

LEON LOWENSTEIN FOUNDATION

INNOVATION SPOTLIGHT

# Mobile units outfitted for telehealth - outfitted for the future

TrueCare

San Marcos, California | truecare.org



## The Challenge

While a mobile unit is a means to provide direct health care to patients no matter their location, there are still significant barriers patients and health centers face that are addressed through telehealth integration.

## The Solution

TrueCare enhanced their mobile medical and dental fleet with video and audio telehealth options. Patient and staff surveys optimized the hybrid process, such as, the addition of a telehealth coordinator to alleviate the workload on staff and assist with digital literacy navigation. The surveys also developed pilot testing of at-home visits with the units.

## The Impact

The mobile units at TrueCare make health care easier. They offer dental exams, cleanings and x-rays, fillings, extractions, chiropractic care, medical exams, immunizations, women's health, behavioral health, and more!

### 2021 Health Center Data

- 57,741 total patients
- 76.9% racial and ethnic minority patients
- 39.1% of patients best served in a language other than English
- 24.4% of patients are uninsured
- 60% of patients have Medicaid/CHIP insurance
- Special populations served: people experiencing homelessness, migrant and agricultural workers, and residents of public housing



**By eliminating time, travel, stigma, and education as barriers, TrueCare's Mobile Wellness Unit makes a tremendous impact in the health and safety of our most vulnerable populations, including agricultural workers and homeless populations.**

**Briana Cardoza**

Chief Business Development Officer,  
TrueCare