

---

# SCTA Quarterly Report

## CY25 Quarter 1

Progress Achieved on the CY2025 Strategic Plan  
January - March 2025

---

---

# Table of Contents

---

<b>CONTRIBUTER</b>	<b>PAGE</b>
Executive Summary	3
SC Telehealth Alliance	4
Medical University of SC (MUSC)	5-6
McLeod Health	7
Prisma Health	8-10
SC Department of Mental Health (SC DMH)	11-12
Spartanburg Regional Healthcare System (SRHS)	13
SC Area Health Education Consortium (SC AHEC)	14
SCETV	15
SC Center for Rural & Primary Healthcare (SC CRPH)	16
Palmetto Care Connections (PCC)	17



## South Carolina Telehealth Alliance (SCTA)

### CY2025 Q1 Report

### Executive Summary

The South Carolina Telehealth Alliance (SCTA) and its partners kicked off the first quarter of 2025 (January 1 – March 31) with strong momentum, reaching key milestones and advancing updated telehealth strategies outlined in the [CY2025 SCTA Strategic Plan](#).

Celebrating the SCTA's 10th anniversary, the [SCTA 2024 Annual Report](#) was released, showcasing the remarkable growth of telehealth in South Carolina over the past decade. With “*A Decade of Collaboration*” as its theme, the report reflects our deep appreciation for the continued support from the SC Legislature, and dedication of SCTA partners and stakeholders. Collaboration has been instrumental in driving telehealth advancements forward in our state, resulting in over **8.43+ million telehealth interactions since 2014!**

The SCTA remained engaged on the telehealth policy front and were relieved of the passage of the federal Continuing Resolution spending package during the quarter, which ensures the **continuation of Medicare telehealth flexibilities through September 30, 2025**.

The following report provides further details on these achievements and other key milestones from **CY25Q1**.

# SOUTH CAROLINA Telehealth ALLIANCE

South Carolina Telehealth Alliance (SCTA)  
CY25Q1 Report

## **SCTA Statewide Strategy**

During the quarter, the SCTA implemented its [CY2025 Strategic Plan](#), emphasizing collaboration to drive progress on key telehealth metrics and expansion to care access across the state. As CY2024 marked the SCTA's 10-year anniversary, the organization released its [SCTA 2024 Annual Report](#), themed "A Decade of Collaboration." The report highlights a decade of achievements since the SCTA's founding in 2014 and underscores its continued commitment to building on this foundation through sustained, collaborative efforts in the years ahead.

## **Telehealth Sustainability and Reimbursement**

The SCTA remained a strong statewide resource for telehealth policy during the quarter as critical federal telehealth flexibilities approached expiration. During this pivotal time, the SCTA engaged with telehealth leaders from across the country through the American Telemedicine Association's forum and offered consistent, weekly updates to SCTA stakeholders. These efforts reflect the SCTA's ongoing commitment to ensuring the long-term sustainability of telehealth.

SCTA partners were relieved of the passage of the federal Continuing Resolution spending package during the quarter, which ensures the **continuation of Medicare telehealth flexibilities through September 30, 2025**.

## **SCTA Supported Technologies, Equipment, & Platforms**

The [SCTA's premium instance of Doxy.Me](#), a HIPAA-compliant telehealth platform, remains a free offering to SC providers. During the quarter, over **11,859 visits** occurred with **225,258 minutes** of care provided, and **29 new providers** joined the instance.

## **SCTA Digital Navigation & Connectivity Initiatives**

Throughout the quarter, the Digital Navigation program supported six classes throughout rural South Carolina, where students learned digital and health literacy skills led by Palmetto Care Connections. The program also began a patient intervention among MUSC telehealth patients, where patients who have missed telehealth visits are contacted to provide digital literacy and navigation support tailored to their needs. The digital navigation program looks forward to continuing to develop and deploy initiatives to connect South Carolina's most vulnerable populations to care.

**Medical University of South Carolina**  
Telehealth Service Updates and Progress  
January – March, 2025

**Service Extension**

During Q1, MUSC's ambulatory direct-to-consumer telehealth operations team focused on continuous quality improvement efforts, to enhance efficiency and patient experience. Meanwhile, MUSC's Virtual Specialty and Primary Care Program continued to expand to meet its growing demand by onboarding two advanced practice providers for benign hematology, one for endocrinology, and a certified diabetes care and education specialist. The team plans for further expansion and enhancements in Q2 with plans to onboard providers to support an inflammatory bowel disease clinic for gastroenterology and expand endocrinology to serve pediatric patients.

MUSC's Regional Telehealth Timeshare Clinic Program entered 2025 with strong momentum, having already completed 400 consultations during the first quarter. Notable programmatic expansions include the launch of a dedicated palliative care service line, ensuring more comprehensive support for patients with serious illness across the network. Additionally, the cochlear implant program successfully extended to new sites, expanding access to specialized hearing care. These enhancements underscore the program's continued commitment to meeting diverse patient needs, bridging service gaps, and delivering advanced specialty care through a growing network of regionally integrated clinics.

**Hospital Support**

The MUSC hospital-based telehealth operations team remained highly active this quarter, expanding its telehealth hospitalist service to MUSC Health Marion Medical Center and MUSC Health Chester Medical Center. This service enables patients to stay within their local community hospitals to receive high-quality, daily hospitalist care virtually from a team of providers based at MUSC Charleston.

MUSC's Virtual Nursing Program reached a major milestone in Q1 of CY2025, achieving full integration across all hospitals within the MUSC Regional Health Network (RHN). Now supporting over 1,000 patient beds statewide, the program has received strong, positive feedback from both bedside care teams and patients. By assisting with admissions, discharges, and patient-centered education within adult medical-surgical units, the program has meaningfully eased the workload of bedside staff.

Looking ahead, the team is preparing to launch a virtual emergency department psychiatry service across MUSC regional health sites. This initiative will include a dedicated team of psychiatric providers and social work support, with the goal of delivering timely, appropriate virtual care to psychiatric patients in emergency settings.

**Convenient Care**

Since the start of calendar year 2025, the MUSC Virtual Urgent Care Program has seen a sharp increase in demand, delivering nearly 24,000 consultations during the peak of cold and flu season alone. This surge reflects growing trust and reliance on virtual care solutions for timely and accessible treatment. To further extend its reach, the program has launched a multifaceted grassroots marketing campaign, targeting both local communities and statewide audiences to raise awareness and drive utilization. These efforts are strategically designed to engage new users, reinforce MUSC's presence in the digital care space, and ensure that more South Carolinians are aware of and able to access convenient, high-quality virtual health services.

**Primary Care Support** The MUSC Collaborative Care Management (CoCM) Program continues to demonstrate strong momentum, enrolling approximately 30 new patients each month and achieving a 270% increase in active participants compared to the same period last year. During Q1, the program expanded its footprint with the addition of six new clinics in the Catawba region and nine in the Orangeburg region. CoCM services are now active and accepting referrals in 44 clinics across the Pee Dee, Catawba, Midlands, and Orangeburg regions. Expansion into the Charleston region is currently under contract review. While continuing to scale the program across the MUSC enterprise, the clinical and leadership team are also developing an external implementation model and workflow which will position the program for potential partnership opportunities with organizations beyond MUSC.

The MUSC Remote Patient Monitoring (RPM) and Remote Therapeutic Monitoring (RTM) programs continued to advance in both reach and impact. In Q1 of CY2025, the RPM program launched a new diabetes care plan designed to support patients with uncontrolled diabetes. RPM services are now active in 19 MUSC primary care and family medicine clinics across the Charleston, Pee Dee, Midlands, and Catawba regions. The Technology-Assisted Case Management (TACM) RPM program continued to provide services to non-MUSC sites throughout the state during the quarter. Together, TACM and MUSC RPM programs are managing over 500 active enrollees each month. Additionally, the RTM team has introduced an innovative rheumatology monitoring program focused on improving care and outcomes for patients with rheumatoid arthritis. Additional program expansions are in development, underscoring MUSC's commitment to delivering accessible, data-driven care across South Carolina.

### **Health Equity**

MUSC's School-Based Telehealth Program continues to expand its reach, currently serving students in over 120 schools, with projected growth to 180 schools by the next school year. A key highlight is the upcoming partnership with Berkeley County School District, which will bring school-based telehealth services to every school in its district. This summer, the program will shift its focus to quality improvement initiatives aimed at better addressing the needs of the students it serves. A primary goal is to increase the frequency of on-site telepresenter visits during the school year to enhance student access to care and strengthening relationships with school nurses through more consistent collaboration.

MUSC's School-Based Telehealth Behavioral Health Program saw remarkable growth during the 2024–2025 school year. The team now includes 10 independently licensed therapists, 3 psychiatrists (1.0 FTE), a medical office assistant, a behavioral health coordinator, and a behavioral health care manager. Services are currently offered in 111 schools across the state, with an additional 53 schools in various stages of development. This quarter alone, the program expanded into 9 new schools across Berkeley, Dorchester, and Charleston counties. We have received 450 service referrals this school year which represents a fourfold increase compared to the same period last year. Looking ahead, the program is preparing to implement Collaborative Care Models (COCM) in schools. This integrated model will enable students to access remote therapeutic monitoring, brief interventions, and psychiatric consultation to help address behavioral health concerns earlier and potentially reduce the need for specialty care. Additionally, a new partnership with Rock Hill Schools is underway to introduce school-based day treatment services. This initiative will offer students access to a continuum of care that has traditionally been unavailable in the school setting. If successful, these pilot programs will serve as a scalable model for delivering comprehensive behavioral health services to school districts statewide, ultimately supporting student well-being and academic achievement.

# **McLeod Health**

## The Choice for Medical Excellence

### **McLeod Health Telehealth Service Updates and Progress** CY25Q1 / January – March 2025

#### **Service Extension**

CY25Q1, McLeod Health continued to determine how to increase the utilization of Epic video visits to enhance patient access and streamline care. Efforts were made to optimize associated workflows by improving provider and staff training and ensuring reliable technology support. The goal is to increase provider adoption and improve the overall patient experience.

#### **Hospital Support**

Planning began for the implementation of the Virtual Acute Care platform with Virtual Nursing being the first phase. The first use cases will be admissions and discharges. MRMC Cardiology floor and the Carolina Forest Micro Hospital will be the areas where this project will be piloted. The program is set to Go Live June 2025.

The Carolina Forest Micro Hospital went live with Hospitalist rounding on 2/3/2025. Hospitalists from Loris and Seacoast began seeing patients to assist the APP with patient assessment and orders. This program has been helpful in allowing the provider to be remote while seeing patients and not having to physically drive to the location. There is continuous work being done to optimize this workflow.

The Go Live/Refresh for pediatric specialty consults done by Prisma providers was on 3/11/25. The Prisma providers were trained on the Pexip platform to do video visits with pediatric patients in need of a specialist. We will continue to optimize this workflow to ensure patients receive the best care.

Tele-Cardiology services were launched on 3/15/25. These services are offered for weekend coverage to prevent travel and provide much needed consults. Providers from McLeod Seacoast were trained on the Pexip platform to conduct consultations with patients at McLeod Loris.

#### **Convenient Care**

The McLeod Telehealth platform saw high utilization during the first quarter. Patient satisfaction scores remain high due to short waiting times. The plan is to involve the Marketing team to better advertise the program to also increase utilization.

#### **Primary Care Support**

Planning to develop more Primary Support Programs

#### **Health Equity**

The McLeod School Based Care Program confirmed that it will be expanding to Sneed Middle School for the upcoming 25-26 school year. It is the 5th school within Florence District 1, bringing the total to 7 schools within 2 districts. Online registration was added for this school along with marketing efforts to ensure that parents and staff are aware of the program being offered at the school. There was a total of 70 visits in quarter 1 alone, which is very close to the 75 overall total visits for the previous school year.



Prisma Health  
Telehealth Service Updates and Progress  
(Q1: Jan – March 2025)

### **Service Extension**

Discovery, workflow and implementation meetings for a Pediatric Seneca Pilot took place in Q1 to roll out in Q2. This project will allow a dual video visit to take place in two locations simultaneously. A pediatric patient in our Seneca rural area arrives at their local clinic for nursing vitals while connecting with a specialist via video over 2 hours away. Our pilot is slated to start in April/May 2025 and if successful; it will expand to other specialties and locations including possibly the adult population.

Training was concluded and the program launched for Prisma physicians to conduct pediatric specialty consultations at McLeod Health using collaborative systems/efforts. We will evaluate in Q2 based on feedback to improve any opportunities.

Several meetings/behind the scenes work took place with our internal epic and medical teams in Q1 in the hopes to roll out our first pediatric eConsult in Q2. Prisma already offers eConsults for a few adult population specialties.

### **Hospital Support**

Exploration began an in-home monitoring of recently discharged patients while they recover after a hospital stay. This program would utilize nurses in the home for the first visit, then equipping patients with the needed technology to capture subsequent visits with their provider while they are recuperating at home.

TeleConsults were expanded for Infectious Disease at multiple Prisma facilities whose demand resulted in deploying two new devices to that area and additional ones ordered.

Three new specialties were added to our pediatric virtual consults in our rural hospital. After surveying our neonatologists; we implemented additional training for our patient side in our Teleneonatology program.



## **Convenient Care**

Prisma continued to see increased usage of Epic's E Visit platform, growing from 1,461 visits in December to 1,540 in January. This asynchronous platform allows patients to receive care for minor conditions within a two-hour window. While Prisma has offered on demand same day video visits for adults; in Q1 we started building out this option for the pediatric population. We worked with epic, our medical team and others to set a go-live date (in Q2) of April 8, 2025. Our WeChat (Pediatric Wellness) digital service was completed in Q1. Our pediatricians completely rebuilt the content and associated links. We are making this service no-cost to the community and the participant does not have to be a Prisma patient. Interested children or caregivers simply scan the QR code. We were set to go live in Q1, however, have to push off until April, 2025 due to the Spanish version being delayed. This service contains assessments of many health factors, goals, tracking progress and providing updated support information such as parks and fresh markets near the participant.

## **Primary Care Support**

Virtual Visit appointments in Epic now allow clinicians from two different practices or departments to visit the same patient. This creates multiple opportunities for managing the continuity of care for a patient when various specialties are needed.

A chemotherapy patient was able to do a virtual visit with her provider that allowed the provider to view her environment and connect her with many virtual activities and suggestions for a healthier lifestyle. Without this, the patient would not have been able to visit the office in person as she is responsible for a disabled family member.

Prisma's eating disorder program went live on January 8, 2025 with "Recovery Record". This digital tool allows the program to monitor food intake while providing real-time feedback and emotional support/motivation.



## **Health Equity**

Spanish translation was added to the virtual visit SMS text message containing the patient visit link.

Progress continued for monitoring blood pressure on OB patients in the home. The pilot will identify 20 patients whose multiple blood pressure readings will flow into the patient's chart in Epic as well as notify the provider when a critical value is captured. This allows for close maintenance throughout the pregnancy without the patient leaving home.

Prisma worked with ETV to record and present two SCETV videos regarding our sickest pediatric patients through our Ferlauto Center Complex pediatric office. The family featured lives in Greenwood which no access to specialty care needed for the family.

Our Midlands pediatric complex pediatric clinic started utilizing our more advanced video visit equipment, "tytocare" to their highest risk patients. Many successful visits were completed including one involving a very rare language.

Our "on track" schools in the Upstate, where we roll out our NP video visits had 100% new nurses. We redelivered and paired all school-based telehealth equipment and trained all school nurses. Our own NP is new, hence training for her and her staff were completed as well for a February re-kick off date with this program.



# *State of South Carolina*

## *Department of Mental Health*

### **MENTAL HEALTH COMMISSION:**

Elliott E. Levy, MD, Chair  
Carl E. Jones, Ph.D., Vice Chair  
L. Gregory Pearce, Jr.  
Bobby H. Mann, Jr.  
Crystal A. Smith Maxwell, MD

2414 Bull Street • P.O. Box 485  
Columbia, SC 29202  
Information: (803) 898-8581

**Robert Bank, MD**  
Acting State Director

### South Carolina Department of Mental Health Telehealth Service Updates and Progress Q1, April 2025

#### **Service Extension**

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

In the first quarter of 2025, over 16,930 services, which is approximately 41% of overall mental health services provided by MDs and APRNs, were telepsychiatry. DMH'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**

DMH's Emergency Department (ED) Telepsychiatry program continued with 26 hospital partners across the state and is in the process of adding new partners. In the first quarter of calendar year 2025, the ED Telepsychiatry program provided approximately 1,344 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).

## **Health Equity**

DMH'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, DMH 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  
Q1 January – March 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 Q1, development began on a program to provide virtual cardiology and pulmonology consults at rural hospitals in Cherokee and Union counties. The goal of offering these consults is to reduce the amount of patient transfers to Spartanburg Medical Center.

### **Convenient Care**

The SRHS Virtual Urgent Care platform continues to see an increase in utilization. Ongoing marketing of this service line continued, utilizing online advertising, social media promotion and digital billboards. The service is also being advertised to local businesses, school-districts and apartment complexes as another option for employees and residents to access care.

### **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**

The SRHS Heart Failure Clinic expanded its Mobile Integrated Health Paramedicine Program to include new equipment, another vehicle and an additional staff member in Q4 of 2024. As a result, Q1 2025 saw over a 100% increase in qualified patients being treated within their homes, as well as a significant increase in the frequency of visits. This program expansion has been a success in reducing hospital readmissions and improving health outcomes for patients enrolled in the program.

April 30, 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](#).

### Key Achievements:

- **New Telehealth Billing Module:** Launched this quarter, offering Continuing Medical Education (CME) and Continuing Education (CE) credits.

### Training Attendance (1/1/2025-3/31/2025):

- [Telehealth](#) for High School and College Students: **13 Attendees**
- [Telehealth Presenter Certification](#): **49 Attendees**
- [Telemental Health](#): **15 Attendees**
- [Foundations of Telehealth](#): **41 Attendees**
- [Telehealth Implementation](#): **21 Attendees**
- [Telehealth Billing](#): **4 Attendees**
- [Interprofessional Team Case Conference](#) (ITCC): **29 Attendees**

**Total Trainings Completed: 172**

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



April 29, 2025

South Carolina ETV  
Calendar Year 2025 Quarter 1 Report  
South Carolina Telehealth Alliance

During the first quarter of 2025 The *SCETV Telehealth* Team told the story of a family who relied heavily on telehealth services for their medically complex baby. This family lived two hours away from their primary care provider, Prisma Health's Ferlauto Center for Complex Pediatric Care. With their TytoCare Medical Exam Kit, they were able to receive immediate care for their baby, removing the burden and stress of travel. Their story also highlights the emotional relief that telehealth provides to families of medically complex children.

Our recap video for the Annual Telehealth Summit captured feedback from attendees including a legislator who described it as an "invaluable" opportunity to engage with telehealth stakeholders and build relationships within the healthcare space.

In February our team promoted National School-based Health Care Awareness Month by producing a video highlighting the success of the school-based telehealth in South Carolina's schools.

List of Telehealth features:

**Video:**

- [A Miracle Baby's Fight for Life](#)
- [Collaboration Drives Innovation at Annual Telehealth Summit](#)
- [School-based Healthcare Awareness Month](#)

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

**Social Media spotlight:** The South Carolina Telehealth Alliance Facebook page reach is up 14% compared to Q1 last year. The top performing post was the video about the family with a medically complex child. It had 765 views. That video also had a large reach on YouTube- over 1.2K views and reached outside of the US to Germany, Canada, India, and the UK. The SCTA LinkedIn page had 917 impressions and 132 followers.

# CENTER FOR RURAL AND PRIMARY HEALTHCARE

*from Evidence to Impact*

## SCTA CY25 Q1 Report

### Rural Practices and Telehealth

#### **Bamberg Family Practice**

Growing RPM has been relatively easy, but ensuring patients maintain compliance and utilize the equipment will be a work in progress for 2025. The practice is developing a protocol for patients who are not consistently checking their vitals each month. Patients are asked to take readings at least 16 days out of the month, whether it is weight, blood pressure, oxygen saturation, heart rate, or blood sugar. That is, they are required to report for at least 16 days to be considered remote patient monitoring. Another barrier we are looking to overcome is billing & reimbursement for RPM services. The rural practice struggled with this at the end of 2024, but remained positive with the coding changes in 2025.

#### **Telehealth in Libraries Implementation Workbook**

The final version of the Telehealth and Libraries Implementation Workbook is complete after being reviewed by several sources. The CRPH communications team is finalizing formatting and design and will soon make the workbook available.

### Telehealth Hubs

#### **Palmetto Care Connections Telehealth Navigators**

The telehealth navigators have trained 24 staff across the 20 telehealth sites. They are also conducting monthly check-ins at all telehealth sites.

### Telehealth Research

#### **Original Research**

Contracting for our partnership with Dr. Sicheng Wang at USC's Department of Geography to conduct a mixed-method study assessing the impact of telehealth on the perceived accessibility of prenatal care in rural South Carolina is completed. This project officially began on January 1, 2025, and the research team is working through regulatory oversight while waiting for statewide integrated administrative data from DHHS.



## 2025 Quarter 1 Report

Palmetto Care Connections (PCC) is dedicated to improving access to care in South Carolina through broadband, telehealth, education, and technology.

### Focus Area: Broadband

Eligible health care providers can save money on broadband costs through the Federal Communications Commission's Healthcare Connect Fund. As the South Carolina Broadband Consortium, PCC provides assistance to hospitals, rural health clinics, federally qualified health centers, and other eligible health care providers with accessing this benefit. Since 2013, PCC has helped South Carolina health care providers save \$72.2 million in broadband expenses.

### Focus Area: Telehealth

Palmetto Care Connections provides health care providers and organizations in rural communities with telehealth program implementation, equipment training, and technical assistance. PCC's telehealth team provided a hands-on telehealth learning experience at the senior center in Allendale County to promote telehealth awareness and utilization.

### 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 1, PCC's educational reach was 1,501 newsletter opens and 38 webinar registrants.

### Webinar Wednesday



The 13th Annual Telehealth Summit of SC will be at The Francis Marion Hotel on October 28-30, 2025, in Charleston, SC. Information about sponsor opportunities, presentations, awards, and more will be posted online at [www.palmettocareconnections.org](http://www.palmettocareconnections.org).

### Focus Area: Technology

Palmetto Care Connections promotes telehealth awareness and training to patients through its digital literacy program, Palmetto Connect. PCC hosted 6 digital literacy trainings in Allendale, Bamberg, Barnwell, Orangeburg, and Williamsburg counties at local libraries and senior centers. 124 individuals increased their digital skills in email, telehealth, health literacy, and internet safety and received a laptop or tablet to take home. Each participant received 12 months of internet service at no cost, a digital resource guide including information about available internet service providers and low-cost internet plans, and access to additional resources such as PCC's online and mobile learning modules.