

## Wyoming Telehealth Network

### October 2024 Provider Spotlight:



Corri Sandoval, MS, CCC-SLP

1. [When did you first hear about telehealth? How did you feel about it then? How do you feel about it now?](#)

I first became aware of telehealth as an option through my insurance company around 2013, which offered "sick day" calls allowing individuals to consult with a medical professional via phone or Skype for minor illnesses. At the time, I didn't use the service because it felt impersonal, and I was uncertain about its effectiveness. However, my perspective has significantly changed since then, as I have seen firsthand the benefits and effectiveness of telehealth in providing quality care.

2. [When did you begin offering telehealth services? What prompted the need to offer these services?](#)

I began offering telehealth services when I joined the University of Wyoming in 2017. At that time, telehealth in speech-language pathology was emerging in both research and practice, demonstrating its effectiveness, particularly for rural populations. To ensure our graduate students gained valuable experience with this modality, we initiated telehealth services in our campus clinic. This commitment not only benefits our students but also enhances access to care for our clients.

3. [What motivates you to continue offering telehealth services?](#)

I continue to offer telehealth services for three primary reasons: accessibility, flexibility, and client engagement.

- **Accessibility:** Telehealth removes barriers that have traditionally kept individuals from seeking services, such as distance, travel costs, time away from responsibilities, and mobility issues. Clients can now receive the support they need from the comfort of their own homes or personal spaces.
- **Flexibility:** This format allows for more adaptable scheduling and session structures, accommodating the unique needs of each client. It creates opportunities for more consistent service delivery, which can lead to better outcomes.
- **Client Engagement:** Telehealth fosters increased family involvement and the chance for functional practice of skills in a familiar environment. This not only enhances the therapeutic experience but also empowers clients to integrate their learning into everyday life.

4. [What is your proudest accomplishment with telehealth?](#)

I consider my proudest accomplishment to be the ability to shift both clients' and other speech-language pathologists' perceptions of telehealth. It has been incredibly rewarding to witness initially skeptical patients and families share their positive experiences and the benefits they've gained. By sharing their experiences they have helped broaden the acceptance and understanding of telehealth.

5. [What advice would you give to patients wanting to try telehealth?](#)

I recommend reaching out to a telehealth provider to discuss what the process will look like and address any concerns you may have. Giving it a try can help you determine if it's the right fit for you!

6. [What was the biggest barrier in providing telehealth services? Have you overcome it?](#)

One of the biggest barriers we face is with our rural clients and their internet access. We've actively worked with them to identify locations where they can receive support or utilize reliable internet services.

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

We continue to offer telehealth services and anticipate its continued growth within our field.

8. [Is there anything you learned the hard way in telehealth implementation?](#)

Not that I can think of.

9. [Do you have any telehealth hacks or tricks?](#)

While not exactly hacks, I recommend preparing ahead of time, testing your technology, using a wired connection when possible, and always looking for easy-to-use digital materials to enhance your telehealth experience.