

Wyoming Telehealth Network

August Provider Spotlight

Sheridan Roling, PCSW

Sheridan Roling is a provisionally licensed clinical social worker in Laramie, Wyoming. Her areas of practice include geriatrics and mental health counseling.

1. When did you first hear about telehealth? How did you feel about it then? How do you feel about it now?

Provider: I first heard about telehealth during the start of the COVID pandemic. My area of work at the time required me to be fully in person so my exposure was very limited. Upon my transition to mental health counseling, I dove right into the telehealth world. Initially, I was concerned about not being able to connect with clients in the ways needed. As time went on, I soon realized that telehealth allowed access to care that may have otherwise been unavailable. It has been a wonderful tool to integrate in the medical and mental health care world.

2. When did you begin offering telehealth services? What prompted the need to offer these services?

Provider: I began using telehealth in 2020 during a job transition and the COVID pandemic.

3. What motivates you to continue offering telehealth services?

Provider: Providing services to individuals across the state and for individuals who may struggle with transportation or mobility are great motivators.

4. What is your proudest accomplishment with telehealth?

Provider: In Wyoming, travel can be greatly impacted by winter conditions. Utilizing telehealth allowed for a patient to be seen by her PCP for surgical follow-up. The patient and family did not have to travel on unsafe roads and kept the patient comfortable. Follow-up after a major surgery is so important and I was happy to support a safe, telehealth-based visit.

5. What advice would you give patients wanting to try telehealth?

Provider: My advice would be to seek out support and education. There are supports across communities and the state who are willing to support, and it opens doors to other opportunities.

6. What advice would you give providers wanting to start offering telehealth?

Provider: I think it is so important to remember what brought us to our field of practice. Providing excellent care to patients is at the heart of the medical and mental health system. Having the

opportunity to meet patients where they are at increases the likelihood for compliance and engagement.

7. What was the biggest barrier in providing telehealth services? Have you overcome it?

Provider: The biggest barrier has been making sure we have reliable internet, for both me and the patient. Weather, access and cost are barriers to accessing tele-healthcare and it can be disheartening to patients who are looking for an alternative.

8. How do you think implementing telehealth now will affect how things will be done at your organization after the pandemic is over?

Provider: The need to implement telehealth required providers to learn and implement telehealth. Learning these platforms opened the door to seeing the benefits of a new visit type. I am hopeful that telehealth will continue to be an option for visits.

9. Is there anything you learned the hard way in telehealth implementation?

Provider: Telehealth implementation takes patience, especially with the unavoidable technology updates. Allow yourself extra time to log in to your platforms and support patients as they adapt as well.

Bonus Question: Do you have a favorite podcast, book, or author?

Provider: I love thriller books! Growing up, my grandmother and I would read them and attempt to figure out who committed the crime. I have yet to guess one correctly, but I love it all the same.