



NATIONAL CONSORTIUM OF
TELEHEALTH
RESOURCE CENTERS

NCTRC Annual Report 2025

www.TelehealthResourceCenter.org

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NCTRC Annual Report 2025

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The [National Consortium of Telehealth Resource Centers \(NCTRC\)](#) continues to drive innovation in healthcare delivery by supporting the widespread adoption of telehealth services across the country. In 2025, the Consortium made notable progress in enhancing technology use and promoting accessibility in care, with a strong focus on underserved and rural communities. This year's report highlights our collective impact in strengthening telehealth programs, building capacity, and equipping providers with practical tools and knowledge.

Key Highlights of Our Impact:

- **Expert Technical Assistance:** Provided technical assistance to 8,185 recipients, including hospitals, clinics, public health agencies, academic institutions, and community organizations. Areas of assistance include telehealth policy, reimbursement, artificial intelligence, broadband access, program workflow, and emergency preparedness, helping organizations implement and sustain effective telehealth services.
- **Resource Creation:** Developed and updated actionable resources including [patient portal guides](#), [telehealth emergency preparedness toolkits](#), and the [Telehealth Policy Cliff: Preparing for October 1, 2025 resource](#). Expanded online libraries such as the [Telehealth Resource Library](#), [Project ECHO Library](#), and [Vendor Selection Toolkit](#) to provide practical tools for providers and patients.
- **Workforce Training and Capacity Building:** Hosted flagship educational opportunities like the [Healthcare AI Bootcamp](#), as well as regional conferences including the [Digital Health Summit: Technology Supercycle Meets Healthcare](#). Conducted workshops and webinars on revenue cycle management, return on investment, chronic disease prevention, AI fundamentals, and workflow integration to strengthen the telehealth knowledge and skills of clinicians, administrators, and rural health leaders.
- **Telehealth Technology Advancement:** Led initiatives addressing emerging technologies such as artificial intelligence, wearable devices, broadband solutions, and virtual care platforms. Delivered guidance, demonstrations, and tools to help organizations select, implement, and integrate technology safely and effectively into clinical workflows and patient care.
- **Policy Guidance and Thought Leadership:** Provided timely, evidence-based updates on Medicare, state-level telehealth regulations, and government shutdown related policy changes. For the national telehealth policy resource center, resources, newsletters, and webinars reached over 50,000 subscribers and 1 million website visitors, helping organizations with adapting to policy changes and maintaining continuity of care.
- **Collaborations and Partnerships:** Strengthened relationships with the [American Telemedicine Association](#), [Telehealth Centers of Excellence](#), state health departments, universities, and community organizations. Co-hosted multi-site events, shared resources, and supported initiatives like [Bridging Rural Communities: Telehealth Innovations for Appalachia and Beyond](#), generating actionable best practices across 10 states.

This work would not be possible without the support of the [Health Resources and Services Administration \(HRSA Office for the Advancement of Telehealth \(OAT\)\)](#), which provides funding for this important program. Through collaboration and education, the NCTRC continues to support the advancement of healthcare delivery through telehealth. With continued growing interest in the field, the Telehealth Resource Centers (TRCs) remain steadfast in their commitment to offering vital technical assistance, training, and resources to the nation's healthcare system and the people it serves. On behalf of the staff across all 14 TRCs, we are proud to present this annual report detailing our activities and accomplishments in 2025.



Aria Javidan

Aria Javidan, MPH, PMP
Project Manager, NCTRC

2025

About the NCTRC

The National Consortium of Telehealth Resource Centers (NCTRC) is a nationwide collaboration committed to advancing the use of telehealth to improve healthcare delivery throughout the United States and its territories.

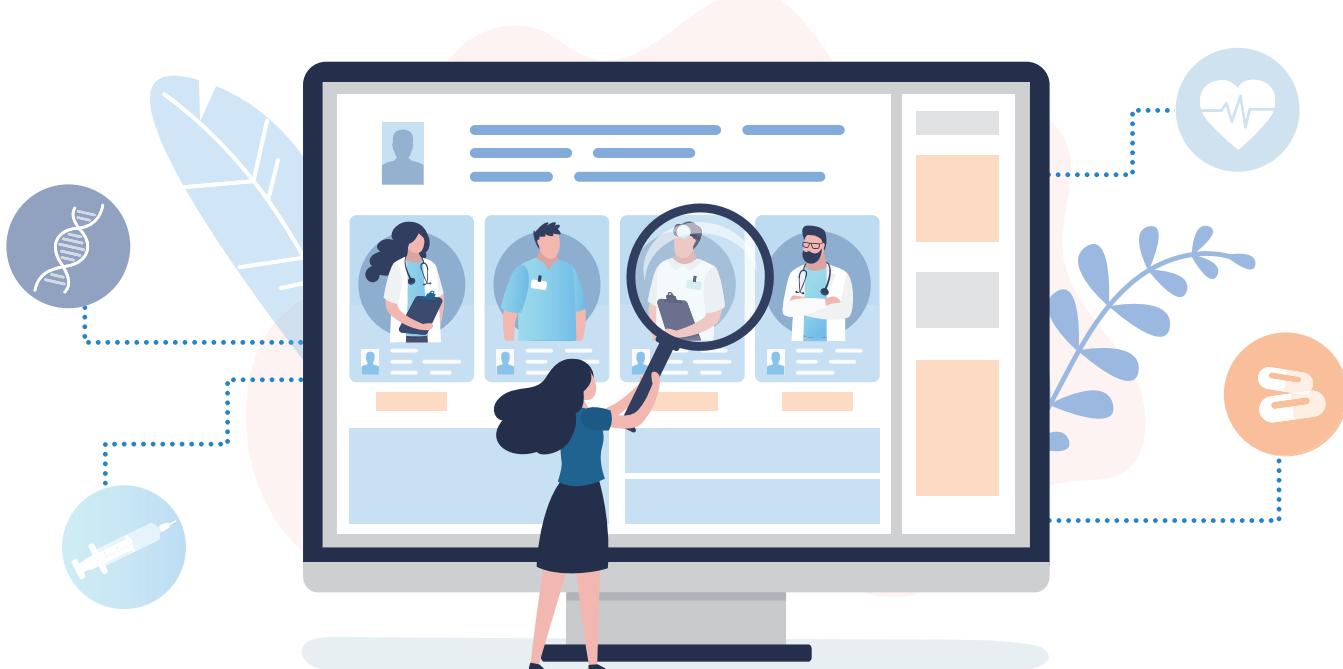
Supported by the U.S. Department of Health and Human Services (HHS), Health Resources and Services Administration (HRSA), Office for the Advancement of Telehealth (OAT), the NCTRC unites twelve regional Telehealth Resource Centers (TRCs) and two national centers.

Together, these resource centers deliver a broad range of telehealth education, technical assistance, and expert guidance to healthcare providers, organizations, and communities. The 12 regional TRCs serve all 50 states, the District of Columbia, the affiliated Pacific Islands, Puerto Rico, and the U.S. Virgin Islands. The two national centers—the Center for Connected Health Policy and the Telehealth Technology Assessment Resource Center—offer specialized leadership in telehealth policy and technology, respectively.

The NCTRC's mission is to improve access to high-quality healthcare through telehealth by supporting providers as they adopt, strengthen, and expand virtual care services, with a particular emphasis on rural, underserved, and medically vulnerable populations. Regional centers deliver customized assistance that reflects local priorities and challenges, while the national centers provide centralized expertise and resources that address telehealth policy and technology trends at the national and state level.

Through training, consultation, and the development of practical tools, the NCTRC helps healthcare organizations navigate the challenges associated with implementing and sustaining telehealth programs. By collaborating closely with providers, educators, and policymakers, the Consortium works to remove barriers to telehealth adoption and promote more accessible healthcare and improved health outcomes nationwide.

As telehealth continues to play an increasingly vital role in modern healthcare, the NCTRC remains dedicated to supporting patient-centered care models that expand access and transform how care is delivered for people across the country.



TRC Spotlights



Center for Connected
Health Policy

THE NATIONAL
TELEHEALTH POLICY
RESOURCE CENTER

Center for Connected Health Policy (CCHP)

NATIONAL CENTER

Mei Wa Kwong, JD, Executive Director

cchpca.org

In 2025, the Center for Connected Health Policy (CCHP) continued to produce its timely, accurate and highly sought after telehealth policy resources. The essential need for CCHP's work was never more apparent than during the federal government shutdown when, for a period of time, Medicare telehealth policy temporarily reverted back to permanent telehealth policy for several weeks, including some policies that had never been implemented before. With confusion in the telehealth community among providers and patients trying to navigate this new, albeit temporary, policy landscape, CCHP acted as a reliable and steady force to assist, educate and inform our stakeholders through this time. This year, CCHP's newsletter subscribership topped over the 50,000 threshold and there were more than 1 million visits to the [CCHP website](http://cchpca.org). The need and demand for the resources and assistance CCHP provides continues to grow. In 2025, CCHP has fielded nearly a thousand individual technical assistance inquiries, conducted more than a dozen presentations nationally and worked to produce timely and accurate resources. As one member of the community said, "I just wanted to pass along my sincerest thanks for an extremely well-done and clear newsletter regarding the Medicare telehealth waivers. I feel like this is the most clear and reassuring information I've received in the past few months! Thank you for the work that you do. I am constantly referring to CCHP to follow along for updates. You all are making such an impact."



TelehealthTechnology.org

National Telehealth Technology Assessment Resource Center

Telehealth Technology Assessment Resource Center (TTAC)

NATIONAL CENTER

Jordan Berg, Director

telehealthtechnology.org

This year, the Telehealth Technology Assessment Center (TTAC) focused on delivering practical, vendor-neutral resources to help organizations navigate a rapidly evolving telehealth technology landscape. TTAC provided technical assistance to more than 550 recipients and participated in 10 outreach events reaching over 1,400 participants. These included webinars, conference sessions, demonstrations, and targeted engagements across the TRC network.

TTAC contributed to key national initiatives such as the Healthcare AI Bootcamp, offering clarity on emerging and established technologies affecting virtual care. We also continued to lead the TRC collaborative workgroups on Artificial Intelligence and Broadband, producing internal and public-facing resources that support TRCs and telehealth users in understanding capabilities, risks, and operational requirements.

Throughout the year, TTAC expanded its library of actionable reference materials by publishing Innovation Watches and updating core toolkits to reflect current technologies and real-world use cases. These resources were designed to strengthen decision-making for organizations seeking to improve the reliability and effectiveness of their telehealth services.

TTAC was also awarded the opportunity to continue serving as the National Telehealth Technology Resource Center. We look forward to advancing our collaborative work with the NCTR community as we address new challenges and technology needs in the year ahead.



California Telehealth Resource Center (CTRC)

CALIFORNIA

Sylvia Trujillo, MPP, JD, Executive Director
caltrc.org

HAVE YOU HEARD? AI BOOT CAMP

Home About Sessions AI Intro Speakers Partners Resources

Introducing the 2025 Healthcare AI Bootcamp

Raising Awareness, Driving Change, and Combating Chronic Conditions.

FREE → Access On-Demand 5-Minute Sessions →

On Demand | Virtual Foundations: What is AI?

On Demand | Virtual AI Applications in Healthcare 1.0

On Demand | Virtual AI Applications in Healthcare 2.0

On Demand | Hybrid Diving Deeper for Individual Mastery

Partners

California Telehealth Resource Center
PACIFIC BASIN TELEHEALTH RESOURCE CENTER
NORTHERN CALIFORNIA TELEHEALTH RESOURCE CENTER
SOUTHWEST TELEHEALTH RESOURCE CENTER
Mid-Atlantic Telehealth Resource Center

In 2025, CTRC led several high-impact initiatives that advanced digital health adoption, education, and rural health innovation across California. A major highlight was the collaboration with other regional telehealth resource centers and TTAC, led by CTRC, to launch the Healthcare AI Bootcamp, a national capacity-building program designed to equip clinicians, administrators, and rural health leaders with foundational healthcare AI awareness and mastery in order to accelerate responsible health AI adoption. CTRC also oversaw the planning and execution of the CTRC 2025 Digital Health Summit, which brought together experts from across the nation to leverage virtual health tools to combat chronic disease, expand access to tele-nutrition and food is medicine, and support health AI adoption among the least resourced and rural providers.

This year also marked the successful completion of Phase 1 of the Rural Hospital Optimization Project, where the goal to assess telehealth readiness, financial performance, and workflow

opportunities for rural hospitals and clinics. The findings informed a set of actionable recommendations that will guide Phase 2 implementation in 2026 and support long-term sustainability for rural providers.

Throughout the year, CTRC worked towards a broader mission through continuous content creation and outreach, including writing blogs, developing toolkits, and delivering virtual on-demand spark sessions on telehealth reimbursement, AI fundamentals, workflow integration, and digital health strategy. These efforts helped providers statewide navigate rapidly evolving technology, regulations, and care models, all while reinforcing CTRC's commitment to accessible, high-quality digital health for every community.

“We hosted Bridging Rural Communities at Land of Sky Regional Council because it allowed our rural telehealth practitioners and administrators, as well as some in government and organizations interested in identifying more ways to promote rural health, an effective, community-focused and remote way to participate in a live, regional conversation.”

- BRIDGING RURAL COMMUNITIES: TELEHEALTH INNOVATIONS FOR APPALACHIA AND BEYOND ATTENDEE



Great Plains Telehealth Resource & Assistance Center (gpTRAC)

IOWA, MINNESOTA, NEBRASKA, NORTH DAKOTA, SOUTH DAKOTA AND WISCONSIN

Jonathan Neufeld, PhD, Program Director

gptrac.org

Our annual regional telehealth conference, TELEHEALTH EVERYWHERE! (done in conjunction with HTRC and UMTRC), has become a signature event in our region. Our attendance of 140 was about the same as last year. The program included four plenary sessions, 12 breakout sessions, 12 SPLASH session tables, and 18 exhibitors packed into a 1.5-day conference that won high praise from attendees and exhibitors alike. This year we added a pre-conference workshop titled, "Launching New Telehealth Offerings: Going from Ideas to Serving Patients."

Over 400 people registered for one or more of the federal/state policy update webinars. These were of particular interest because of the looming end of the pandemic flexibilities. We also hosted 8 more webinars during the year, including topics like, "The Promise, Potential, and Reality of Telehealth (50 attendees), "Early Hearing Detection and Intervention with Telehealth," (25 attendees), "Teledentistry" (29 attendees), and "Telehealth At Yet Another Crossroads: Experts Untangle Current Policy Issues," (136 attendees).

Over the course of the grant year, gpTRAC exhibited at 12 state conferences across our region and several important national conferences, including ATA, CTel, and AHIMA. We developed print resources on the use of Community Health Workers in telehealth and a patient handout for rural clinics, along with the usual range of TA encounters on topics including virtual supervision for specific state licensees, applying

for a telehealth grant, interstate licensure, and the future of AI in telehealth. Finally, we maintained our traditional booth at the Minnesota State Fair in August, where over 100 fairgoers experienced teledermatology firsthand.



Heartland
Telehealth Resource Center

Heartland Telehealth Resource Center (HTRC)

KANSAS, MISSOURI, AND OKLAHOMA

Eve-Lynn Nelson, PhD, Principal Investigator

heartlandtrc.org



The Heartland Telehealth Resource Center (HTRC) cohosted the Telehealth Everywhere 2025 conference for the third year, continuing its commitment to advancing and sharing telehealth best practices. Representing the Heartland, Steve Kropp of The University of Kansas Health System presented data-driven strategies to optimize telehealth partnerships in rural health care. Dr. Tiffany Griffis from Eastern Oklahoma Medical Center highlighted effective tools to transform school-based telehealth through rural partnerships, focusing on improving access for underserved students. Jared Droze and Dr. Bradley Anderson from Oklahoma State University Medical School also showcased telehealth solutions designed to support rural hospitals, including OSU's mobile telehealth cargo vans that continue to expand access to care across rural communities.

In 2025, HTRC launched and completed a pilot of its eSTART assessment with a rural critical access hospital in Oklahoma. The eSTART process helps organizations build or strengthen telehealth programs through a guided evaluation of readiness, resources, and growth opportunities. Throughout the pilot, HTRC provided access to subject matter experts and offered tools and resources to build telehealth capacity, support provider and patient onboarding, and address areas such as reimbursement, billing, and workflow alignment. The assessment engaged key organizational stakeholders and helped identify strategic priorities to support sustainable telehealth expansion.

HTRC regional partners—the Missouri Telehealth Network (MTN) and the OSU Center for Health Sciences (OSU)—continue to expand telehealth resources, services, and training across the Heartland. Their ongoing collaboration strengthens the region's capacity to deliver high-quality, accessible care through innovative telehealth programs and rural health partnerships.



Mid-Atlantic Telehealth Resource Center (MATRC)

**DELAWARE, DISTRICT OF COLUMBIA,
KENTUCKY, MARYLAND, NEW JERSEY,
NORTH CAROLINA, PENNSYLVANIA,
VIRGINIA, AND WEST VIRGINIA**

Kathy Hsu Wibberly, PhD, Director &
Karen S. Rheuban, MD, Principal Investigator
matrc.org

The Mid-Atlantic Telehealth Resource Center (MATRC) maximizes limited resources to advance telehealth adoption and best practices. Our work remains centered on expanding access to high-quality care for individuals living in rural and other communities facing persistent health challenges. Over the past year, MATRC advanced a



series of strategic initiatives designed to strengthen telehealth capacity across the Mid-Atlantic region.

One major milestone was *Bridging Rural Communities: Telehealth Innovations for Appalachia and Beyond*, a first-of-its-kind, multi-site event held at 24 host locations across 10 Appalachian states. The convening brought together nearly 300 participants and generated more than 600 actionable insights to inform a forthcoming compendium of Appalachian Telehealth Best Practices. This work deepened regional collaboration and elevated locally driven innovations for improving health in Appalachia.

To extend our reach amid growing technical assistance demands, MATRC leveraged its website as a force multiplier. We launched Chatbot v2.0—powered by NLP and generative AI—to enhance user navigation and reduce staff workload. We also expanded our Vendor Selection Toolkit to include telehealth service vendors, strengthened our Remote Physiological Monitoring Toolkit, and created an online Project ECHO Library to streamline access to curated educational resources.

MATRC continued to serve as a trusted hub of innovation, support, and capacity-building for telehealth stakeholders across the region—providing no-cost training and technical assistance to more than 3,800 individuals this year in pursuit of three overarching goals: accelerating high-impact telehealth best practices, empowering patients and providers to effectively navigate virtual care, and strengthening sustainability through adaptability and strategic partnerships.

NORTHEAST TELEHEALTH RESOURCE CENTER

Northeast Telehealth Resource Center (NETRC)

**CONNECTICUT, MAINE,
MASSACHUSETTS, NEW HAMPSHIRE,
NEW YORK, RHODE ISLAND, AND
VERMONT**

*Danielle Louder, Director &
Terry Rabinowitz, MD, DDS, Principal Investigator*
netrc.org



Telehealth Classroom

We break it down. We make it easy.

The Northeast TRC had another busy year supporting telehealth innovation and growth throughout the region. During this project period, NETRC responded to 265 TA requests and hosted or presented 75+ outreach activities including presentations, webinars, and trainings, reaching 2,862 constituents. Some key topics include: Telehealth Access Points Development, School Based Telehealth, Telenutrition, Digital Health for Preventive Care, Telehealth for Opioid Treatment Programs and TeleTriage.

In response to frequent TA requests on the topic, NETRC hosted a one-day hybrid workshop focused on achieving successful revenue cycle management and return on investment for telehealth services, with 50 attendees from across the region. Additionally, NETRC worked closely with partners to integrate telehealth into conference agendas and trainings across the region, including the New England Rural Health Association, Adirondack Health Institute, state Primary Care Associations, Vermont Library Association and more.

NETRC continued to provide in-depth technical assistance aimed at improving integration

of telehealth across multiple topics, such as: workforce development, AI, primary care, telehealth access points, digital health literacy, and maternal health. NETRC also provided significant support to state and national program development, including AI Task Forces and workgroups, state broadband equity, access and deployment (BEAD) applications, national telehealth advisory groups, and more. Lastly, the team continued to refine NETRC.org to ensure our 40,000+ annual visitors get the information they're looking for, such as new courses now available on Telehealth Classroom, improvements and expansions to the telehealth resource library, and an improved state specific section of the site.



Northwest Regional Telehealth Resource Center (NRTRC)

**ALASKA, IDAHO, MONTANA, OREGON,
UTAH, WASHINGTON, AND WYOMING**

*Nicki Perisho, RN, Program Director &
Jaleen Johnson, Program Manager*
nrtrc.org

In 2025, the NRTRC advanced chronic disease management through two high-impact webinars. [Living Well with Diabetes – Diabetes Education & Empowerment Training](#) introduced an adaptable, customizable curriculum with tools and training for newly diagnosed diabetic individuals by staff to promote diabetes knowledge and self-management.

NRTRC collaborated with registered dietitians and TTAC to present [The Potential of Wearables: Bridging Data and Disease Management](#), how smart devices like rings and watches have the potential to transform chronic disease prevention by enabling real-time, patient-generated data. Experts highlighted how these tools can support behavior change, enhance nutrition and fitness strategies, and reduce long-term disease risks.

NRTRC launched their second digital navigation course, [Navigating the Telehealth Neighborhood: Patient Portal Training for Digital Navigators](#), building on [Navigating the Telehealth Neighborhood: A Guide to Telehealth Basics and Virtual Appointments for Digital Navigators](#). This training helps patients and digital navigators take first steps in managing their personal well-being by accessing and using their patient portals.

Nationwide, NRTRC continues to expand Healthcare Facility and Telehealth Access Point (TAP) mapping in collaboration with digital navigators, community anchor Institutions, and partner TRCs on the [Find Telehealth](#) website. Last year, NRTRC mapped 230 TAPs nationwide, and partnered with SWTRC to extend healthcare facility coverage into Colorado and New Mexico; now spanning 11 states.

NRTRC's [professional development](#) courses continue to be a trusted national resource, offering 14 telehealth training courses with nearly 78,000 enrollments and a 66% completion rate. This demonstrates NRTRC's impact in expanding telehealth access and resources across rural and under-resourced communities.



Pacific Basin Telehealth Resource Center (PBTRC)

HAWAII AND PACIFIC BASIN

Christina Higa, PhD, Program Co-Director &
Sylvia Mann, MS, Program Co-Director
pbtrc.org

In 2025, PBTRC worked in collaboration with public and private sector partners to broaden telehealth access and enhance digital literacy initiatives across the State of Hawai'i and the Pacific Region. PBTRC partnered with the Hawai'i State Department of Health (HSDOH) and Hawai'i State Public Library System (HSPLS) to develop and implement the



Library Telehealth Access Point (LTAPS) Project. Telehealth Navigators on O'ahu, Hawai'i Island, Maui, and Molokai served over 1,000 patrons who needed to connect with acute or urgent care telehealth services. A frequent library patron said, *"I used to wait for hours to get help. With LTAPS, the Telehealth Navigator got me connected in less than 30 minutes. It felt like someone finally cared and made it easier for me to get the help I needed."*

PBTRC joined the 2025 Healthcare AI Bootcamp series led by the California TRC and community organizations. The Bootcamp focused on raising awareness, driving change and combatting chronic disease. The series had 3 virtual presentations from AI leaders and 1 hybrid session with online participants and in-person attendees in California and Hawai'i. In Honolulu, over 30 participants gathered to discuss the AI landscape in healthcare and identify challenges and needs to advance safe and effective adoption statewide.

PBTRC provided support in response to multiple TA requests, including digital literacy training, business framework development, telenutrition and chronic disease, and telehealth research across the Pacific Region. PBTRC continues its commitment to expanding reliable access to care and strengthening telehealth capacity throughout Hawai'i and the Pacific.

"The conference was a great opportunity to hear so much about telehealth from those that work so closely to it and have so much passion for it."

- TELEHEALTH EVERYWHERE CONFERENCE ATTENDEE



South Central Telehealth Resource Center (SCTRC)

ARKANSAS, MISSISSIPPI, AND TENNESSEE

Melony Stokes, DNP, MSN, RNC-OB, Program Director & Amy Moses, MSEd, Co-Director

✉ LearnTelehealth.org

The South Central Telehealth Resource Center (SCTRC) continues to advance telehealth accessibility and education. Following the inaugural kick-off event of the Telehealth Implementation Bootcamp in New Orleans, LA, SCTRC continued to support this effort with recurring monthly webinars through March of 2025. The final bootcamp event, the *June in Jackson Showcase*, featured telehealth projects from four of the participating organizations. Additional collaborators included HRSA-funded programs at the Southeastern Telehealth Resource Center, TexLa Telehealth Resource Center, the MUSC Telehealth Center of Excellence, and the project's lead, the UMMC Telehealth Center of Excellence. Planning for the second cohort in 2026 is underway.

Educational offerings, including webinars, podcasts, and demonstrations, covered a range of topics such as Virtual Nursing, Mobile Health Units, TeleNutrition, and Simulation. SCTRC hosted two billing and reimbursement presentations for FQHCs in Mississippi and Tennessee, following technical assistance requests from the TN Primary Care Association and the MS Health Safe Net. SCTRC also participated in the MATRC-led event, *Bridging Rural Communities: Telehealth Innovations for Appalachia and Beyond*, by co-hosting a satellite site at UMMC, with 21 attendees in that session.

SCTRC also partnered with the Little Rock School District to implement a youth workforce development curriculum addressing Arkansas' most pressing health challenges through digital health solutions. Students were introduced to

telehealth, remote patient monitoring, healthcare technology platforms, and robotics, culminating in a showcase where participants built and coded their own robots. Together, these initiatives reinforce SCTRC's commitment to advancing technology-enabled care in underserved communities throughout Arkansas, Mississippi, and Tennessee.



Southeastern Telehealth Resource Center (SETRC)

ALABAMA, FLORIDA, GEORGIA, PUERTO RICO, SOUTH CAROLINA, AND US VIRGIN ISLANDS

Suleima Salgado, Principal Investigator & Lloyd Sirmons, Executive Director

✉ setrc.us

The Southern Regional Disaster Response System (SRDRS) for HHS Region IV and the Southeastern Telehealth Resource Center (SETRC) partnered together to co-develop a mission-ready, deployable disaster telehealth Medical Reserve Corp (MRC) model. Building on the innovative model of the Gwinnett County MRC Telehealth Strike Team in Georgia, this initiative aims to develop a model that is scalable and adoptable for MRC units across the region. The model can inform MRC units within the SRDRS and SETRC regions how to establish and rapidly deploy portable telehealth assets during disasters and public health crises. This project aims to create an additional layer of surge capacity support across the region by integrating disaster telehealth deployable assets in MRC units so clinical reach can be extended in disaster affected communities to help support low-acuity patients and reduce emergency department strain. A comprehensive MRC functional annex will accompany the model, serving as a practical guide for implementation. The MRC model will be shared

with ASPR TRACIE, HRSA, Regional Disaster Health Response Systems (RDHRS), National Telehealth Resource Centers, and MRCs across the region.

SETRC continued its collaboration with our statewide AHECs, university partners, and high schools to deliver hands-on telehealth training that equips current and future healthcare professionals with the skills needed to provide high-quality virtual care. This training focuses on building clinical confidence, improving patient engagement, navigating telehealth technology, and promoting best practices in remote care delivery to expand access for underserved and rural communities.



Southwest Telehealth Resource Center (SWTRC)

ARIZONA, COLORADO, NEW MEXICO, NEVADA, AND FOUR CORNERS REGION

Elizabeth A. Krupinski, PhD, Director & Joseph Finkelstein, MD, PhD, Principal Investigator
southwesttrc.org

The highlight of SWTRC's year was our "Connecting Rural Health: Telehealth Strategies for Chronic Disease Prevention" event on August 15, 2025 at the Summit Healthcare Conference Center in Show Low, AZ. Our local host and long-time colleague, Susy Salvo-Wendt, Telehealth Manager and Grant Project Director at Summit Healthcare, welcomed attendees to a day focused on healthcare innovation and policy, with SWTRC and local leaders from regional telehealth programs covering artificial intelligence, cybersecurity, telehealth optimization, sustainable funding mechanisms, telerehabilitation, and policy frameworks. A powerful session on correctional healthcare emphasized the critical need for telehealth care options in challenging environments.



We also expanded our NRTRC Find Telehealth map footprint to include all SWTRC states, allowing anyone to enter a location and search for telehealth services by clinical specialty within a given distance. Paired with our free Telemedicine & Telehealth Service Provider Directory (SPD), which lists companies providing clinical telehealth services by a healthcare professional through telemedicine to healthcare providers such as hospitals, clinics, nursing homes, private practices, urgent care centers, and/or to consumers directly, finding clinical telehealth services for hospitals, clinics, or direct-to-consumer care has never been easier.

Finally, we proudly welcomed Joseph Finkelstein, MD, PhD as the new Director of the Arizona Telemedicine Program. A globally recognized expert in precision digital health interventions, Dr. Finkelstein is already accelerating innovation across our network. With groundbreaking events, practical tools and visionary leadership, SWTRC partners with organizations to leverage telehealth capabilities to close healthcare gaps for rural and medically underserved populations across the Southwest.





TexLa Telehealth Resource Center (TexLa TRC)

TEXAS AND LOUISIANA

Ariel Santos, MD, Principal Investigator &
Caroline Bowers, Program Manager
[🌐 texlatrc.org](http://texlatrc.org)



In 2025, the TexLa Telehealth Resource Center strengthened telehealth capacity across Texas and Louisiana, responding to more than 125 technical assistance requests and providing tailored guidance, tools, and education to organizations launching or expanding telehealth services. TexLa advanced its mission to promote high-quality telehealth education by offering CEUs through the Frontiers in Telemedicine training laboratory, hosting Metabolic Project ECHO sessions focused on preventive health and nutrition, and expanding academic partnerships to prepare future healthcare professionals with essential telehealth competencies.

TexLa broadened its regional and national impact through extensive outreach, including the Telehealth at the Crossroads Conference, targeted rural health workshops, and collaboration with SCTRC, SETRC, and the Telehealth Centers of Excellence at UMMC and MUSC to develop the inaugural Telehealth Implementation Bootcamp. TexLa also presented at major healthcare, digital innovation, and technology conferences, helping organizations strengthen operations, improve patient engagement, and integrate telehealth more effectively into routine care.

TexLa TRC fostered innovation through collaboration with school-based telemedicine programs, academic institutions, state agencies, rural health associations, and connected health organizations. Its partnership with the American Association of Medical Colleges (AAMC) expanded networking opportunities with academic societies, medical schools, and health systems. TexLa also contributed to revisions of telehealth competencies at the annual AAMC conference. Continued partnership with Well-Ahead Louisiana advanced telehealth efforts in Louisiana, while renewed collaboration with the Texas Medical Association (TMA) supported Texas clinicians. Through these partnerships, TexLa accelerated adoption of emerging technologies and enhanced the skills of clinical and administrative telehealth teams.



Upper Midwest Telehealth Resource Center (UMTRC)

ILLINOIS, INDIANA, OHIO, AND MICHIGAN

Antonia Sawyer, MS, Program Director
[🌐 umtrc.org](http://umtrc.org)

The UMTRC staff provided 13 presentations, connected with 331 virtual attendees and provided direct and indirect technical assistance on 13 individual topics across 5 states to key stakeholders. This was accomplished through various channels such as direct technical assistance inquiries, [website communication](#), [webinars](#), [A Virtual View](#), [podcast recordings](#), [mass communication channels](#), and conference attendance or exhibits.



Staff attended several regional and national events, including the Community Behavioral Health Association Conference in Chicago, IL, and the Indiana Rural Health Association Conference in French Lick, IN.

UMTRC also maintained a collaborative relationship with the [Ohio State Office of Rural Health \(SORH\)](#), developing educational and professional development resources covering a variety of topics for rural providers and community members.

Furthermore, the UMTRC successfully sustained and strengthened the collaborative framework of the National Consortium of Telehealth Resource Centers (NCTRC) through consistent engagement in inter-center referrals and active participation in shared dialogues.

Special TRC Projects

Commonly Used Patient Portals				
Portal Name	EHR Name	Language Available	General Main Functions	Resource Links
MyChart	EPIC	English Spanish	EPIC MyChart is a secure, online patient portal that provides access to personal health information and medical records. Through MyChart, patients can view test results, schedule appointments, message their care team, and manage prescriptions from their computer or mobile device.	<ul style="list-style-type: none"> Sign In Page Trusted English Trusted Spanish Sign Up for MyChart MyChart YouTube Channel FAQ and How To Request or Provide Proxy Access for Other Patients MyChart Account
CernerHealth	Oracle (Cerner)	English Spanish	CernerHealth by Oracle is a digital health platform for providers and patients to securely access to their health information and care management tools. Main functions include viewing medical records, lab results, and immunizations; scheduling appointments; securely messaging healthcare providers; managing prescriptions and medication refills; and accessing personalized health resources.	<ul style="list-style-type: none"> Sign In Page FAQ
Athena Communicator	Athena Health	English	Athena Communicator by athenahealth is a patient engagement tool that strengthens communication between healthcare providers and patients. Main functions include automated appointment reminders, secure messaging, online scheduling, and patient intake management.	<ul style="list-style-type: none"> Athena Communicator Demo How to Sign Up FAQ

► Patient Portal Resources

Several TRCs collaborated to develop a suite of patient portal resources. The [Commonly Used Patient Portals Guide](#) serves as a practical tool for digital navigators, healthcare providers, and patient support teams. It offers a comparative overview of widely used patient portals, detailing their associated Electronic Health Record (EHR) systems, language availability, and core functionalities. The [Quick Guide: Patient Portals Functions](#) provides an overview of commonly used patient portals and the key functions they offer. Finally, the [Point And Learn: Patient Portal Icons Guide](#) introduces

commonly used icons found in patient portals, helping users easily identify key features such as appointments, medications, messaging, test results, payments, video visits, forms, insurance, and health history.

► Telehealth for Emergency Preparedness

Telehealth enables continuity of care during disasters or public-health emergencies — helping providers maintain access to patients when facilities are disrupted or overwhelmed. The [Telehealth for Emergency Preparedness webpage](#) provides several resource links exploring the vital role of telehealth in emergency management, highlighting best practices, lessons from past disasters, and strategies for maintaining healthcare access during crises. It serves as a curated “hub” for resources related to using telehealth in emergencies.

► The Telehealth Policy Cliff: Preparing for October 1, 2025

As key pandemic-era telehealth flexibilities expired on September 30, 2025, the TRCs developed [The Telehealth Policy Cliff: Preparing for October 1, 2025 webpage](#) to keep providers informed of policy changes and their potential impact. The page outlines anticipated consequences, including disruption of innovative care models such as Hospital-at-Home, reduced access to care for rural and homebound patients, and operational challenges for community providers, including Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs). The resource also provides actionable checklists and contingency-planning guidance to help organizations prepare for the rollback of telehealth policies.



Impact and Reach

The NCTRC collaborates with stakeholders nationwide to support the adoption and effective use of telehealth through three core service areas: **Expert Technical Assistance, Training, and Resource Development**.

EXPERT TECHNICAL ASSISTANCE

- Conducting needs assessments and program evaluations to inform planning and decision-making
- Assisting organizations in identifying funding opportunities for strategic and operational sustainability
- Providing guidance on the selection and implementation of telehealth technologies
- Offering policy analysis and regulatory support related to telehealth adoption

TRAINING

- Delivering educational opportunities through webinars, online courses, regional meetings, and technology demonstrations
- Providing training on telehealth policy, technology platforms, best-practice implementation, and long-term sustainability

RESOURCES

- Creating toolkits, fact sheets, and educational webinar content
- Developing practical tools and templates tailored to telehealth programs and healthcare providers

The TRCs collaborated with various organizations over the past year, sharing their expertise at numerous in-person and virtual events. Several TRCs partnered, with CTRC serving as lead, to host the [Healthcare AI Bootcamp](#). This foundational training program brought together thought leaders, clinicians, operational teams, technologists, and pioneering AI experts to explore key AI concepts, develop practical skills, and connect advancements in AI to critical healthcare needs. The event followed a hybrid format, with in-person sessions simultaneously held in Los Angeles, CA and Honolulu, HI.

The [Bridging Rural Communities: Telehealth Innovations for Appalachia and Beyond](#) event was a unique, multi-site convening designed to showcase and document best practices in telehealth across the Appalachian region. This full-day event brought together professionals, policymakers, and program leaders dedicated to improving rural health through innovative telehealth solutions. Hosted by multiple TRCs, the event spanned 10 states.

Additionally, the NCTRC continued its partnership with the [American Telemedicine Association \(ATA\)](#). Several TRCs participated in or co-chaired ATA Special Interest Groups, developing a variety of resources. At the ATA Nexus Conference, the NCTRC expanded its presence, including a pre-conference Telehealth Essentials Workshop and a short informational session on the TRCs at the ATA Hub.



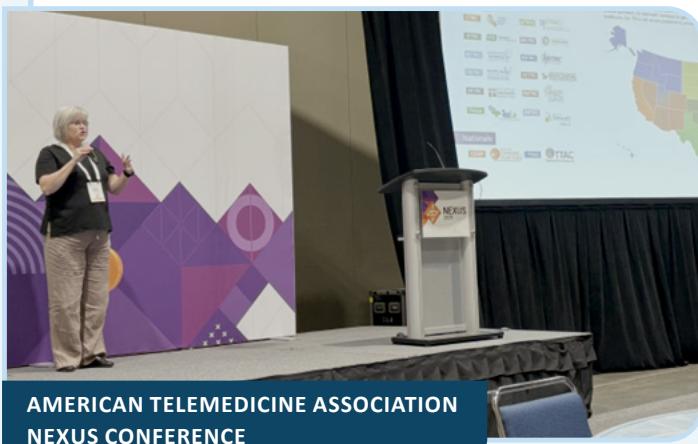
A detailed list of TRC regional events is included below:

REGION	DATE	EVENT	LOCATION
Great Plains/Heartland/ Upper Midwest	April 22 - 23	Telehealth Everywhere Conference	Bloomington, MN
California	May 22	Digital Health Summit: Technology Supercycle Meets Healthcare	Virtual
Multiple TRCs and COEs	June 2 - 3	Telehealth Implementation Bootcamp: June in Jackson Showcase	Jackson, MS
Multiple TRCs	June 25, July 11, July 23, August 12	Healthcare AI Bootcamp	Los Angeles, CA & Honolulu, HI (Hybrid)
Multiple TRCs	August 1	Bridging Rural Communities: Telehealth Innovations for Appalachia and Beyond	Multiple States
Northeast	August 11	Demystifying RCM & ROI for Telehealth: An Interactive Workshop	Hallowell, ME (Hybrid)
Southwest	August 15	Connecting Rural Health: Telehealth Strategies for Chronic Disease Prevention	Show Low, AZ

The NCTRC also exhibited at three national conferences this year. TRC staff presented at several sessions to inform attendees about the NCTRC's role and the services and resources TRCs provide:

NATIONAL CONFERENCES:

1. American Telemedicine Association Nexus Conference in New Orleans, LA
2. National Association of County & City Health Officials 360 Conference in Anaheim, CA
3. American Public Health Association Annual Meeting & Expo in Washington, DC



Data Profile

STANDARD DATA DEFINITIONS:

- Technical Assistance (TA) recipients are individuals or organizations that receive TA. New TA recipients are those who receive TA within the current grant year and whose TA record was first created in that same grant year. Returning TA recipients are those who receive TA during the current grant year but whose TA record was created prior to the current grant year.
- Outreach events include webinars, standing meetings, planned trainings, and similar activities that involve multiple organizations.

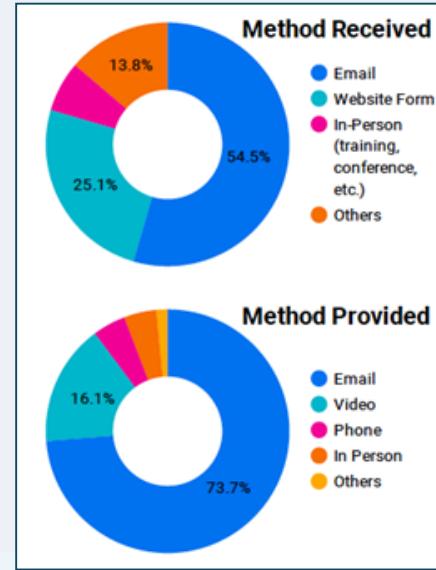
TABLE 1. Technical assistance recipients, outreach, resources, and website interactions from all TRCs combined from September 1, 2024 through August 31, 2025.

Type of Interaction	Count	Type of Interaction	Count	
Technical Assistance (TA) Recipients				
New TA Recipients Added	1,837	Outreach		
Returning TA Recipients	6,348	Outreach Events	1,452	
TOTAL TA Recipients	8,185	Presentations (subset of outreach events)	269	
			Outreach Participants	57,642
			Resources	
			Fact Sheet & Toolkit Downloads	12,598
			Website	
			Web Hits	2,245,429

FIGURE 1. TA requests by organization type from all TRCs combined from September 1, 2024 through August 31, 2025.

Organization Type	Count
Hospital – Other Hospital/Health System	308
Academic Institution – Hospital/Department/Clinic	229
Provider – Primary Care/Specialty/Other Medical	202
Academic Institution – Research/Training	189
Healthcare Associations/Organizations/Foundations	177
Provider – Other Mental/Behavioral Health	175
HRSA Grantee – Telehealth Resource Center	151
Vendor – Technology	101
Clinic – FQHC/RHC	100
Services - Consulting	99

FIGURE 2. Method of TA requests received and provided from all TRCs combined from September 1, 2024 through August 31, 2025.



NCTR National Webinar Series

Each month, the NCTR convenes an educational webinar series, offering virtual, peer-to-peer learning opportunities designed to advance the adoption of telehealth nationwide.

These sessions, led by TRCs, rotate monthly and focus on key telehealth subject areas; they are held on the third Thursday of each month from 11:00 a.m. to 12:00 p.m. PT. Through participation, attendees gained:

1. Foundational knowledge on telehealth implementation and best practices.
2. Insights from experienced peers, helping them establish and strengthen their own telehealth programs.
3. Direct access to telehealth experts from across the country, with TRCs available before and after sessions to support participants in addressing challenges and overcoming barriers.

"The telehealth resource centers offer invaluable resources, podcasts, webinars, courses, potential funding sources -- our staff all regard this service as worthy of space in our inboxes!"

- NCTR WEBINAR ATTENDEE

The table below highlights the webinars hosted by the NCTR over the past year.

WEBINAR TOPIC	Number of Attendees
Federal Telehealth Policy In 2025	570
Breaking Down Barriers to Telehealth: How the Digital Health Readiness Screener Can Drive Equity and Access	148
Advancing Telehealth Integration in Patient Care	71
Telehealth at Yet Another Crossroads: Analysis of Our Present and Potential Futures	113
Virtual Nursing: Innovations to Mitigate a Healthcare Workforce Crisis	69
Integrating Frontlines of Care and Specialty Services: Digital Health Tools and Autonomous AI as the Missing Link	67
The Future of Telemedicine and Digital Health to Catalyze Care Delivery	155
Leveraging Telehealth in Pediatric Obesity Care: A Multidisciplinary Model with Big Impact	35
Facilitating Use of Telehealth for Metabolic Dietitians	60
Transforming High Risk OB Care with Telemedicine	100
Beyond the Pilot: Growing a Telehealth Program in Alaska's Correctional Facilities	44
Burnout & Telemental Health: Re-Connecting to Ourselves while Connecting to Others	163
Total attendees	1,595

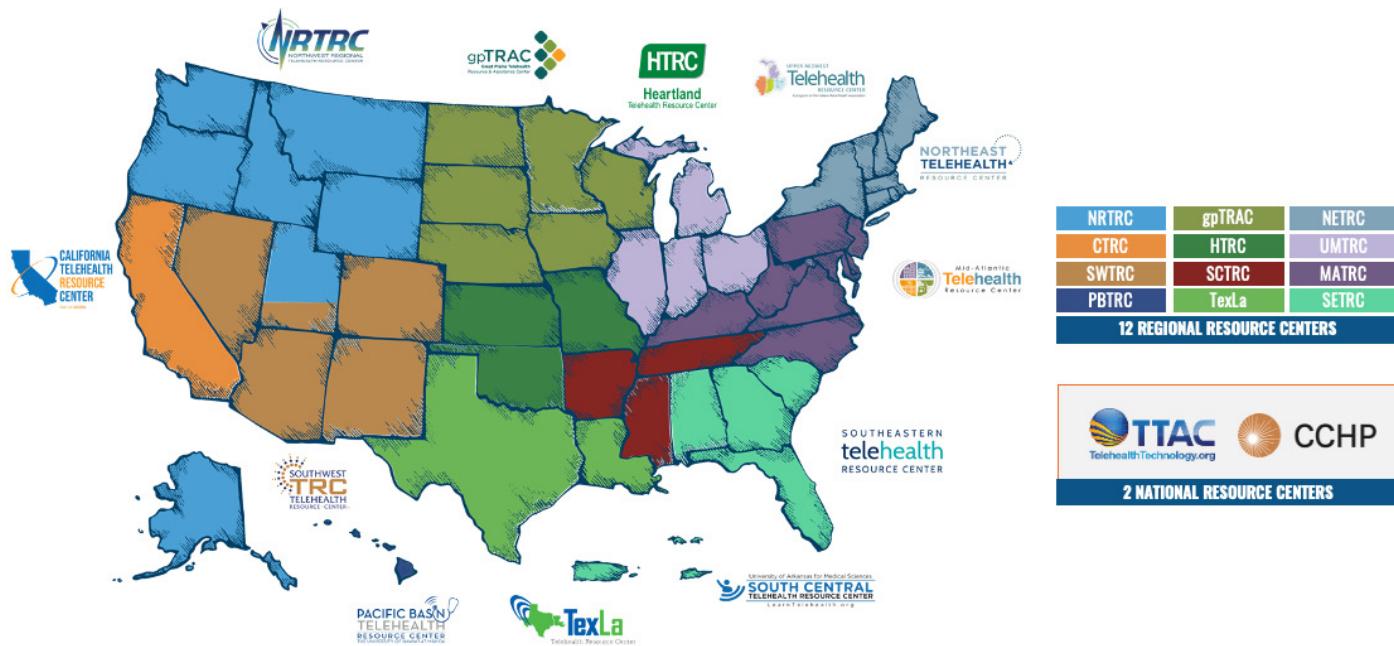
Conclusion

Looking ahead to 2026, the NCTRC will build on this momentum by strengthening and broadening our work nationwide. We remain focused on responding to the evolving telehealth needs of healthcare providers, encouraging forward-thinking approaches to care delivery, and ensuring timely communication about emerging and updated telehealth policies. In collaboration with our partners, we will continue advancing a healthcare system that is more accessible, effective, and responsive for communities across the country.

Contact Us

Contact the NCTRC for assistance: We welcome the opportunity to connect with new partners and colleagues who believe in helping Americans receive quality healthcare through telehealth. Please reach out to us at:

- **Address:**
P.O. Box 981655
West Sacramento, CA 95798
- **Email:** nctrc@cchpca.org
- **X/Facebook:** @TheNCTRC
- **YouTube:** @NCTRC
- **LinkedIn:** www.linkedin.com/company/thenctrc
- **Website:** www.telehealthresourcecenter.org



The National Consortium of Telehealth Resource Centers (NCTRC) is an affiliation of the 14 Telehealth Resource Centers (TRCs) — 12 regional TRCs and 2 national TRCs, funded individually through cooperative agreements from the Health Resources & Services Administration, Office for the Advancement of Telehealth. The goal of the NCTRC is to increase the consistency, efficiency, and impact of federally funded telehealth technical assistance services. This was made possible by 14 Telehealth Resource Centers and administered through grant #U6743496 from the Office for the Advancement of Telehealth, Health Resources and Services Administration, Department of Health and Human Services.