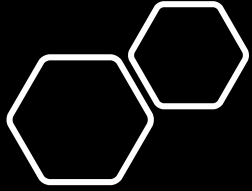




# Telehealth In Libraries

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An Introduction



# Overview

- Who is the Idaho Commission for Libraries?
- Problems and solutions for telehealth access
- Telehealth in Libraries: What Does it Look Like?
- Partnering with Libraries



Idaho  
Commission  
*for* Libraries

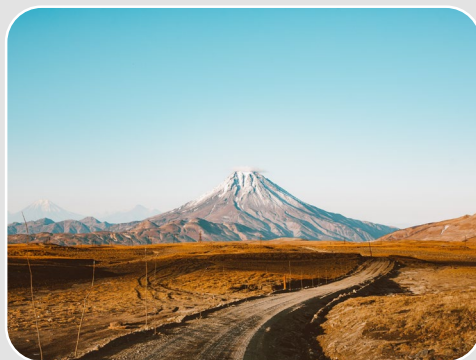
We assist libraries to build the capacity  
to best serve their communities.

[libraries.idaho.gov](http://libraries.idaho.gov)

# Telehealth Is:



Healthcare



Provided at a  
distance



In real time



Using  
technology

# Traditional Spaces for Telehealth

## Clinical Setting



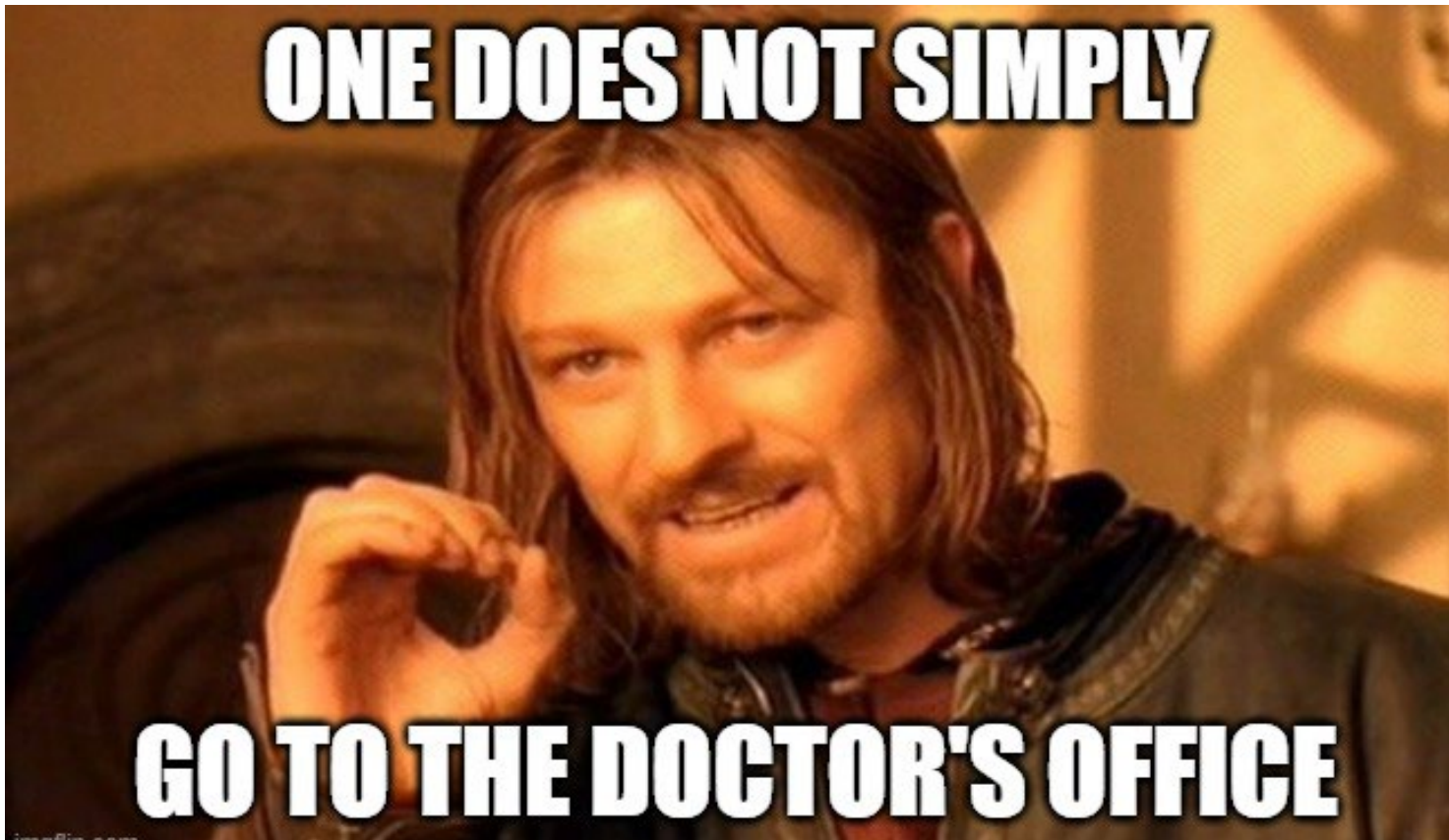
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## Home Setting



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# The Catch with Clinical: Distance and Dread



- Find a provider with availability
- Make an appointment
- Request time off work
- Find childcare
- Find transportation
- Drive across town (or across the county)
- Check in
- Sit in the waiting area
- Get vitals taken
- Sit in exam room
- **Talk to the doctor**
- Orders for tests
- Orders for prescriptions
- Schedule follow up appt
- Repeat

# Hardships at Home: The Digital Divide

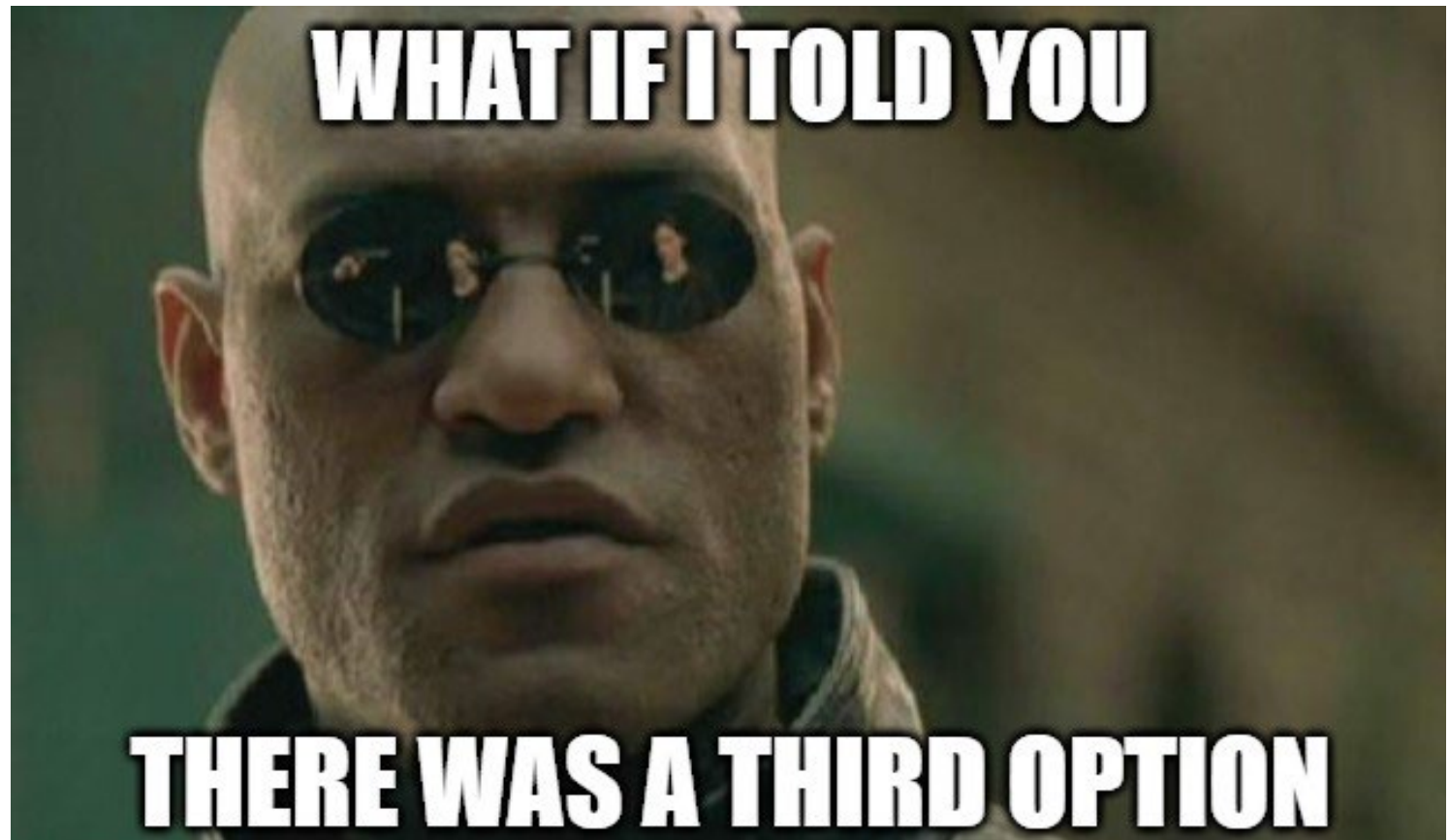
Home access doesn't work if you:

- Lack sufficient, reliable internet
- Lack appropriate devices
- Lack digital literacy skills or confidence
- Lack privacy at home or work
- Feel disconnected, isolated, no support for sustaining healthy choices



## **Libraries can meet this need!**

- Establish, maintain, & schedule private, digitally-enabled space
- Provide on-site support for using the technology, digital navigator
- Wrap-around resources like health information collection
- Community programming like health screenings, classes



The Solution:  
A Third Space for Telehealth



# Library Telehealth:

## What Does it Look Like?

### **Provider Models**

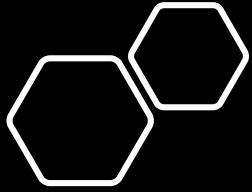
- Agnostic (just a space)
- On-Demand
- Designated Provider
- Hybrid

### **Physical Space**

- Private
- Digitally enabled
- Health Peripherals (optional)
- Accessible

# Partnering with Libraries (and other third spaces)

Assess the Need	Fill in the gaps, don't duplicate services
Assume the Best	Libraries are capable and interested in partnering
Make the Ask	Ask for the programming librarian or director, explain your idea and propose a partnership
Start Small	Keep it simple at first while you work out the kinks and develop your partnership
Clarify Roles	Be clear about who does what. Library staff are navigators, not nurses.
Be Flexible	We're all new to this and learning as we go!



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