



## Little River Medical Center, Little River, SC

*CareLink Mobile Workstations and IronBow Telehealth Solutions help bring instant care to students at Horry County Schools, and support COVID-19 testing services.*



*LRMC is committed to improving access to health services and delivering quality, compassionate care.*

### The Challenge

Little River Medical Center (LRMC) in Little River, SC is strongly committed to improving access to exceptional health services and delivering quality, compassionate care to everyone. With 6 outpatient clinic sites located throughout Horry County, LRMC offers a wide range of affordable health, dental, behavioral health and support services for the entire family.

Known as a patient-centered medical home, LRMC provides team-based health care led by primary care providers. The team-based approach provides a complete and personalized health care plan for patients with the goal of improving health and quality of life.

In caring for families, LRMC began to recognize in the fall of 2019 that children in the county did not always have easy access to healthcare when needed. If a child became sick at school, parents were called to pick them up and if necessary, take them to their doctor. Parents were not always able to take time from work to take their child to the doctor. In addition, children with chronic conditions, such as asthma or diabetes, spent more time away from the classroom for appointments and medical treatment.

To better address this growing need, LRMC began to evaluate the implementation of Telehealth services in Horry County schools, offering both medical and behavioral health services to students. In addition, LRMC was interested in expanding its offerings and services between 6 clinic sites. They were confident that telehealth would help facilitate this.

LRMC's Chief Information Officer, Mark Mancini, and Wendy Hedrick, Chief Transformation Officer, began the process of researching and evaluating telehealth solutions, looking at a combination of different mobile workstations and telemedicine platforms. The cart features considered were:

- Cart stability and durability
- Ease of workstation maneuverability
- Flexibility to integrate video conferencing equipment
- Secure storage options for supplies and diagnostic peripherals
- Vendor service, maintenance and warranty programs

After evaluating several solutions at the South Carolina Telehealth Summit, LRMC chose Capsa Healthcare's CareLink Nurse Workstation, integrated with the IronBow CLINiC with Poly Codec. "I wanted to have one contiguous solution to lower operational and support costs", said Mancini.



*The CareLink™ Telemedicine Cart is equipped to enable video communication and the use of diagnostic peripherals facilitating virtual care and timely diagnostics.*

## The Telehealth Cart Solution

The CareLink Nurse Workstation is an intelligent mobile computing cart that can be telehealth-enabled for video communication and the use of diagnostic peripherals, facilitating virtual care and timely diagnostics.

When choosing the CareLink Workstation, Mancini noted “these carts are robust, and their drawer choices and ability to house all of our telehealth components securely” were important features.

CareLink is a stable platform to power and mobilize telehealth and supports single or dual monitors with optional mounts for a video or web camera above the monitor. Ventilated storage is available for housing PCs or Codecs, and an optional drawer can be added for securely storing diagnostic peripherals.

CareLink offers simple touchscreen shortcuts that allow users to monitor the cart battery status, raise and lower the cart to a user’s saved settings, control task lighting and enter PIN codes to access drawers. CareLink also offers administrators the ability to manage their cart fleet, and remotely update cart users, their user IDs, pin codes and security settings with N-Sight, a cloud-based fleet management platform. For Mancini, “being able to unify access controls through a web panel for all carts allows us to centrally administer our fleet, which is a huge plus.”

Integrating the IronBow CLINiC with Poly Codec, and diagnostic peripherals provided the ideal telehealth solution for Horry County Schools to provide students immediate access to care when needed.

## The Results

Once the telehealth platform was deployed, LRMC found there were benefits for both children and parents as students were less likely to spend an extended amount of time outside the classroom. Having telehealth services available in schools eliminated the step for parents to take off work to schedule a doctor’s appointment. It also offered the convenience for doctors to prescribe medication from remote locations with a parent’s permission.

After implementing the CareLink telehealth carts in Horry County schools, the COVID-19 pandemic arrived. In support of COVID response needs, LRMC repurposed the carts for use in pop-up testing tents. CareLink workstations are designed to adapt to a variety of use cases and are easy to maneuver in any care setting. The carts “responded well to use in pop-up tents and continue to work well inside. We’ve been very pleased with the Capsa carts and would absolutely recommend them to other facilities,” said Mancini.

### For more, watch:

<https://www.wbtw.com/news/telehealth-brings-instant-medical-care-to-some-horry-county-schools/>