

Katie Chaffin, PMP

Project Manager

1. Tell us about your role as a Project Manager with Kootenai Health Virtual Care.

I assist the Kootenai Health Virtual Care team by implementing virtual care services in different specialties. I provide support to our staff to ensure our patients have the best access to care.

2. How long have you been with Kootenai Health and/or in healthcare?

I have been with Kootenai Health for ten years. My experience within our organization translates to a more seamless virtual care experience.

3. Why is virtual care the future of healthcare?

Technology has allowed patients easier access to care; not only easier access to their providers, but easier access to prescriptions, follow-up care, and so much more!

4. Why is virtual care particularly important to those in rural communities?

Virtual care expands access to care not only for our patients, but our providers. This allows less 'windshield time' - driving to and from appointments- and more time focusing on the patient and their specific needs.

5. What can patients expect during their virtual care experience?

Streamlined check-in, a virtual waiting room, and visit with their provider all in the comfort of their home or nearby clinic setting.