

## Wyoming Telehealth Network

### November 2024 Provider Spotlight



Alyse Pfankuch, MA, LPC

1. **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 during COVID-19 in 2020. I was a little uncertain about its capabilities at first. I think it is a great tool that allows you to go beyond one-hour sessions.

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

I started offering services when COVID hit because of the stay-at-home orders when I lived in Phoenix, Arizona.

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

The motivation to continue using telehealth services comes from its ease of use. The ability to communicate effectively through the portal EHR and video conference sessions positively impacts my desire to use telehealth.

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

Being able to offer on-demand care that goes above and beyond someone's appointment. With messaging, outcome measurements, and worksheet aid documents, my clients can grow beyond their sessions.

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

The hardest part is the learning curve and getting started. After the initial start-up, however, using it can be a great tool for living a better life.

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

Start with a practice patient first to work out the kinks and know your style of how you operate before jumping in with your clients. If you have a negative attitude with telehealth, your clients will too.

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

The biggest barrier is the client's belief in telehealth. If they don't believe it is effective or that it's working for them sometimes you need to spend time just learning the system or teaching others how they can make it work for them and not against them.

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

I think it will streamline care and make it more available to those who don't have access. Whether it's time, money, resources, or whatever the case, telehealth will positively impact my client's ability to receive care.

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

Something I learned the hard way has been what to do if the main source of communication isn't working and having that plan with your client. So if you are video calling on an EHR and that doesn't work what is the other option? Is it a HIPPA-compliant Zoom meeting, a phone call, or what does that plan look like.

10. Do you have any telehealth hacks or tricks?

My hack or trick is to practice and be updated as the system updates and changes so I always sound confident to the client.