Virtual Care at OCHIN

OCHIN Takes a multifaceted approach to innovating in virtual care and telehealth for the safety net, ensuring patients have access to the care they need when and where they need it.

At OCHIN, we are virtually connecting patients with care teams and facilitating collaboration across specialties to:

- Increase the safety net population’s access to timely and relevant care
- Reduce travel and cost barriers for patients
- Connect primary care providers to specialty resources
- Improve the health of patients and communities

As a 2019 RAND study noted, despite its potential, telehealth is underutilized by safety net providers, including Federally Qualified Health Centers (FQHCs). OCHIN is working to change that narrative.

We provide solutions that integrate seamlessly into the EHR and work to bring quality primary care, specialty care, and provider consultations to patients where they are, in their communities, their homes, on their mobile devices.

Telehealth and eConsult Tools

OCHIN offers a full suite of products and services to support virtual care—including telehealth, eConsults, and technical assistance—through the OCHIN Epic EHR platform, Broadband Services, the California Telehealth Network, and the California Telehealth Resource Center, all part of the OCHIN family of organizations.

Our network spans urban and rural communities across the country and is rapidly innovating to ensure health centers, rural clinics, small practices, and others have access to best in class technology, research, advocacy and adaptive technical assistance. We meet our members where they are to ensure that no one is left behind in the evolution of primary care.

Research Capability

Complementing our clinical offerings and expertise, OCHIN’s research team has the capacity to assess and evaluate the impacts of telehealth and virtual care on economic and patient outcomes and stands ready to work with partners looking to create new technical support capacity or pilot new virtual specialty care models.
Trusted Partners, Integrated Products

eConsults

eConsults have been shown to increase access and reduce costs, in both direct costs to Medicaid and indirect savings from demonstrated reduction in urgent and emergency visits and a lowered patient burden for child care and transportation costs.

OCHIN is integrating eConsult tools with our OCHIN Epic platform to support primary care providers with asynchronous specialty care virtual consultations to reduce specialty care wait times and provide a more efficient referral process. We’ve partnered with Rubicon MD and SafetyNet Connect, as leaders in this field.

Virtual Visits

In addition, we’ve launched virtual visits and video conferencing within the OCHIN Epic EHR, seamlessly linking virtual visits to a patient’s medical history and referral needs. OCHIN has partnered with Zoom to ensure virtual visits in rural and medically underserved areas are part of the medical record.

Virtual Care Workflows

OCHIN also partners with WISE to support virtual care workflows so that clinics can effectively implement and use virtual care to improve access and health outcomes.

Leveraging California Expertise

California Telehealth Network and California Telehealth Resource Center

CTN promotes advanced information technologies and services to improve access to high quality health care, with a focus on medically underserved and rural Californians. Through a federal grant program, the California Telehealth Resource Center supports telehealth education, training, implementation assistance, and reimbursement guidance for California health care providers. In the last six months, CTRC has provided technical assistance to 196 organizations including FQHC clinics, academic institutions, health systems, clinical service providers, government agencies, and others.

Lessons learned through both of these networks bring scale and expertise that OCHIN is able to leverage nationwide.