Division of Services Improvement, Clinical Technical Assistance Project
Technology-Assisted Care
Central Oklahoma Family Medical Center (COFMC)
Call Summary
November 11, 2013 • 3:00 p.m. ET

Submitted to: Danielle Tarino, Amanda Lawhorn, and Ali Yallah
Date of Submission: November 11, 2013

Attendees

Central Oklahoma Family Medical Center (COFMC): Amanda Lawhorn
River Edge Behavioral Health Center (River Edge): Ali Yallah
JBS International (JBS): Dave Wanser, Iris Chai, and Leslie McElligott

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Meeting Purpose

The purpose of the call was for River Edge to share information about their telehealth system with COFMC. Questions of interest include: What led River Edge to select the VeaMea system? What have been the lessons learned around implementing the technology?

Discussion Items

River Edge took a lot of time to research options for telehealth technology. There are many vendors to choose from. River Edge wanted a system that would not require purchasing and installing a lot of equipment; particularly because they have a large client radius and limited time and resources to commit to set-up. Ease of use and quality of coverage were essential elements for consideration.

After an expansive search, River Edge opted to use [VeaMea](#) (a Microsoft platform). They were particularly impressed by its features, including server and/or cloud-based installation options, comprehensive reporting capacity, and excellent bandwidth (using smartphones or air cards). VeaMea does not require specialized equipment. River Edge purchased a handful of inexpensive Webcams and can easily utilize laptop Webcams, as well.

Ali and another member of River Edge's IT department have managed the client training process. They send a link to clients to upload the software. Training takes approximately 15 minutes. Clients find the system to be easy to use.

Since launching VeaMea, 500 unduplicated clients have used the technology.

River Edge purchased a license and pays a renewal fee each year to cover maintenance, updates, etc. The license allows for 100 concurrent users; River Edge has not exceeded 50 users at one time. Special pricing might be available for Federally-funded SAMHSA grantees.

Samsung Tablets and Adroid Smartphones will be provisioned to use VeaMea in March 2014.

Next Steps

Ali can help make the introduction with VeaMea if COFMC is interested in learning more.

Ali offered to conduct a demonstration of the software for Amanda and COFMC leadership. Amanda will explore availability and arrange a time to test the system within the next couple of weeks.

Ali can be reached at: ayallah@river-edge.org or 478-803-7807.