

Wyoming Telehealth Network

May Provider Spotlight

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

I first heard about telehealth when working in the healthcare profession as an RN. I felt it was an important way for healthcare providers to meet with and treat rural participants, as well as clients that were unable to drive to services. I was skeptical that the quality of services might be compromised, as well as taking the “human connection” out of mental health and physical wellness encounters.

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

I offered telehealth services during COVID.

What motivates you to continue offering telehealth services?

I do telehealth when a client is out of the area and needing mental health services. It can provide motivation and continuity for established clients.

What is your proudest accomplishment with telehealth?

My proudest accomplishment was providing services when travelling out of the country to a few clients that really benefited from continuity of care.

What advice would you give patients wanting to try telehealth?

Try it a few times, and if you don't like it, be open and honest with your need to see people in person.

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

Being able to do physical movement exercises for regulating mood, and not being able to catch emotions and body language as accurately as when meeting in person. I have overcome this by trying to meet in-person with clients when possible, and not doing telehealth until rapport has been established.