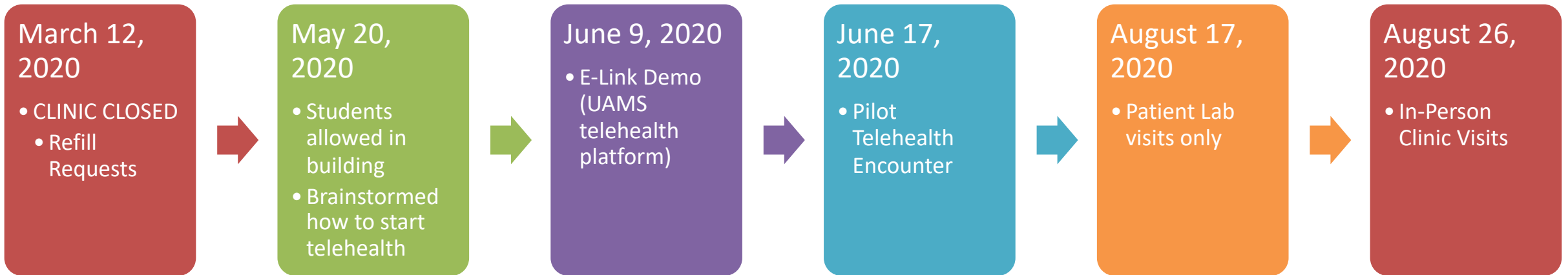
# Our Patients

- Most common disease states
  - Diabetes
  - Hypertension
  - Pain
  - Mental Health
  - Dental
- Most need for growth to meet the need
  - Dental
  - Mental Health





# Timeline



# How do we connect to patients virtually?

- Finding a platform
  - Doxy.me
  - Doximity
  - eLink
  - Zoom
  - Facetime
  - Phone line

# Student Experiences

- Students were in clinic as a small group with a TV screen in the waiting room to connect with the patient
- Distanced and PPE were worn at all times
- Preceptors listened in off-camera
- Presentation by students to preceptor – very different than in-person visits
  
- Students reported
  - More pressure since preceptors were listening in
  - Frustrated with limitation of technology
  - Appreciated experiencing the new method of patient visits

# Preceptors

- Live vs. Virtual
- Temptation to interrupt students
- Technology delay with patient and preceptor when students were live
- Ability to provide feedback on the patient encounter



# Challenges

- Technology
  - Patient Connection
  - Clinic connection
- No labs
- Telephone encounters
- Inability to help many patients
- Hesitancy of patients
- Talkative patients

# Benefits

- More feedback on student interviewing technique
- Quicker presentations

# Social Work and Mental Health

- Remain telehealth visits to this day
- Patients commonly come to clinic to sit with a laptop for their visit

# Interpreters

- Both in-person and virtually
- Very helpful to have the remote interpreter – allows for more interpreter availability
  - Less people in clinic



# Future Telehealth Directions

- Keep social work and Mental Health telehealth
- Potential hybrid in the Spring Semester
- Follow-up telehealth visits?



Thank you!

Melissa Clark, PharmD, MPH  
[mclark2@uams.edu](mailto:mclark2@uams.edu)