

Secure Telehealth uses Logitech HD Webcams to improve access to critical mental health services

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“Logitech webcams are helping us expand the availability of critical mental health services to a group that otherwise might not receive high-quality healthcare services.”

Jim Mountain
President of Secure Telehealth



WEBSITE

securetelehealth.com

INDUSTRY

Healthcare
Behavioral Health

SOLUTIONS

Logitech Brio
Logitech C930e
Logitech C925e

Healthcare providers around the world are under increasing pressure to improve both quality and access to healthcare services while also containing costs. Nowhere are these pressures more keenly felt than in the field of mental health services-particularly in rural communities where provider shortages can impede access to delivering much needed care.

Secure Telehealth was founded with a mission to help provide access to timely mental health services to individuals who are underserved due to geographic distance, mobility issues, or a shortage of mental healthcare providers in rural communities.

The company has developed an innovative and cost-effective telehealth solution that harnesses the power of cloud computing, low-cost personal computers, and Logitech HD webcams to provide increased access to critical mental health services.

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CHALLENGE

Provider shortages, high costs, limited insurance coverage, and fragmentation between primary care and mental health providers are key challenges that patients can face when seeking access to mental health services. For patients located in rural areas, these challenges are compounded by long travel distances, unreliable transportation, and lack of socio-economic support such as lack of childcare or inability to take off from work.



For providers, the delivery of mental health services typically involves a one-to-many satellite relationship between a mental health professional and multiple clinics where they provide services. For example, a mental health professional may have a contract with 15 to 20 different facilities—such as clinics, schools, and hospitals—and provide services at each location for only a few hours each week.

Traditionally, a mental healthcare professional would drive from location to location to meet patients—an expensive and inefficient way to deliver services. While this particular healthcare delivery model makes mental health services an ideal market for telehealth, setting up telehealth networks with traditional fixed, high-cost video conferencing solutions has been prohibitively expensive because they are needed in multiple locations.

To meet the needs of rural communities, affordable solutions must provide access in the communities where patients live and care needs to be accessible when a patient is motivated to seek help. That is where Secure Telehealth comes in.

SOLUTION

To make it possible to provide an affordable, secure, high-quality telehealth experience, Secure Telehealth combined their cloud-based telehealth software with Logitech webcams and fast PCs. Logitech’s easy-to-use, plug-and-play USB webcams make it simple for a nurse or office administrator to install and maintain—without any IT assistance.

Before standardizing on the Logitech HD webcams, Secure Telehealth tested all popular webcams on the market. In their testing, Secure Telehealth found that Logitech webcams provided the most vibrant image in all lighting conditions,

delivered a smooth, clear image that automatically adjusts the frame rate, color, and sharpness to provide the best possible image, and delivered the best video experience overall at an affordable price. Most importantly, the camera’s features allow its healthcare providers to closely observe patients for behaviors that might indicate a problem. Today, Secure Telehealth recommends Logitech HD webcams to all its customers.

The Secure Telehealth solution also addresses the growing trend towards integrating mental health services into a primary care setting, such as a doctor’s office or emergency room, enabling mental healthcare professionals to serve patients when it’s most effective—when the patient is asking for help—not weeks down the road when a face-to-face appointment can be made.

“Mental healthcare providers want to see patients when they are motivated to get help,” says Mountain. “That means seeing them right now. Otherwise, the patients have time to convince themselves that they are not sick, and likely will not show up for their appointment. The most effective option for seeing the patient sooner rather than later is affordable telehealth. Logitech HD webcams help us deliver that option with high quality at an affordable price.”

RESULTS

With Logitech, Secure Telehealth can deliver highly effective assessments, therapy, and med checks to the clinics they serve. According to Mountain, the quality and affordability of the Secure Telehealth solution—including Logitech HD webcams—is also helping to push adoption rates of telepsychiatry across the country.

While behavioral health has been around a long time, up until now, organizations have had to secure large grants to pay for expensive video conferencing solutions. With an ever-shrinking pool of grant money to draw from, organizations are looking for solutions that they can fund and maintain without grants. “The biggest benefit of Logitech Webcams is that they have allowed us to deliver the same level of quality video experience to the PC environment that is available in more expensive video conferencing solutions,” says Mountain. This has enabled Secure Telehealth to offer a service that is sustainable without the need for grants and is resulting in increased adoption rates.

