
SCTA Quarterly Report

CY25 Quarter 2

Progress Achieved on the CY2025 Strategic Plan
April - June 2025

Table of Contents

CONTRIBUTER	PAGE
SC Telehealth Alliance	3
Medical University of SC (MUSC)	4-5
McLeod Health	6
Prisma Health	7-8
SC Department of Mental Health (SC DMH)	9-10
Spartanburg Regional Healthcare System (SRHS)	11-12
SC Area Health Education Consortium (SC AHEC)	13
SCETV	14
SC Center for Rural & Primary Healthcare (SC CRPH)	15
Palmetto Care Connections (PCC)	16

SOUTH CAROLINA Telehealth ALLIANCE

South Carolina Telehealth Alliance (SCTA) CY25Q2 Report

SCTA Statewide Strategy

In alignment with its [CY2025 Strategic Plan](#), the SCTA continues to advance statewide care access through telehealth by fostering collaborative partnerships. In June, the SCTA hosted its annual stakeholder retreat, bringing together over 50 SC telehealth champions from 15 organizations to engage in meaningful dialogue around telehealth initiatives, long-term sustainability, and the future of the SCTA strategy. Our partners at SCETV captured highlights from the day, compiling them into a [recap video](#). The retreat served as a valuable opportunity for reflection and alignment as the SCTA continues to execute its priorities. Looking ahead, the SCTA has begun planning for a refreshed and innovative strategic plan for CY2026. The SCTA looks forward to engaging its partners in collaborative discussions to shape a shared vision for the future of telehealth in South Carolina.

Telehealth Sustainability and Reimbursement

The SCTA continued to serve as a key statewide resource on telehealth policy this quarter, as critical Medicare telehealth flexibilities are set to expire on September 30, 2025, following the passage of the Continuing Resolution last quarter. While the extension provides temporary stability, the SCTA remains closely engaged in monitoring federal developments and is committed to keeping stakeholders informed of any changes that could impact access to care in South Carolina.

In preparation for the upcoming South Carolina legislative session, planning is underway to convene a Telehealth Access Coalition, comprised of partners focused on identifying and addressing telehealth access barriers across the state. The SCTA will serve as a key participant of the Coalition, the recommendations of which will inform payer and legislative priorities in a collaborative manner.

SCTA Supported Technologies, Equipment, & Platforms

The [SCTA's premium instance of Doxy.Me](#), a HIPAA-compliant telehealth platform, remains available at no cost to South Carolina providers. During the quarter, over 10,660 visits were conducted on the platform, and 26 new providers joined.

SCTA Digital Navigation & Connectivity Initiatives

The SCTA's digital navigation team conducted outreach calls to 146 telehealth patients in Q2 to assess digital access barriers. Of those reached, 40% reported digital literacy challenges, and 17% lacked access to a telehealth-capable device. These findings will help inform future strategies to improve telehealth accessibility in SC.

To support continued growth, the team attended a national digital inclusion conference in May, gaining insights from a range of sectors, resources, and approaches to digital navigation. Learnings from this conference have helped shape the direction of SCTA's digital navigation approach in telehealth.

Looking forward, the team will also be partnering with MUSC's Population Health department to onboard its first Community Health Worker (CHW) dedicated to digital navigation and telehealth, focused in the Pee Dee region of SC. To support this onboarding effort, as well as general CHW training in digital skills, the team developed a CHW training module focused on digital support, which is currently undergoing accreditation in South Carolina.

Medical University of South Carolina
Telehealth Service Updates and Progress
April – June 2025

Service Extension

MUSC's Virtual Specialty and Primary Care Program continues to meet statewide demand by broadening its service offerings. With minimal appointment wait times, the program now provides care across a range of specialties, including benign hematology, endocrinology (adult and pediatric), hematology, neurology, pulmonology, rheumatology, sleep medicine, sickle cell anemia, and primary care.

MUSC's Regional Telehealth Timeshare Clinic Program closed the fiscal year with over 1,580 completed visits, building on early momentum after delivering 400 consultations within its first few months. This growth reflects the program's ongoing commitment to expanding access to specialty care, addressing unmet clinical needs, and delivering high-quality services closer to home through a growing network of integrated clinics.

Hospital Support

During the quarter, MUSC's Hospital-Based Telehealth Program continued to advance, marked by key milestones in program development and expansion. A major achievement was the launch of the emergency department tele-psychiatry service, an innovative consult model that provides emergency departments with timely access to tele-psychiatry consultations. This service is designed to reduce wait times, expedite patient evaluations, and support emergency teams with safe and appropriate psychiatric treatment recommendations, ultimately improving patient throughput and care quality. The service is currently live in three MUSC emergency departments, with plans for expansion to additional partner sites.

MUSC's Virtual Nursing Program also saw continued growth, now fully integrated across all MUSC Regional Health Network (RHN) sites and supporting over 1,000 beds statewide. This program enhances patient flow, supports collaboration on quality outcomes, and alleviates workload for in-person clinical teams, allowing bedside staff to focus on direct patient care.

Looking ahead, the team is actively developing a new scheduled consult platform aimed at streamlining workflows and enhancing service efficiency. These efforts are part of a broader focus on change management and operational excellence to better support MUSC's partner and provider teams.

Convenient Care

The MUSC Virtual Urgent Care (VUC) Program ended its fiscal year with strong performance, surpassing its annual visit goal with nearly 73,000 total encounters. Following a high-volume cold and flu season, the team successfully transitioned to a targeted personal care campaign, broadening services to include common lifestyle-related and non-urgent conditions. This shift contributed to a significant rise in daily volume, with an average of 44 additional patients per day, a 28% increase.

Demonstrating a strong commitment to quality improvement and access, the team eliminated automatic referral pathways that had previously routed patients away from the VUC platform, resulting in 6,000 additional visits. In the past year alone, 3,670 patients accessed MUSC for the first time through VUC, with 96 establishing ongoing care within 90 days by enrolling in Virtual Primary Care, underscoring the program's success.

Primary Care Support Closing Q2, the MUSC Collaborative Care Management (CoCM) Program tracked 619 patient-months, a 20%

increase over Q1. Program expansion continued steadily, with Charleston primary care clinic coverage rising from 42 to 63 locations. Work is ongoing to develop an external service model to extend CoCM services to non-MUSC clinics by late 2025 or early 2026. Clinical outcomes showed that nearly two-thirds of patients improved anxiety and depression symptoms after one month, with one-third reaching remission after just over two months.

The MUSC Remote Patient Monitoring (RPM) Program continued to expand its footprint across the state, now providing hypertension and diabetes services in 21 primary care and family medicine clinics in the Charleston, Pee Dee, Midlands, and Catawba regions. The RPM and Technology-Assisted Case Management (TACM) teams also began a strategic integration to align technologies and improve coordination across programs. TACM RPM services remained active at non-MUSC partner sites, and combined, the programs are now supporting over 500 active enrollees each month.

The MUSC Remote Therapeutic Monitoring (RTM) Program advanced its rheumatology initiative, aimed at improving care for rheumatoid arthritis patients. Efforts centered around expansion to additional providers and clinics are ongoing.

Health Equity

MUSC's School-Based Telehealth (SBTH) Program concluded a successful school year with plans to expand to 50 schools in the fall, significantly broadening care access statewide. To enhance care delivery, a nurse telepresenter will be added in the Berkeley County School District. Meanwhile, telepresenter coverage is being optimized in the Charleston County School District to better monitor student engagement and visit volume trends. The SBTH

Behavioral Health Program is poised for further growth as it prepares to begin managing Rock Hill School District's Day Treatment Program. Also in the fall, MUSC's Collaborative Care Management (CoCM) model will be implemented in school settings to better integrate behavioral health and primary care. Additionally, a pilot of MUSC's Wellness Works Program is expected to launch, focusing on holistic wellness.

McLeod Health

The Choice for Medical Excellence

McLeod Health Telehealth Service Updates and Progress

CY25Q2 / April – June 2025

Service Extension

CY25Q2, McLeod Health held a Primary Care Physician and Provider Summit which gave the opportunity for provider feedback. This allowed some time to understand the barriers to provider adoption and usage of virtual visits and determine how to increase the utilization of Epic video visits to enhance patient access and streamline care.

Hospital Support

Planning continued for the Virtual Nursing project which will include admissions, discharges, and rounding. The pilot will consist of 39 beds on one unit at McLeod Regional Medical Center and 4 beds at Carolina Forest Micro Hospital. Training was scheduled and completed for the unit nurses who will be taking on the role as the Virtual Nurse. New Go Live date scheduled for July 15th. The Remote Sitter program was expanded to the Dillon facility. This brings the total to 4 facilities using the program with the sitter being located at the main campus, McLeod Regional Medical Center. The goal is to roll out the program to all 7 locations.

Convenient Care

We are continuing to review and analyze data. Plans for better advertising to increase utilization.

Primary Care Support There have been requests for programs. We will continue to monitor and evaluate and add programs accordingly.

Health Equity

The school year closed out with a total of 161 visits! It was a goal to double the 70 visits from the prior school year, and it was accomplished. Telehealth equipment was set up in Sneed Middle School to prepare for the upcoming school year. Training is scheduled for the start of the new year, so nurses are fully prepared to care for students and staff. We are looking forward to an increase in visits for the upcoming school year with the transition to a new school.

000 East Cheves Street • P.O. Box 10001 • Florence, SC 29502-0001 • Phone (843) 777-2000 • www.mcleodhealth.org

MCLEOD REGIONAL MEDICAL CENTER • CHERAW • CLARENDON • DARLINGTON • DILLON • LORIS • SEACOAST • CAROLINA FOREST



Prisma Health
Telehealth Service Updates and Progress
(Q2: April - June 2025)

Service Extension

Home blood pressure monitoring of patients in Prisma's Maternal Wellness Program successfully went live with 20 pilot patients with plans to increase that number by an additional 40 patients. This allows for providers to get real time critical values and allows patients to be monitored without leaving their homes.

PACE received several additional iPads and began conducting initial visits with their providers in home. This saves both time and effort for the patient and provides real time consults.

Pediatric E Consults were completed/built for Infectious Disease this quarter with a Go-live date in Q3.

The remaining Pediatric Hematology Oncologists were brought onboard to inpatient consulting in our rural Oconee Memorial Hospital.

Hospital Support

An additional TeleStroke device was delivered and set up on the Anmed campus. In the past year, this type of consults increased 38%.

Cameras used to monitor patients at risk for falls received critical technology updates. Efforts began to explore expansion of this program.

Software updates continue for all virtual care partner devices. This allows for a stable and consistent foundation for nursing consults throughout the system.

We received our first robot to use for virtual nursing to experiment with how this could benefit various new use cases. This would allow a particular telehealth platform to be delivered to a patient's room independently without relying on human intervention.

We went live with our updated McLeod video/audio pediatric specialty inpatient consultations this quarter.



Convenient Care

EVisits in Epic continue to thrive with the arrival of summer colds and sunburn. Visits for the quarter topped 2,200.

Primary Care

Support Practices are being trained to use new telehealth mode when scheduling appointments as well as patients now finding they can request a virtual visit by selecting the mode button at top of the open slots screen. This streamlines the process for both the office and the patient.

The “Pediatric Virtual Care Center” went live this quarter. This all video visit department sees appropriate patients when their provider is not available. Most visits are same day. The hope is to expand this center to assist with “high winter volumes” in Q4 this year.

Health Equity

Efforts began to equip the Midlands Mobile Bus for using telehealth in rural areas. This provides medical care for areas that may not have a local hospital nearby and fills a void for healthcare in underserved areas.

A previous pediatric program: WE CHAT was completed revamped and went live this quarter. This program is entirely scripted by our pediatricians through weekly supported chats to children and their parents/guardians. This program is free of charge to any community member and is provided in both Spanish and English. An added easy to use QR code feature was added. The program covers a variety of wellness topics and resources.

Virtual Care staff met with and trained our PASO’s staff working for Accountable Communities this past quarter to assist the Latino population to participate in video visits. Due to the political climate; some Latino based communities are fearful of coming into health care facilities and as a result have missed needed medical appointments. This training was completed to assist this population in keeping their needed medical visits.

South Carolina Office of Mental Health

Telehealth Service Updates and Progress

Q2, July 2025

Service Extension

OMH's Community Telepsychiatry program helps increase access to mental healthcare by providing telepsychiatry services through 60 Mental Health Centers and satellite clinics statewide. OMH has helped patients in the state access specialized mental health care services, including child and adolescent psychiatry, since 2013.

Prior to April 2025, two different state government agencies were responsible for providing services related to mental healthcare and substance use healthcare. In April 2025, Bill S.2 was signed into law by Governor McMaster. This law formed a new state agency named the SC Department of Behavioral Health and Developmental Disabilities (BHDD). Three offices are housed within the new agency: the Office of Mental Health (BHDD OMH), the Office of Substance Use Services (BHDD OSUS), and the Office of Intellectual and Developmental Disabilities (BHDD OIDD). The restructuring was designed as a system to promote more collaborative care for patients with diverse healthcare needs who might receive services from one, two, or all three of these offices.

In the second quarter of 2025, over 16,000 services, which is approximately 41% of overall mental health services provided by MDs and APRNs, were telepsychiatry. OMH's Community Telepsychiatry program serves patients in a wide variety of settings from Mental Health Centers and satellite clinics to schools and RV mobile clinics.

Hospital Support

OMH's Emergency Department (ED) Telepsychiatry program continued with 24 hospital partners across the state and is in the process of adding new partners. In the second quarter of calendar year 2025, the

ED Telepsychiatry program provided approximately 1,506 completed consults for patients in EDs statewide. Psychiatric care is available through the ED program 17 hours per day, 364 days per year.

Primary Care Support

DMH's Integrated Care team has continued progress on the HRSA grant (American Rescue Plan Act – Pediatric Mental Health Care Access New Area Expansion) to develop the state's first child psychiatry access network to support the provision of mental health care by primary care providers. The network was named the Youth Access to Psychiatry Program (YAP-P). The goal is to provide a continuum of supports to SC primary care providers who see children and youth ages 0-21 years. YAP-P provides resources to practices and providers statewide.

Funding began in the fall of 2021 for the 5-year grant. YAP-P also received a \$300,000 expansion award in the fall of 2022 from HRSA to look at expanding the network to include school-based health centers (SBHCs). As of July 2025, YAP-P is projecting between 20-50% call volume increase by December 2025, with 92 active callers and 42 pre-registered users. As of July 2025, YAP-P has been awarded a new grant by the Center for Rural and Primary Healthcare, which will be used to expand the mental and behavioral healthcare database of SC Thrive Hub, and our partnering stakeholders.

Health Equity

OMH's partnership continues with the SC Department of Juvenile Justice (DJJ) to provide child telepsychiatry services to DJJ minors with mental health concerns in secure facilities. This partnership helps address the mental health needs of children involved with the juvenile justice system. To facilitate evaluation and treatment, an APRN supports the remote DMH child and adolescent psychiatrist.

In addition, OMH provides an interagency consultation service with the SC Department of Social Services (DSS) and DJJ to furnish telepsychiatry to at risk children and adolescents. Children referred by DJJ for this program are not located in secure facilities. This innovative collaboration among state agencies promotes cooperative working relationships to make the best use of state resources for a high needs population.

Spartanburg Regional Healthcare System
Telehealth Services Updates
Q2 April – June 2025

Service Extension

During the first quarter of 2025, Spartanburg Regional Healthcare System saw an increase in EMR-based virtual consultations, especially with behavioral health and heart failure patients. The Telehealth Services department continued to provide education and guidance to practices offering virtual visits to their patients.

Hospital Support

In Q2, program development began on a program to provide virtual EEG interpretation at Cherokee Medical Center. Also, workflows and infrastructure were developed to implement virtual cardiology consultations in rural hospitals. These programs support the larger initiative of implementing virtual services in our rural service areas to reduce transfers to other locations for specialty services.

The Tele-wound program continues to provide better patient experience and cost savings, allowing residents of SRHS skilled nursing facilities to be treated at “home.” One resident, a quadriplegic, was examined virtually by wound physicians 5 times in Q2, without the need to be transported to the Wound clinic.

Convenient Care

The SRHS Virtual Urgent Care service saw a decrease in utilization going into the summer months. Historically, this service experiences a decrease in utilization after flu season and during school summer break but begins to trend back upward in Q3. Marketing of the service will focus on college-aged patients and families as we approach the new school year.

Primary Care Support

Planning continues for implementation of a new remote patient monitoring program, with its initial focus on diabetic patients in rural Union and Cherokee counties.

Health Equity

In addition to its expansion earlier in 2025, the SRHS Heart Failure Clinic Paramedicine Program got approval to continue expansion, adding an additional paramedic, vehicle, and equipment. This expansion will allow each county in SRHS's primary service area (Spartanburg, Union, Cherokee) to have a dedicated mobile paramedic. This program continues to see results in readmission reduction and overall improved outcomes for enrolled patients.

The SRHS school-based telehealth program is set to expand in Fall 2025, to include serving students in an additional school in Cherokee County. This program has also been transitioned to be fully operated by the SRHS Telehealth department, allowing for improved efficiencies in scheduling, reporting, Spanish language translation and billing.

July 10, 2025

SC Area Health Education Consortium (SC AHEC) Quarterly Report

The SC Area Health Education Consortium continues to provide up-to-date telehealth education resources that are available on demand for all health professionals and future health professionals in South Carolina. SCTA funding has helped SC AHEC develop and support online telehealth courses at no cost via the [SC AHEC Learning Portal](#).

Training Attendance (4/1/2025-6/30/2025):

- [Telehealth](#) for High School and College Students: **29 Attendees**
- [Telehealth Presenter Certification](#): **69 Attendees**
- [Telemental Health](#): **20 Attendees**
- [Foundations of Telehealth](#): **71 Attendees**
- [Telehealth Implementation](#): **20 Attendees**
- [Telehealth Billing](#): **9 Attendees**
- [Interprofessional Team Case Conference \(ITCC\)](#): **15 Attendees**

Total Trainings Completed: 233

Strategic Alignment: These educational programs support the "Training and Education" support tactic within the CY2025 SCTA Statewide Strategic Plan.



July 21, 2025

**South Carolina ETV
Calendar Year 2025 Quarter 2 Report
South Carolina Telehealth Alliance**

Between April and June, the *SCETV Telehealth Team published seven videos that spotlighted various telehealth services available throughout the state*. In April, Care South Carolina's school-based telehealth program was featured in a video from McBee Elementary School, located in Chesterfield County. That same month, in a video from the Upstate region, healthcare providers shared how telehealth ensured continuity of care after a fire destroyed Prisma Health's Ferlauto Center for Complex Pediatric Care.

In June, Care South Carolina's medication-assisted treatment mentor MAT program was highlighted when a patient from Dillon County gave a powerful testimony about how the program saved her life by helping her overcome opioid use disorder. Later in the quarter, a video featuring the Youth Access to Psychiatry program dove into the YAP-P program as a solution to this problem.

The South Carolina Rural Telehealth Workforce Pipeline was featured in a video in June, which showed the importance of classroom training for telehealth. An annual report highlights video showcased the impressive telehealth statistics from 2024, and a SCTA retreat recap video captured feedback from participants about why the SCTA is a valuable resource for partners who value collaboration among their peers in the telehealth space.

List of Telehealth features:

Video:

[Healthy Students, Thriving Classrooms: The benefits of school-based telehealth](#)
[Telehealth Ensures Care After Fire](#)
[Future Workforce Sustainability Through Telehealth Education](#)
[Answer the Call, Bridge the Gap to Mental Health](#)
[Curbing Addiction: A Journey of Recovery Through Telehealth](#)
[Connected Conversations in Telehealth](#)
[Annual Report Highlights](#)

This content is shared via television, email newsletters, multiple websites, and social media platforms.

Social Media spotlight: The South Carolina Telehealth Alliance Facebook page views are up this quarter to 8,300. The reach is up 100 percent. Content interactions are also up compared to the previous quarter. The top performing post was the video story about CareSouth Carolina's School-based Telehealth program. It had 2,900 views and a reach of 1,225. The SCTA LinkedIn page had 1,584 impressions in Quarter 2, an increase of 70 percent from last quarter and has 169 followers.

CENTER FOR RURAL AND PRIMARY HEALTHCARE

from Evidence to Impact

SCTA CY25 Q2 Report

Rural Practices and Telehealth

The dedicated telehealth provider has been working to increase the utilization of telehealth among their patient population. There has been a considerable increase in the first six months of 2025, with repeat telehealth encounters from patients. The remote patient monitoring program continues to grow, having nearly doubled the number of enrolled patients since December 2024.

Challenges and Opportunities: The practice continues to educate patients about telehealth and ensure they have access to telehealth services. Being in a rural area, not everyone has the means to conduct a telehealth visit. They have worked to increase awareness through social media and plan to attend open houses to promote school-based telehealth, offering the full scope of telehealth services at local events.

Rural Telehealth Hubs

The official telehealth kickoff event was held at the Orangeburg County Public Library on July 10, 2025, to announce the availability of telehealth services at the library. CRPH has identified technical assistance to further assist the library team in engaging with the designated MUSC provider to conduct mock visits and troubleshoot logistical issues. Other TA needs include engaging with other local providers to include free clinics and FQHCs that offer telehealth, marketing and promotion, and developing an evaluation plan.

Telehealth in Libraries Implementation Workbook

The Libraries Implementation Workbook has been finalized; however, in light of key insights gained from the recent telehealth hub kickoff event, we have decided to integrate additional lessons learned to further strengthen the resource. These updates will ensure the workbook remains a comprehensive and up-to-date reference for future implementations.

Telehealth Research

A mixed-method study assessing the impact of telehealth on the perceived accessibility of prenatal care in rural South Carolina is being conducted in partnership with UofSC collaborators. Regulatory approval has been acquired, and recruitment is currently underway. We are still awaiting approval from DHHS for a statewide integrated administrative dataset that will inform this work.



2025 Quarter 2 Report

On May 29, 2025, Palmetto Care Connections celebrated 15 years of advancing health care access in rural South Carolina through technology, broadband, telehealth, and collaborative efforts with many partners.

Focus Area: Broadband

As the leader of the South Carolina Broadband Consortium, Palmetto Care Connections proudly assists health care providers serving rural and underserved communities save up to 65% on eligible broadband connectivity expenses. Since 2013, PCC has helped South Carolina health care providers save \$72.2 million in broadband expenses. For Fiscal Year 2025, PCC submitted **\$12,074,184** in funding requests on behalf of South Carolina health care providers.

Focus Area: Telehealth

Palmetto Care Connections provides telehealth support services to health care providers and organizations such as telehealth program implementation assistance, equipment training, and technical assistance. In Quarter 2, PCC installed telehealth equipment in Jasper, Hampton, and Newberry counties. In addition, PCC held a live demonstration at the Waldrop Senior Center to increase telehealth awareness. Palmetto Care Connections believes collaboration is essential to create connected and thriving communities.

Focus Area: Education

PCC partners with organizations to share telehealth policy updates, best practices, success stories, billing and reimbursement, telehealth use cases, etc. through its monthly newsletter, monthly webinars, and annual events. In Quarter 2, PCC's educational reach was 1,516 newsletter opens and 21 webinar registrants.

The 13th Annual Telehealth Summit of SC will be at The Francis Marion Hotel on October 28-30, 2025, in Charleston, SC.

PCC is accepting abstracts for breakout session presentations (Deadline: June 30), abstracts for poster presentations (Deadline: July 31), and nominations for telehealth awards (Deadline: July 31). More information is available on PCC's website. www.palmettocareconnections.org.

Focus Area: Technology

To increase telehealth awareness, training, and access, Palmetto Care Connections provides in person digital literacy trainings to patients and community members in South Carolina. PCC has hosted digital literacy trainings in Allendale, Barnwell, Dillon, Lee, Marion, Marlboro, and Orangeburg counties. PCC is very proud of the 158 individuals who developed or enhanced their digital skills in email, telehealth, health literacy, and internet safety. Each participant received 12 months of internet service at no cost, a digital resource guide to help with internet access navigation, and access to additional resources such as PCC's online and mobile learning modules.