



# Telehealth-based Strategies Among People Experiencing Homelessness

## Objectives

1. Assess ways in which telehealth increases **access to and quality of** healthcare for people experiencing homelessness (PEH).
2. Identify how **outreach workers** from community-based and government organizations can be utilized to expand the delivery of telehealth services to PEH locally, statewide, and throughout the country.
3. Assess how telehealth can be used to provide care for PEH with **substance use disorder** (SUD).
4. Develop and disseminate an **implementation toolkit** for delivery of telehealth services to PEH including facilitators and barriers to various care modalities and considerations for certain patient populations and conditions.

## CARES for the Unhoused (CFU)

- **Primary care** via video visit and tele-precepting
  - Facility based clinic
  - Street medicine
- **Community Partners** facilitate telehealth, provide social services and enable care coordination
  - Community-based Organizations
  - Emergency Medical Services
  - Charleston County Sherriff's Office



# CFU Care Delivery



Tele-precepting

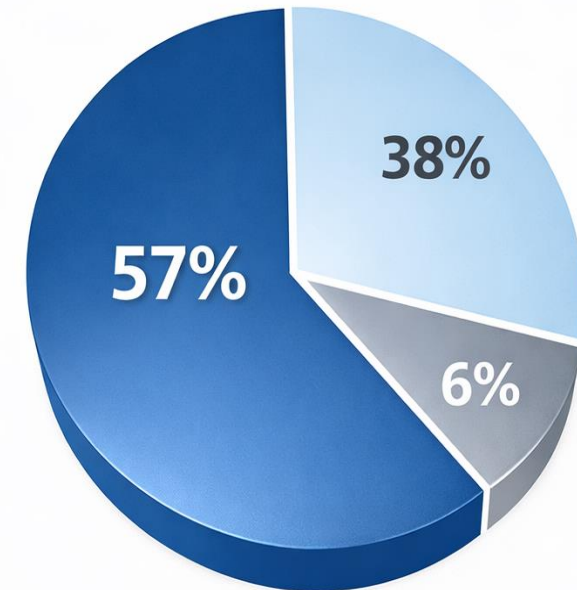


Street Medicine



Telehealth

Total Visits: 198



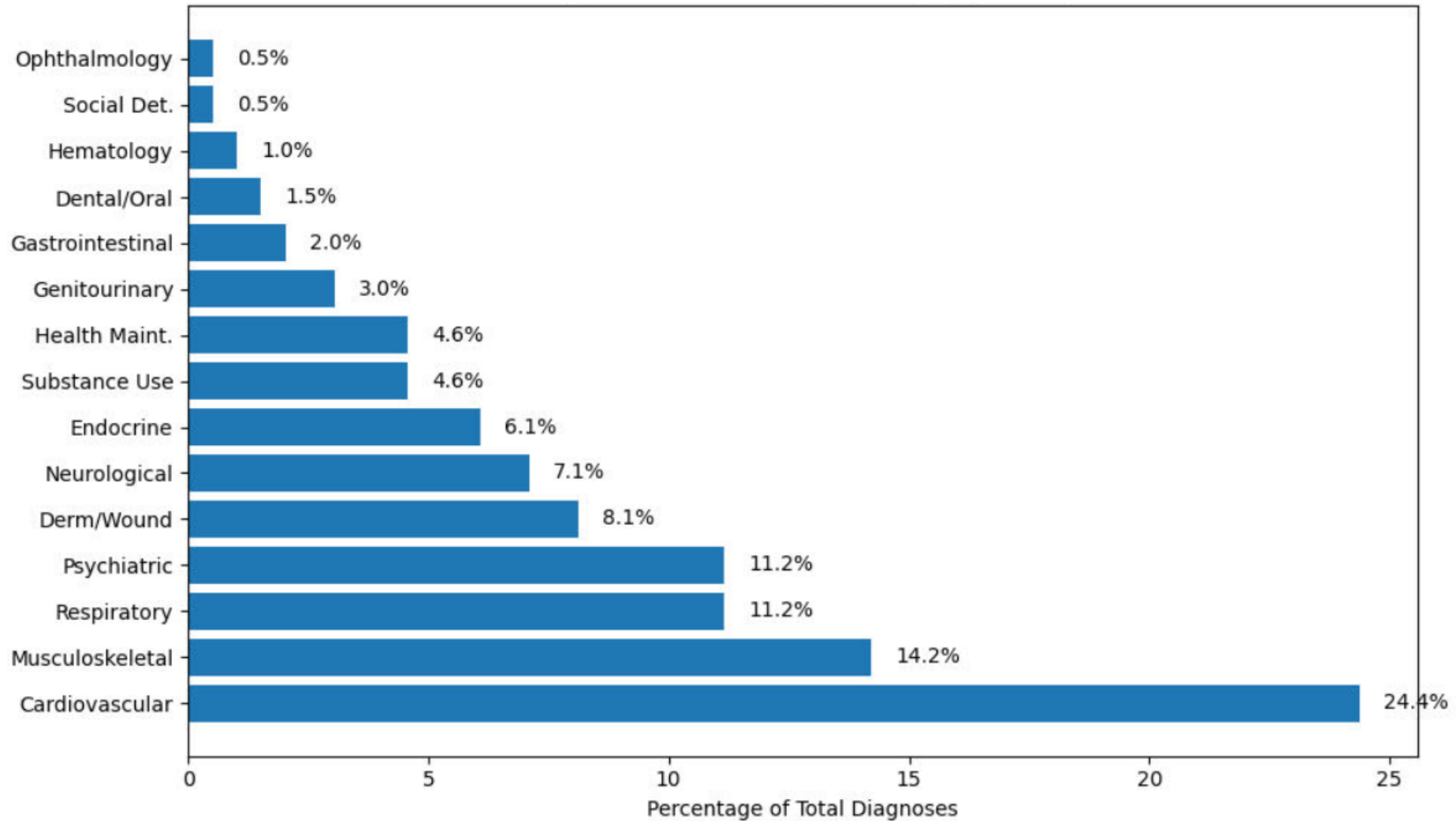
■ Teleprecepting   ■ Street Medicine   ■ Telehealth Visits

## Patient Demographics

Total Patients: 101

Variable	Percentage
Male	64%
Female	36%
<b>Race</b>	
Black or African American	42%
White or Caucasian	37%
Other	7%
Unknown	15%
<b>Ethnicity</b>	
Hispanic or Latino	9%
Not Hispanic or Latino	77%
Unknown	15%
<b>Age</b>	
0-17	6%
18-29	4%
30-39	18%
40-49	19%
50+	54%

# Primary Diagnoses



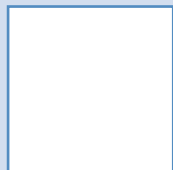
# Substance Use Disorder (SUD) Treatment



Approximately 1 in 10 patients seen have a history and/or ongoing SUD



4.6% of primary diagnoses



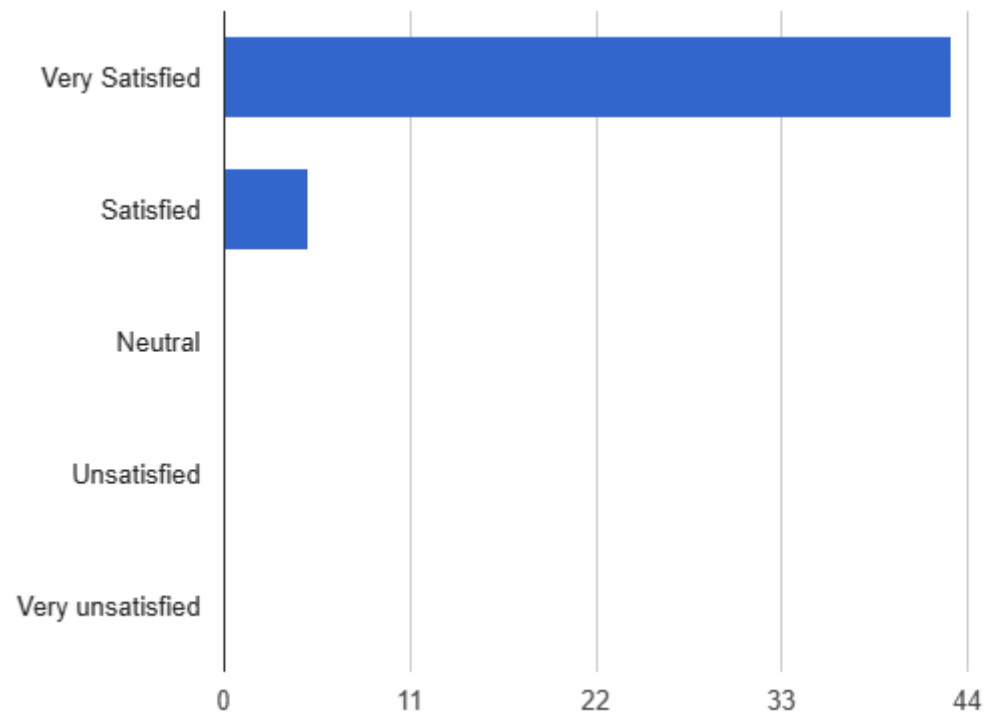
19% of visits addressed SUD

## Visit Outcomes

- **Medication**
  - ❑ 72% of patients successfully picked up prescribed medications
- **Diagnostic tests**
  - ❑ Approximately ¼ patients completed ordered diagnostic tests
- **Cancer Screenings** (Breast, Cervical, Lung, Colon)
  - ❑ 22% of patients currently have up-to-date cancer screenings
- **Referrals**
  - ❑ Total of 24 referrals placed
  - ❑ Top Departments
    1. Family Medicine/PCP (insured patients)
    2. Dentistry
  - ❑ Specialty Referrals
    1. Ophthalmology
    2. OB/GYN
    3. Neurology

# Patient Satisfaction Surveys

- 48 surveys completed
  - 100% reported they were "Satisfied" or "Very Satisfied" with their experience for all visit types



## Continuing & Expanding Efforts

- Utilize telehealth to increase access to and quality of healthcare for PEH
  - Analysis of completed versus incomplete downstream services
- Collaborating with CBOs and government-based organizations to expand delivery of telehealth services
- Assessing telehealth for PEH with SUD
- North American Primary Care Research Group Annual Conference (NAPCRG) 2026
- Additions to toolkit regarding care coordination and receipt of downstream services
- New manuscript

# Thank You!

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