

# From Miles to Minutes: How Telehealth Transforms Rural Healthcare Access

Scott Weatherill, CIO |  | Lacey Finkbeiner, Clinical Informatics

Howard, South Dakota | Isabel, South Dakota

## Organizational Overview

Horizon is a 501c3 Federally Qualified Community Health Center with 20 primary care and 7 dental clinics in South Dakota.

Horizon has leveraged telehealth for nearly two decades. Telehealth has been leveraged to deliver acute & primary care, behavioral health, dental and specialty care services.

## Program Spotlight - What & Why?

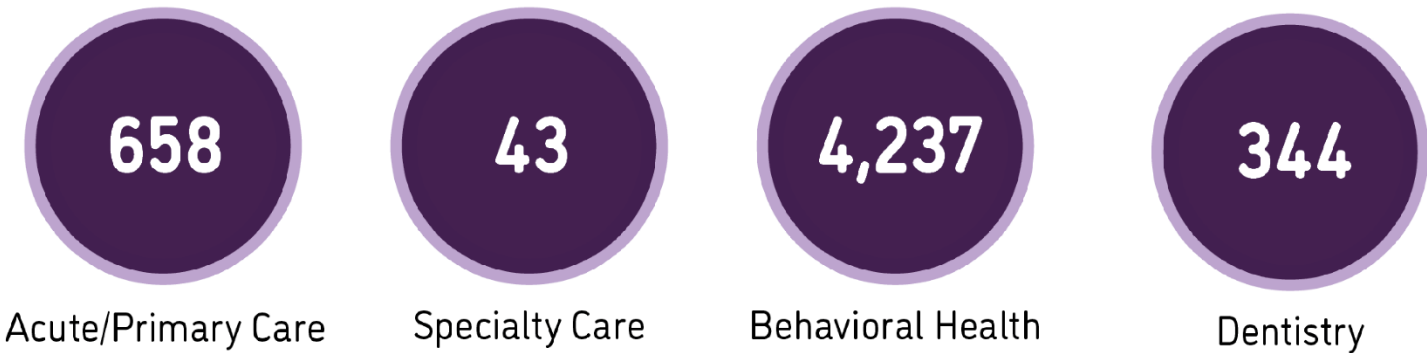
Horizon Health relies heavily on telehealth to keep clinic doors open during provider absences. Recruitment of primary care providers and dentists is an ongoing challenge especially in frontier, South Dakota communities. During provider vacancies, patients continue to access care virtually. Local clinic nurses connect patients via telehealth to available Horizon providers at other clinic locations. Virtual appointments not only maintain access to care but also eliminate driving time between Horizon clinics helping minimize provider burnout.

## Contact Information:

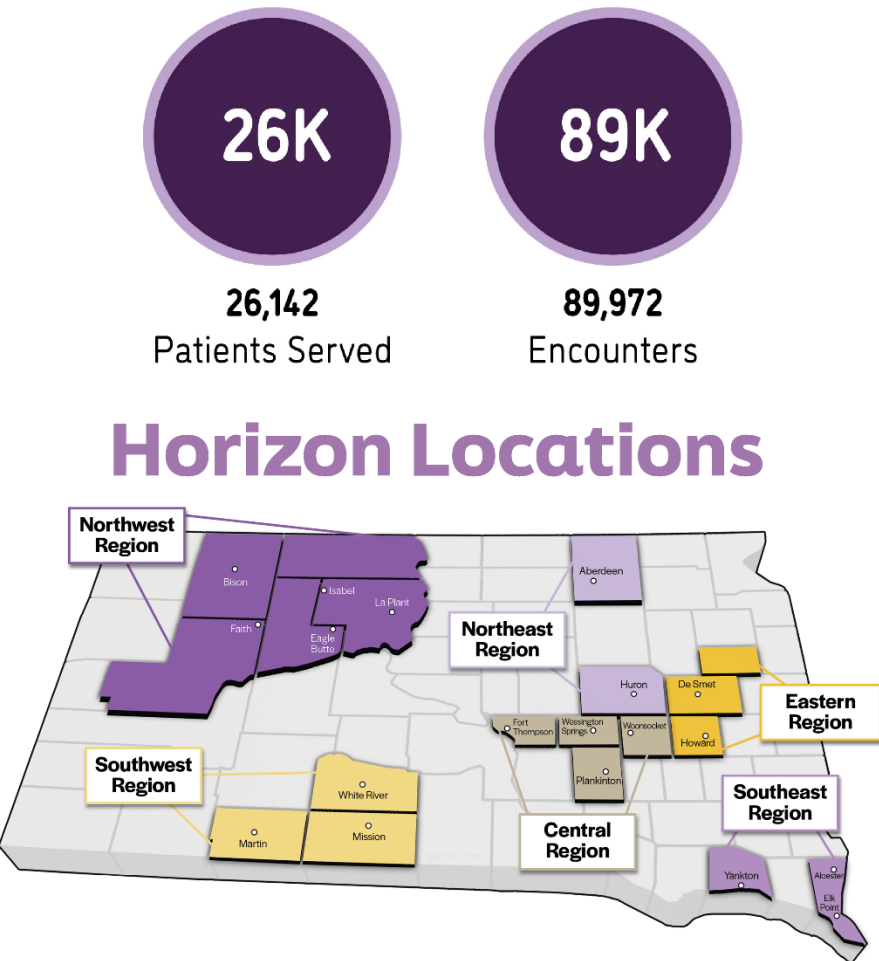
sweatherill@horizonhealthcare.org  
lfinkbeiner@horizonhealthcare.org  
605-772-4525  
www.horizonhealthcare.org



## 2024 Stats



## 2024 Patient Volume



## Telehealth Services

- Primary and Acute Care Coverage
- Providerless Clinic
- Behavioral Health
- Teledentistry
- Specialty Care
- Language Interpretation Services

## Future Plans, Vision & Initiatives

- Remote Patient Monitoring
- Express Care
- Maternal Health

What are the benefits of using telehealth?

- Convenient access to care
- No need to travel far for appointments
- Shorter wait times
- High-quality care from trusted providers



Teledentistry: Quality Dental Care in 3 Easy Steps

- 1 Visit the Clinic**  
Teledentistry is available at all locations, so you don't have to travel far.
- 2 Data Collection**  
A provider scans your teeth with a dental wand and sends the images to a dentist for review.
- 3 Provider Diagnosis**  
Your provider joins remotely to review data, guide your exam, and recommend treatment if needed.

Telehealth for Behavioral Health: Care in 3 Simple Steps

- 1 Schedule Visit**  
Schedule a Webex appointment - Most visits are done in-clinic for convenience and privacy.
- 2 Connect**  
Speak with a licensed behavioral health provider through a secure Webex video call.
- 3 Get Support**  
Receive expert care without long travel times, all while keeping your visit discreet and local.