

## Obstetrics & Gynecology

VANDERBILT UNIVERSITY  
MEDICAL CENTER

# women's health

Department of Obstetrics & Gynecology Newsletter July 2020

### Recognizing the Leaders of Telehealth

In the wake of the COVID-19 pandemic, Ob-Gyn providers at VUMC began transitioning appointments to telehealth services to care for patients through the leadership of **Caitlin Mann, MGC** and **Marc Robinson MS**.

"Caitlin and Marc have been leading our departmental efforts to expand the Women's Health telehealth program," said Lou Rhodes, Ob-Gyn Department Administrator. "Through education and technical support, Caitlin enabled the quick expansion of telehealth during the initial weeks of the COVID-19 period. Marc has been building systems to broaden the long-term use of telehealth, including the expansion of genetic counseling and VMARP services to outreach locations and improvement of telehealth scheduling processes."

Mann, a genetic counselor in the Maternal Fetal Medicine division, said she and her colleagues had been using telehealth services for a few years and were prepared for the shift in practice. "We began using telehealth to provide services in rural areas," Mann said. "When the pandemic hit, we were able to help our MFM providers, as well as other divisions, convert their patients to telehealth."

Mann and Robinson worked together to create a formal telehealth plan and work flow for the department to follow. "Converting the department to telehealth was a team effort," Robinson said. "Initially, we needed to determine who would be using it and which appointments could be done via telehealth. Now, any provider who wants to is able to schedule telehealth visits directly when appropriate."

Since the pandemic began in March, more than 3,600 Ob-Gyn telemedicine appointments have been completed.