Public Access Telehealth Spaces
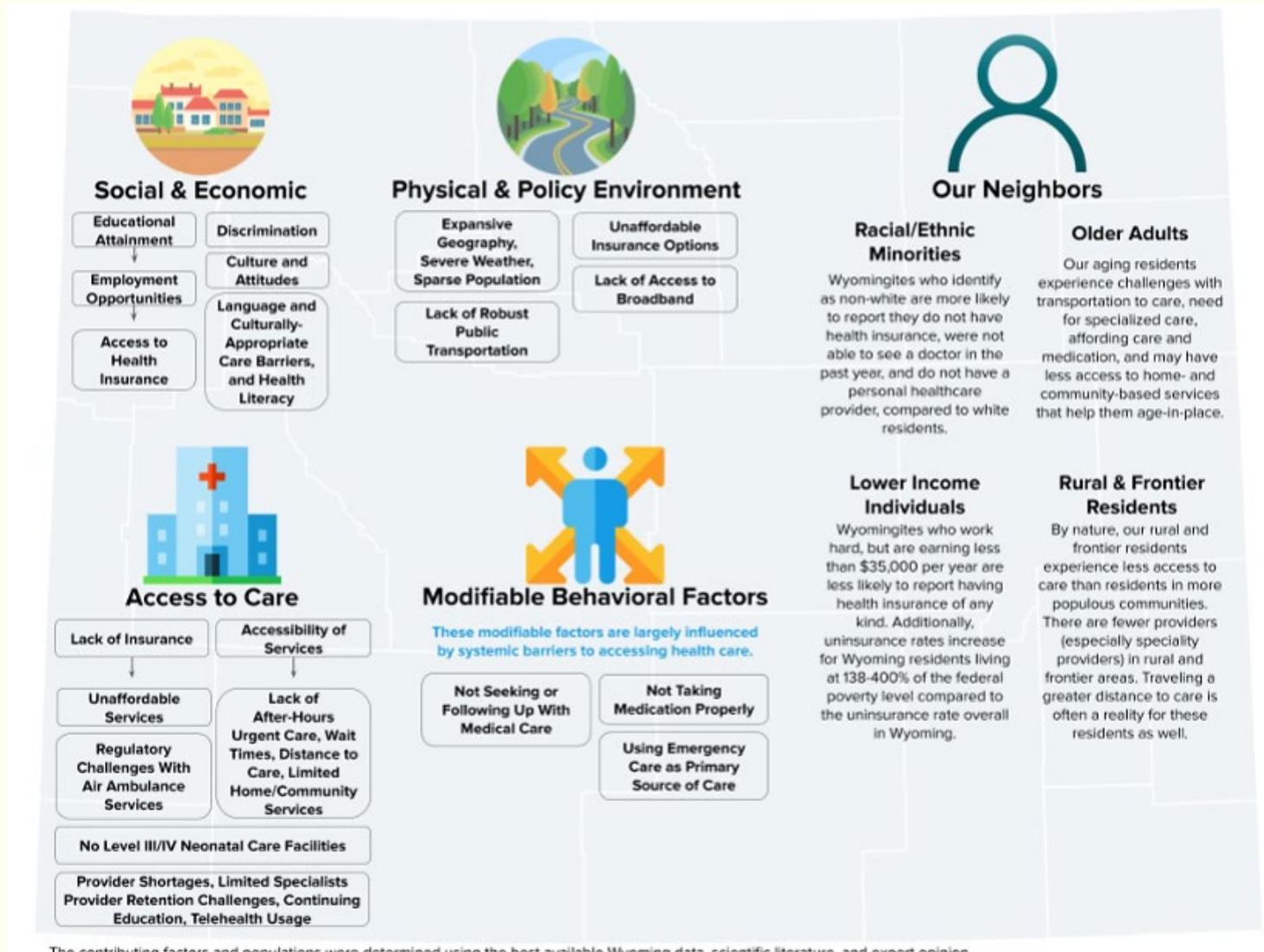
Updates and Use Cases

September 2025

Presented by: Kristen Glennie, Senior Project Coordinator, Wyoming Telehealth Network | WIND

What factors influence healthcare in Wyoming?

Access to Care Report 2021-2026

Social & Economic

- Educational Attainment
- Employment Opportunities
- Access to Health Insurance
- Discrimination
- Culture and Attitudes
- Language and Culturally-Appropriate Care Barriers, and Health Literacy

Physical & Policy Environment

- Expansive Geography, Severe Weather, Sparse Population
- Lack of Robust Public Transportation
- Unaffordable Insurance Options
- Lack of Access to Broadband

Our Neighbors

Racial/Ethnic Minorities
Wyomingites who identify as non-white are more likely to report they do not have health insurance, were not able to see a doctor in the past year, and do not have a personal healthcare provider, compared to white residents.

Older Adults
Our aging residents experience challenges with transportation to care, need for specialized care, affording care and medication, and may have less access to home- and community-based services that help them age-in-place.

Access to Care

- Lack of Insurance
- Unaffordable Services
- Regulatory Challenges With Air Ambulance Services
- No Level III/IV Neonatal Care Facilities
- Provider Shortages, Limited Specialists, Provider Retention Challenges, Continuing Education, Telehealth Usage
- Accessibility of Services
- Lack of After-Hours Urgent Care, Wait Times, Distance to Care, Limited Home/Community Services

Modifiable Behavioral Factors

These modifiable factors are largely influenced by systemic barriers to accessing health care.

- Not Seeking or Following Up With Medical Care
- Not Taking Medication Properly
- Using Emergency Care as Primary Source of Care

Lower Income Individuals
Wyomingites who work hard, but are earning less than $35,000 per year are less likely to report having health insurance of any kind. Additionally, uninsurance rates increase for Wyoming residents living at 138-400% of the federal poverty level compared to the uninsurance rate overall in Wyoming.

Rural & Frontier Residents
By nature, our rural and frontier residents experience less access to care than residents in more populous communities. There are fewer providers (especially speciality providers) in rural and frontier areas. Traveling a greater distance to care is often a reality for these residents as well.

The contributing factors and populations were determined using the best available Wyoming data, scientific literature, and expert opinion.

Telehealth 🤝 Access to Healthcare

- Physical Barriers
  - Less travel required for appointments
- Increased Access to Providers
  - Primary Care Practitioners
  - Specialists
  - Mental Health Therapists
- Timeliness
  - Both patient and provider
- Comfort and security

- Access barriers still exist
  - Limited internet services
  - Outdated/insufficient technology
  - Digital literacy
  - Privacy
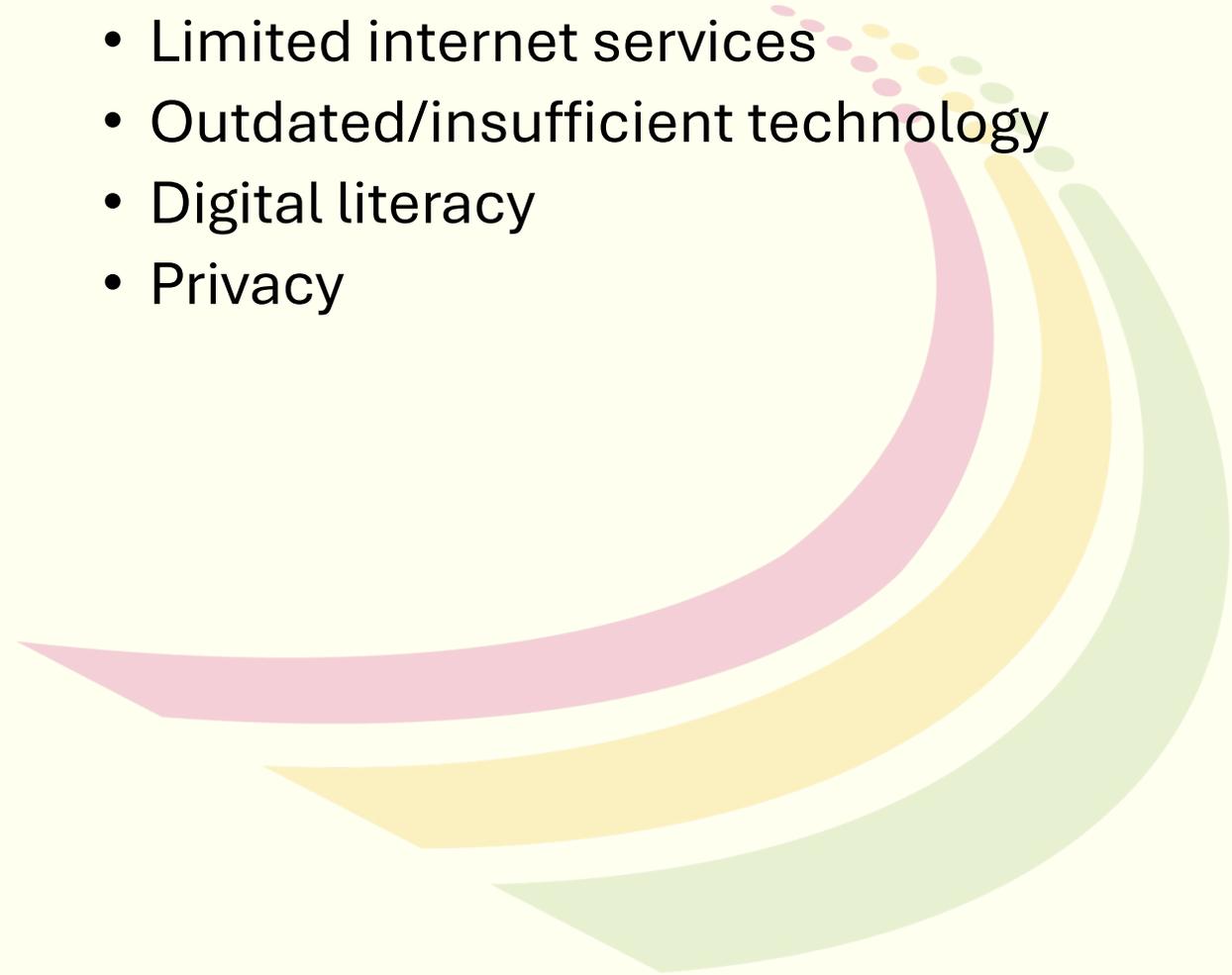
Telehealth Access Points

- A Telehealth Access Point (TAP) is a dedicated public space for individuals to access a telehealth appointment.
    - Adequate internet connection
    - Device with a working camera, speaker, and microphone
    - Privacy considerations
    - Some TAPs may have support staff available to assist

Community Centers

Banks or Local Government Buildings

Libraries

Public Access Telehealth Spaces (PATHS)

- The project aims to place TAPs in community spaces.
  - Open to the public
  - Safe/comfortable
  - Central location, public transportation

- Provides users with access to telehealth appointments.
  - Necessary technology
  - Reliable internet connection
  - Private, soundproof space
  - Healthcare accessories (BP cuffs, Scales)
  - Friendly and knowledgeable staff

PATHS Booth in the Park County Public Library

Inside view of the booth in the Natrona County Public Library

Why Libraries?

- "Third Space"
  - Public, informal gathering spot outside of home, and work.
  - Comfortable, community oriented.
  - Designated stops on public transportation.
- Data's in: Wyomingites love their libraries
  - Each county has at least one library.
  - People in WY visit the library 2x more per year than the average American.
- Library Staff rocks!
  - Trusted community members.
  - Excellent resources for navigating technology and other community resources.
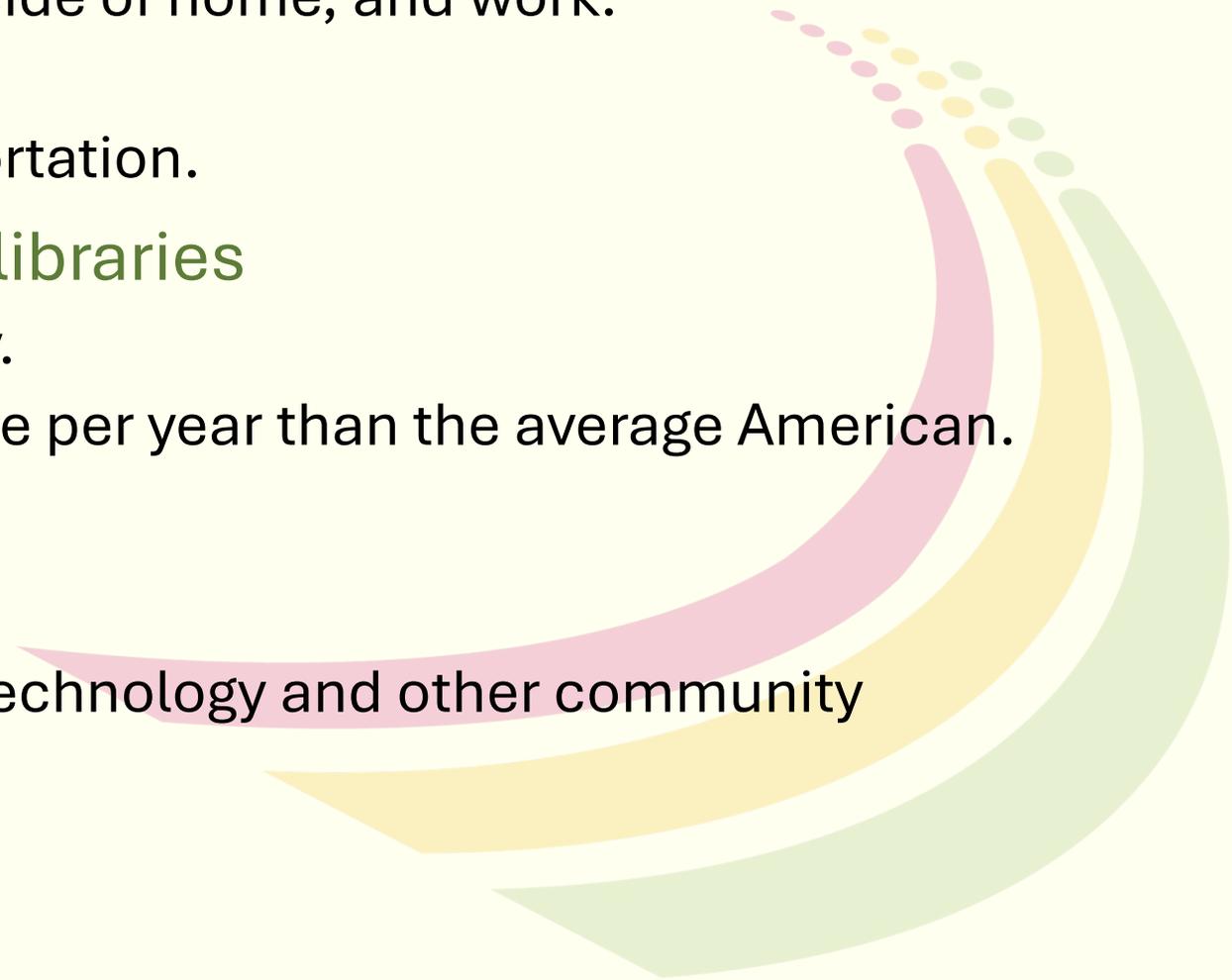
How the PATHS Project Addresses Access
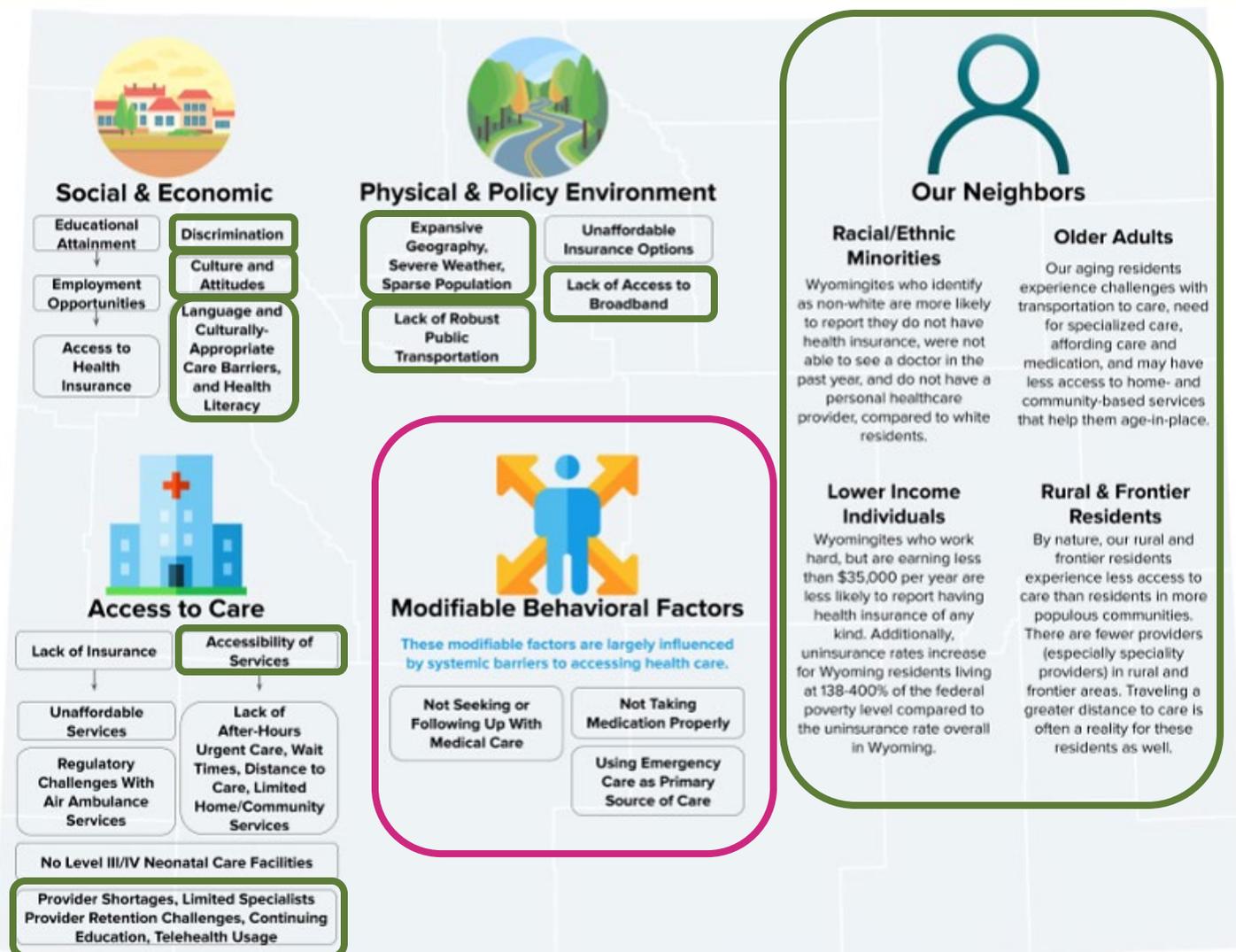
The contributing factors and populations were determined using the best available Wyoming data, scientific literature, and expert opinion.

→ Social & Economic
- Accessible location, open to all community members.

→ Physical & Policy Environment
- Libraries are centrally located
- Often have public transportation
- Have reliable internet services

→ Our Neighbors
- Community space with several free resources.

→ Access to Care
- Patients are able to connect with their provider more easily.
- Improve specialist access.
- Decreased wait time.

What is the Process?

Booking the Appointment

1./2. Patron makes a telehealth appointment with their provider using a personal email address.

1./2. Patron visits library website to reserve the booth during their TH appointment.

Before the Appointment

3. Patron arrives to the library ~15-30 minutes before the appointment.

4. Library staff walks patron over to the booth, unlocks the door, and familiarizes patron with the space/equipment.

5. If necessary: staff assists with IT help (logging in to computer, accessing appointment, ensuring video and audio is working prior to the appointment).

After the Appointment

6. Patron unlocks the door, and alerts the front desk staff that they're finished with their appointment.

7. Staff checks booth to ensure all the patron is fully logged out of the computer and no personal information was left behind.

8. Booth is cleaned and disinfected using a spray cleaner, HEPA air filter.

9. Booth is ready for the next appointment!

How the Telehealth Network Supports

- Provider awareness and produce materials for public awareness marketing.

- Outcomes evaluation.

- Provider education for telehealth.

- Grant writing and management.

Booth Locations

2024 Booth Locations

- Goshen County Public Library
  Torrington, WY
- *Natrona County Public Library*
  Casper, WY
- *Park County Public Library*
  Cody, WY

2025 Booth Locations

- Campbell County Public Library
  Gillette, WY
- Washakie County Public Library
  Worland, WY
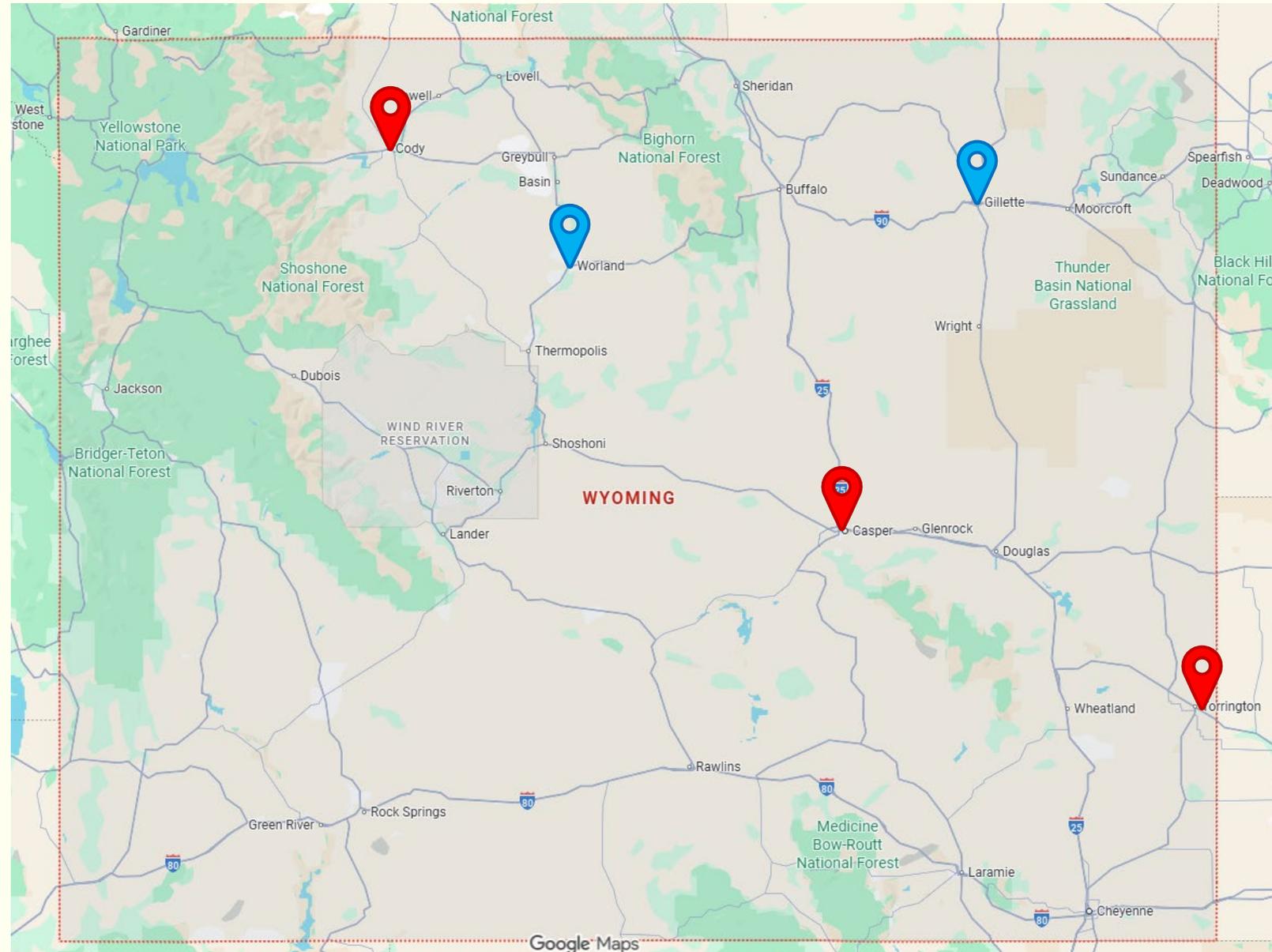
Booth Locations

2024 Booth Locations

- Goshen County Public Library
  Torrington, WY
- *Natrona County Public Library*
  Casper, WY
- *Park County Public Library*
  Cody, WY

→ Evaluation

- Monthly usage reports
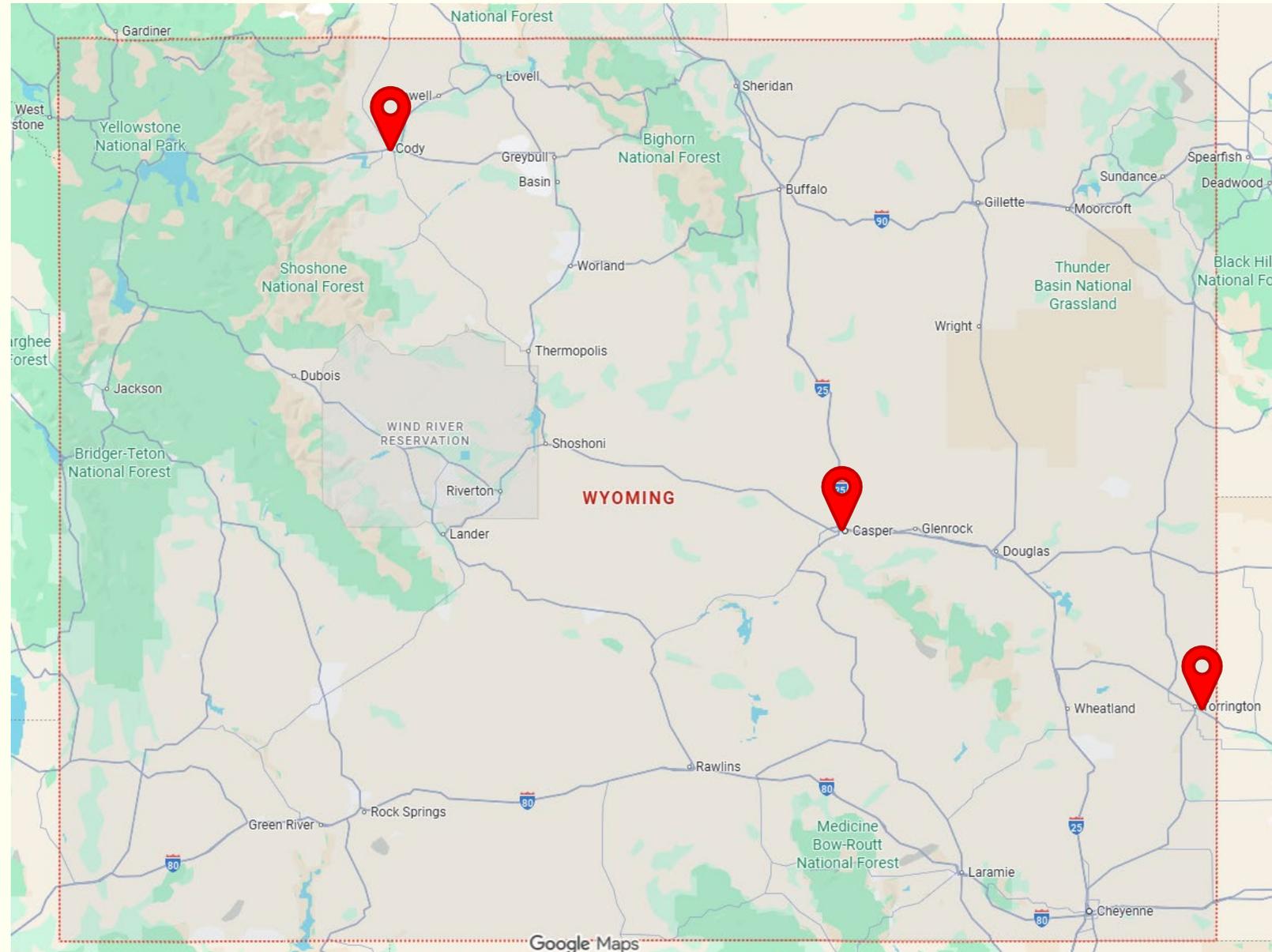
January 2024 – August 2025

- **Cumulatively, all three booths have hosted:**
  - 192 total users
  - 19,033 minutes of use

→ Park County – 10,030 minutes total
  - 528 minutes/month
  - 103 total users, 5.7 users/month

→ Natrona County – 5,640 minutes total
  - 267 minutes/month
  - 45 total users, 2.3 users/month

→ Goshen County – 3,843 minutes total
  - 202 minutes/month
  - 44 total users, 2.4 users/month
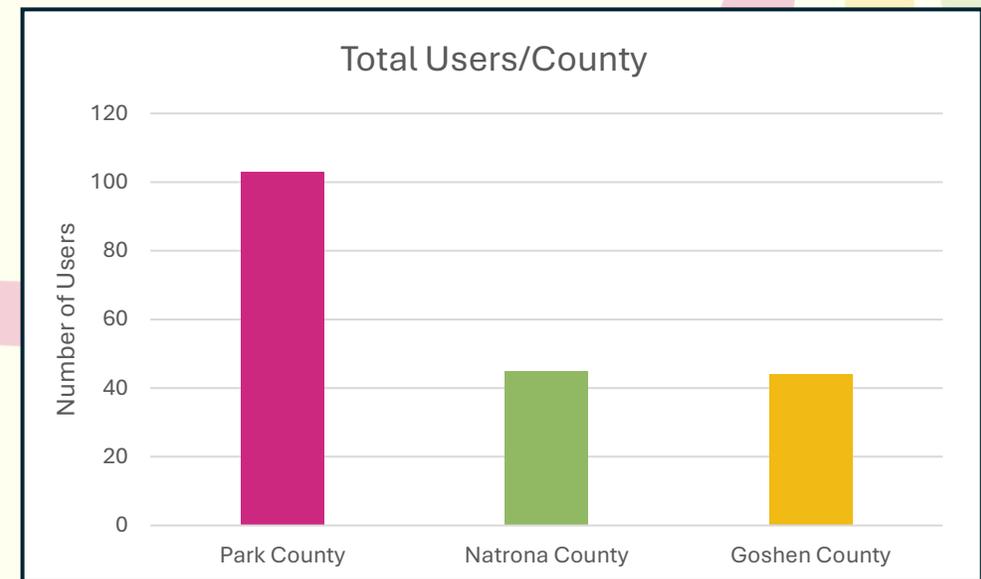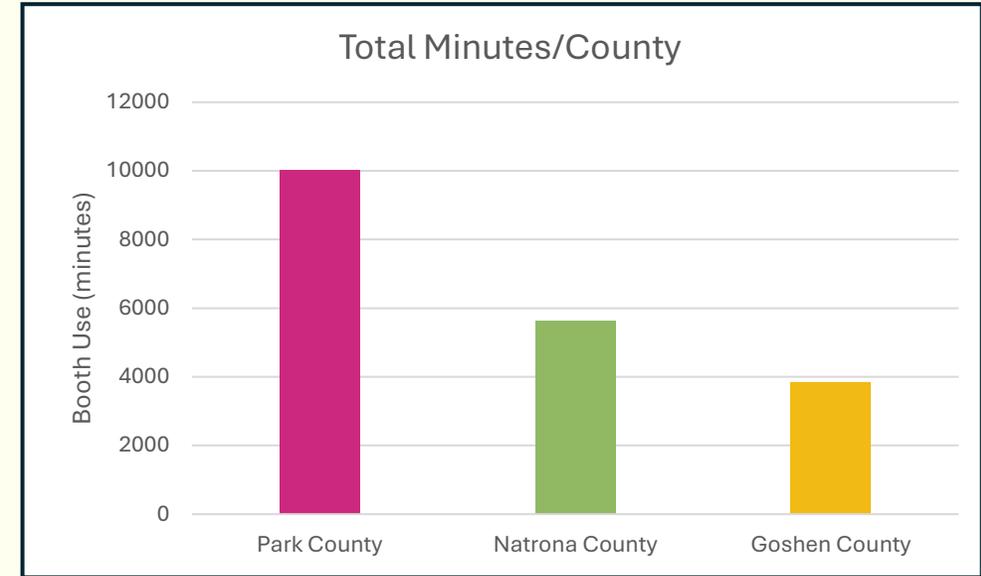
In Addition to 1:1 Telehealth Visits

- Library staff reported patrons regularly coming it to use the accessory health equipment located in the booths.

- In Goshen County, a HeartCorps member promoted the booth within the community and utilized the booth to conduct educational webinars.

- The space is frequently used for a quiet private space to access healthcare information.
  - Health insurance enrollment
  - Searching for health-related services

→**These uses are not currently captured by our usage reporting system.**
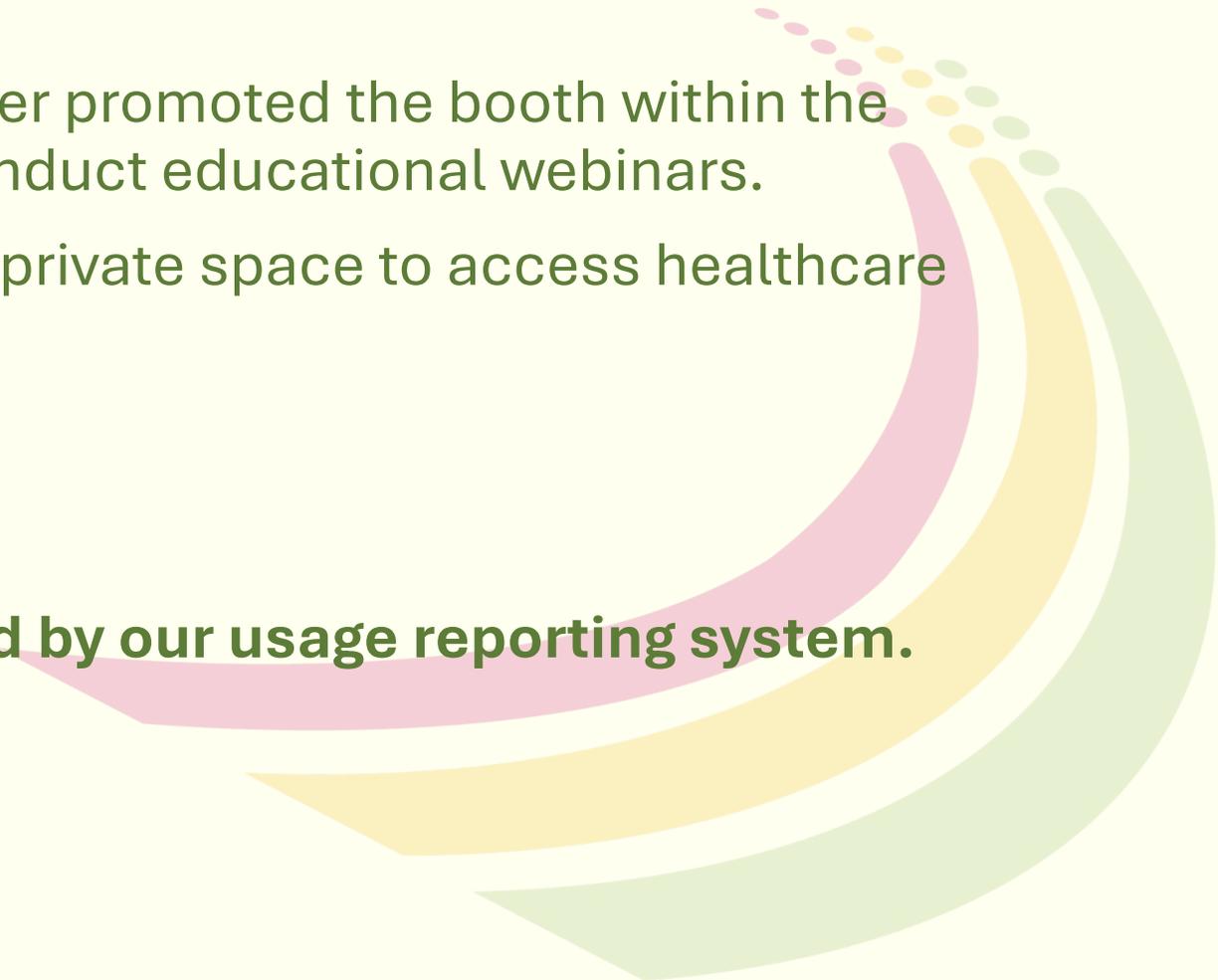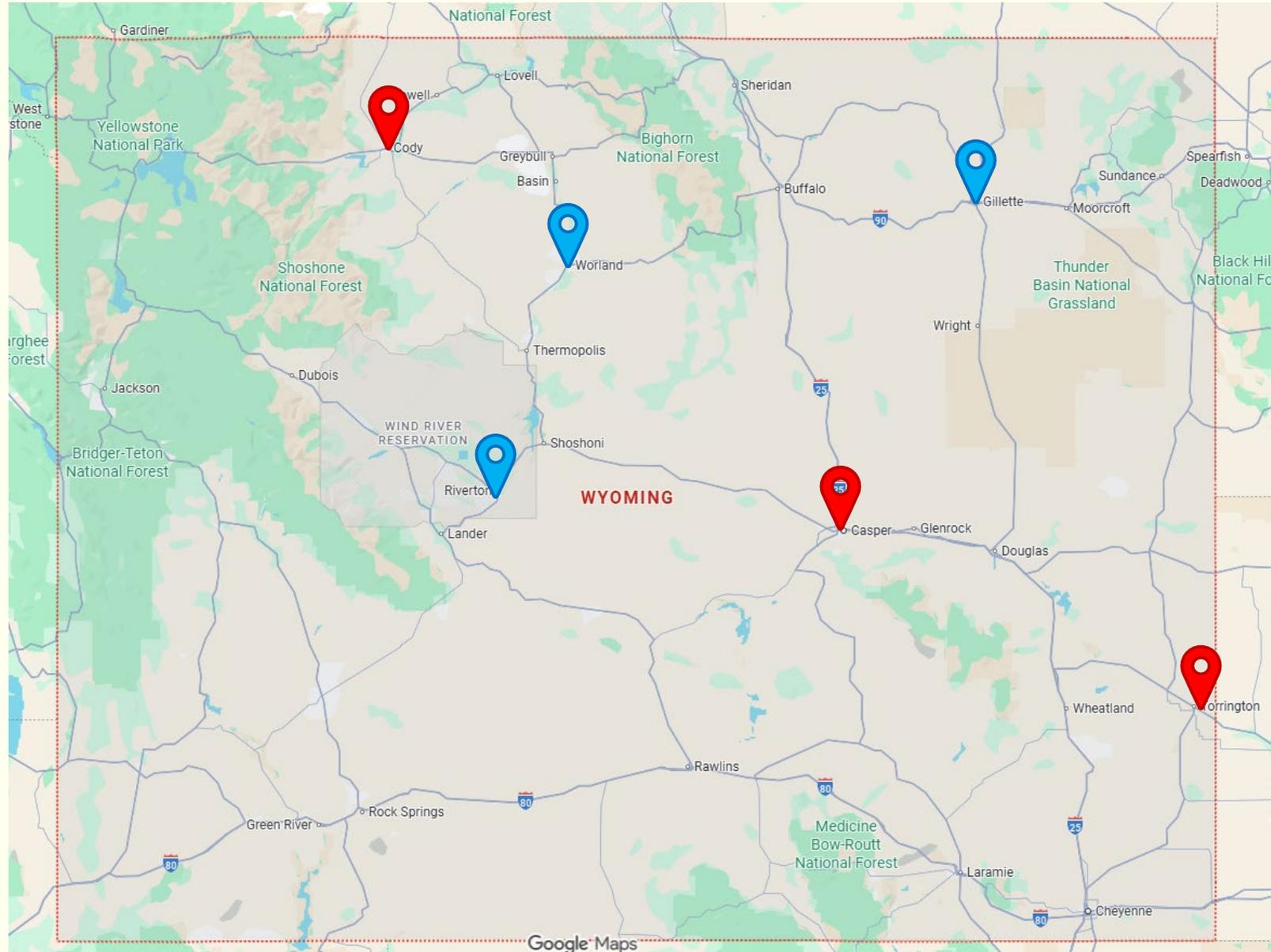
Booth Locations

📍 **2024 Booth Locations**
- Goshen County Public Library
  Torrington, WY
- *Natrona County Public Library*
  Casper, WY
- *Park County Public Library*
  Cody, WY

📍 **2025 Booth Locations**
- Campbell County Public Library
  Gillette, WY
- Washakie County Public Library
  Worland, WY
- Riverton Senior Citizens Center
  Riverton, WY

Future Directions

- Research and Evaluation
  - Planning to use some new tools, in addition to continued usage reporting, to evaluate the booth usage.
  - Assess novel interventions.
  - Senior Center?
- Expand outreach efforts
  - Focus on providers
 - Placing relevant and accessible health materials near the PATHS booths.

Booth Locations

2024 Booth Locations

- Goshen County Public Library
  Torrington, WY
- *Natrona County Public Library
  Casper, WY*
- *Park County Public Library
  Cody, WY*

2025 Booth Locations

- Campbell County Public Library
  Gillette, WY
- Washakie County Public Library
  Worland, WY
- Riverton Senior Citizens Center
  Riverton, WY
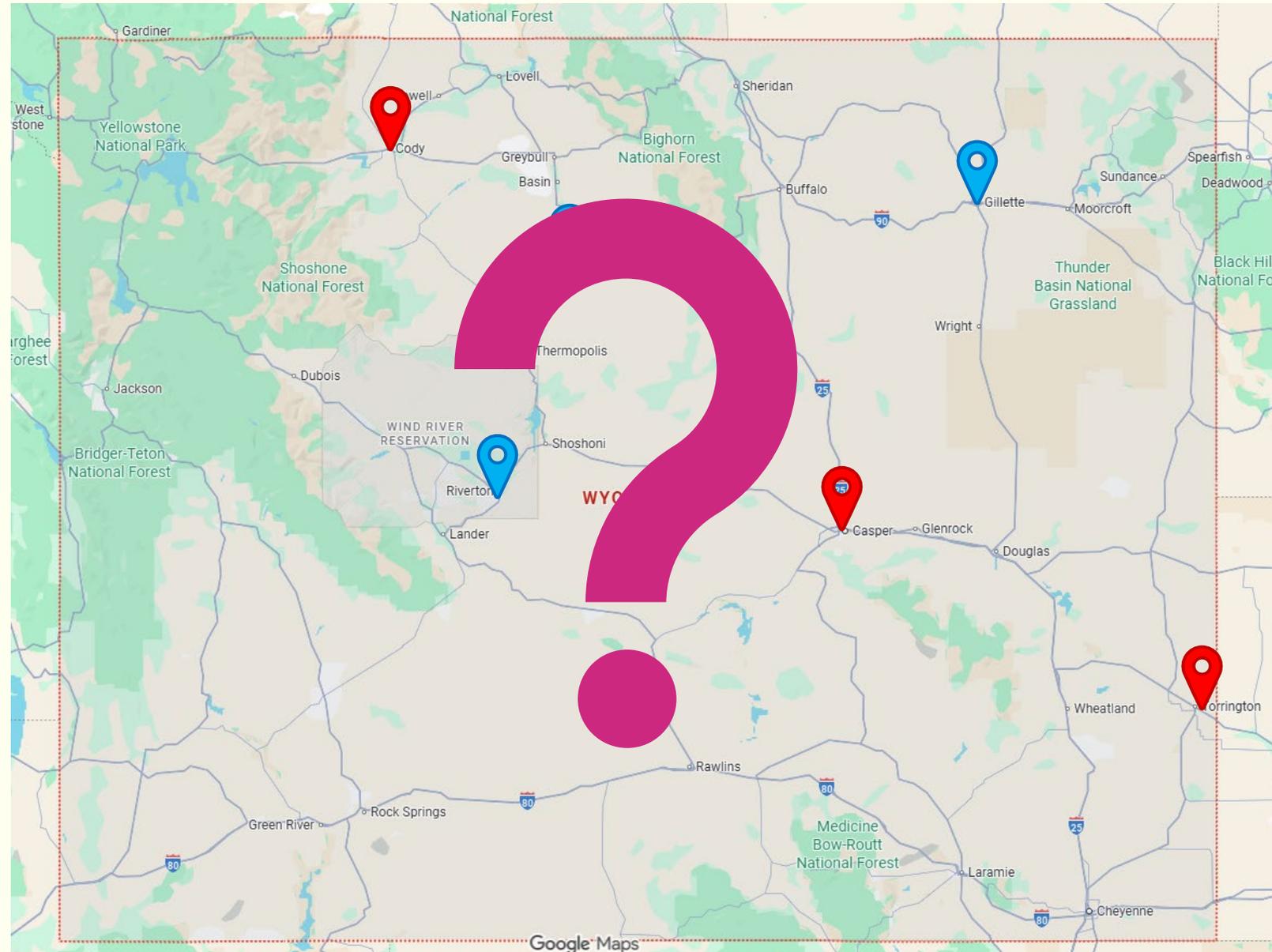
Interested in Joining the PATHS Initiative?

- We are currently looking for one more site for a PATHS Booth.

  - Your space must be a community space, with reliable internet connection.

  - Must be able to accommodate the booth
    - appx w:7'x d:6'10" x h: 7'1"

  - Location needs to be located in a town of <20,000 people.
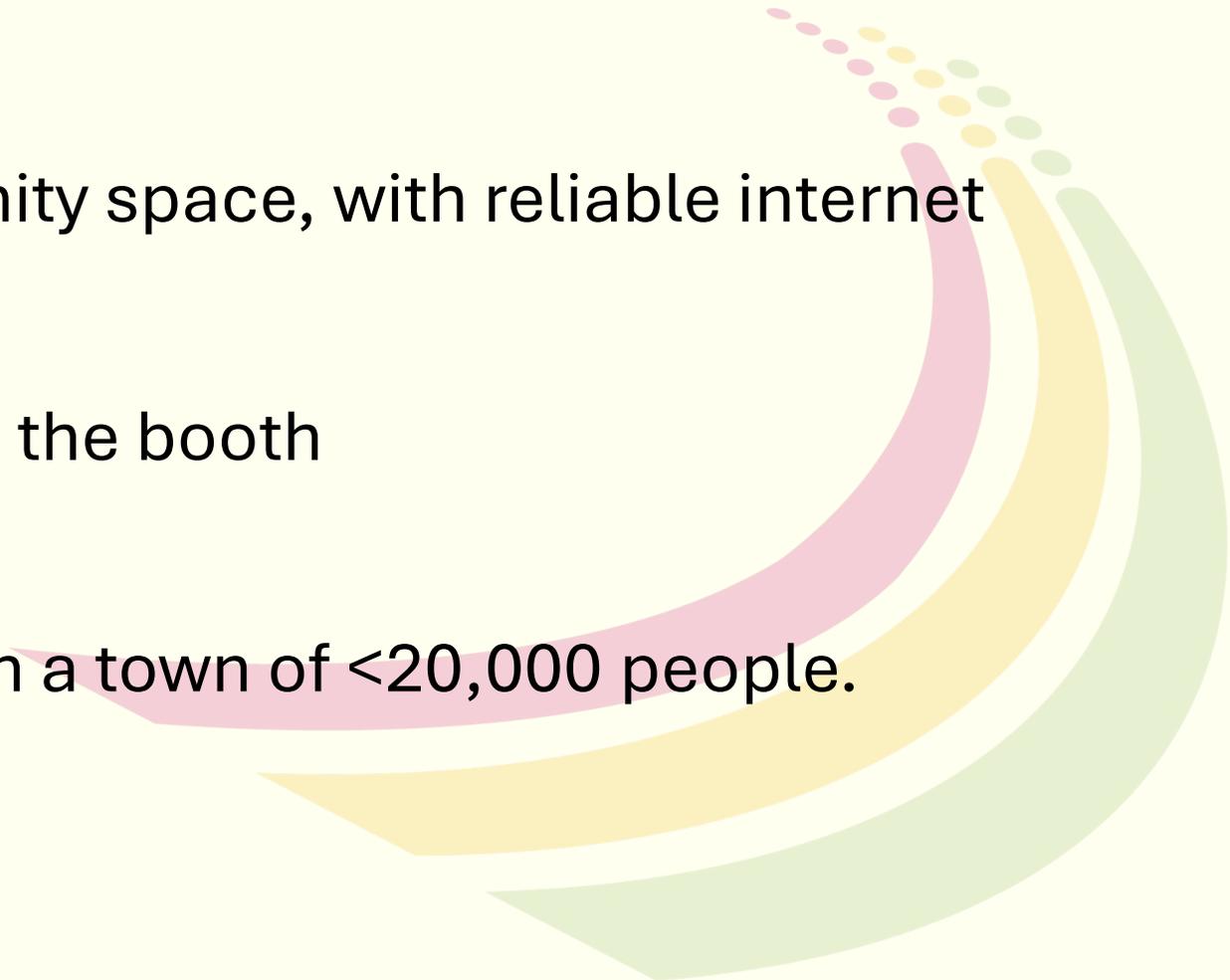
Thank you!

- Our participating libraries and senior center
- Dr. Amanda DeDiego
- Funding:
  - USDA-DLT Grant
  - State Loan and Investment Board (SLIB)
  - Wyoming Community Foundation
  - UW Casper
  - Wyoming State Library

UW | College of Health Sciences
Wyoming Institute for Disabilities

WyTN
Wyoming Telehealth Network

Questions?