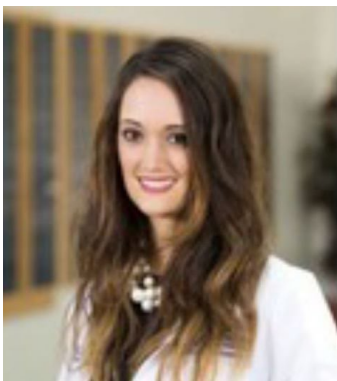


# Wyoming Telehealth Network

## January Provider Spotlight

Dr. Jessica Poulin



Dr. Jessica Poulin grew up in a rural setting outside the town of Hebron, Indiana. She and her husband, Allan, opened the first maternal fetal medicine practice organic to the state of Wyoming (Critical Perinatal Solutions) in 2022. Jessica provides clinical care and Allan runs the business. She has extensive experience caring for complex fetal patients and expectant women with high-risk pregnancies. She has authored numerous research articles in peer-reviewed journals and teaches medical students from the University of Wyoming (WWAMI). When not seeing patients, Jessica enjoys spending time with her husband and their four children at their home in Laramie, cooking, traveling, and exercising.

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

**Provider:** I started doing telehealth during the beginning of the COVID19 pandemic in 2020 when I was pregnant with my second child to protect myself and the baby. I ended up falling in love with telehealth and have since made a career of it.

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

**Provider:** My husband, Allan, and I opened Wyoming's first organic maternal fetal medicine (high risk pregnancy clinic) in 2022. It is called Critical Perinatal Solutions. I see the patients and Allan runs the business. Our model utilizes a hybrid of telemedicine and in-person care in order to reach patients throughout our state.

**3. What motivates you to continue offering telehealth services?**

**Provider:** Our wonderful patients! Telehealth allows us to reach patients throughout the entire state, particularly in rural areas. These patients are receiving state-of-the-art maternal fetal care that is typically only found in large metropolitan areas.

#### 4. What is your proudest accomplishment with telehealth?

**Provider:** Our proudest accomplishments are providing high risk pregnancy care to patients in rural/remote settings with limited access to subspecialty care. We are particularly proud of our rural outreach to the Rawlins community, which has recently lost all of its OB services. Using a portable ultrasound coupled with telemedicine, we have been able to provide weekly services to this community. Cases we have seen in this area include: maternal psychiatric disease, maternal drug use, fetal arrhythmia, fetal distress, diabetes, and hypertension. This has been particularly valuable when the roads are closed due to weather. We have even used telehealth to provide care to a pregnant woman at the Carbon County Detention Facility.

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

**Provider:** Give it a try! It's very convenient, as you can meet in your home and typically hours are flexible. It gives you access to specialty care that can optimize your health.

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

**Provider:** Give it a try! The Wyoming Telehealth Network Zoom is so easy to use. I have found that my patients love telehealth, and it has been a valuable tool for my practice.

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

**Provider:** Our biggest barrier has been non-recognition of risk factors for high-risk pregnancy that should prompt a referral. We have a list on our website, [criticalperinatsolutions.com](http://criticalperinatsolutions.com). Our goal is to create a safety net around the pregnant patients in order to optimize pregnancy care and prevent the emergency scenario through co-management. We have been working hard on community education in this area.

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

**Provider:** We envision using telehealth forever.

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

**Provider:** Have a primary, alternate, contingency, and emergency plan for connecting with your patient. Remember that they do not always have good cell service and you may have to be flexible with your appointment.

#### 10. Do you have any telehealth hacks or tricks?

**Provider:** Invest in a good headset. I like one with a boom mic. You don't need fancy equipment or expensive subscriptions to do a nice job. The free zoom license through Wyoming Telehealth Network has been my primary method of reaching patients.

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

**Provider:** I enjoy mostly non-fictional podcasts and books, particularly those about history, child-rearing, cooking, and inspiring individuals who have made great sacrifices for the good of others.