



Forefront Telecare Launches Phase 3 of #RuralHealthSTRONG COVID-19 Response to Aid Healthcare Providers

Experienced behavioral health volunteers to offer peer-to-peer counseling services for rural providers on the front lines

Nashville, TN, April 22, 2020 -- Forefront Telecare, Inc. (Forefront), the leader in providing behavioral telehealth to seniors and other vulnerable adults in rural communities across the United States, announced today the third phase of its #RuralHealthSTRONG COVID-19 Response Program. Volunteers within Forefront's own clinical network - among them psychiatrists, psychiatric nurse practitioners, psychologists and licensed clinical social workers (LCSWs) - will now offer free peer-to-peer counseling sessions to thousands of front-line healthcare workers across hundreds of rural health facilities. These volunteers understand the harsh realities faced by front-line health care workers in skilled nursing facilities, rural hospitals and psychiatric units, making them uniquely able to provide support in this unprecedented situation.

A recent article by [STAT News](#) described the struggle and mental anguish brought upon the medical community by COVID-19. With this phase of their response, Forefront finds itself leveraging the unique clinical expertise of its versatile network to offer help to more than 25,000 individuals.

"Our volunteer providers bring with them the experience, compassion, and expertise needed for such an undertaking as counseling our front-line healthcare workers during the COVID-19 pandemic," said Andrew Rosenzweig, MD, MPH, Chief Medical Officer, Forefront Telecare. "Anyone who cares about supporting the mental health needs of healthcare providers must know what it's like to walk a mile in their shoes - to know the fear of becoming infected and infecting a loved one at home, and the uncertainty of having the necessary PPE during a shift."

"The challenges facing medical facilities across the country, particularly in rural areas where a single hospital is a hub for all medical needs, are well-documented," said Rob Rebak, CEO, Forefront Telecare. "What needs much more attention now is the mental health of those heroic providers."

Forefront rolled out its #RuralHealthSTRONG response to COVID-19 in early March, which includes:

- Expanding its secure HIPAA compliant video platform capabilities to enable residents of rural facilities to continue to receive care from their local providers who may need to self-quarantine, as well as to provide a way for residents and family members to remain in contact in lieu of in-person visits.



- Partnering with psychiatric units to set up telehealth options for staffing to supplement current shortages and to establish back up capacity in the event that current staff become incapacitated due to the impact of the coronavirus emergency.
- Offering proven behavioral telehealth carts with secure, HIPAA-compliant video conferencing at no-cost to hundreds of rural hospitals nationwide.

Rural hospitals, skilled nursing facilities (SNFs) and other healthcare facilities are encouraged to contact info@fftcare.com to find out more about this offer of support.

Virtual Models of Care: Behavioral Health in a Time of Social Isolation

Today (April 22), Forefront CEO Rob Rebak, Patrick Kennedy and other behavioral health leaders will be speaking at a Nashville Healthcare Council virtual webinar about social isolation and its effects on both mental and physical health in the midst of the coronavirus pandemic. To register or learn more please click [here](#).

About Forefront Telecare, Inc.

Since its inception in 2010, Forefront Telecare has been a leader in integrating high-quality clinical care, secure HIPAA compliant technology, scheduling, high-touch service, and back-end logistics needed to deliver outstanding behavioral telehealth solutions for seniors and other vulnerable adults in healthcare facilities across rural America.

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Forefront Telecare Launches Phase Two of COVID-19 Response for Rural Hospitals
#RuralHealthSTRONG efforts include provision of behavioral telehealth with secure HIPAA compliant video conferencing at no-cost to rural hospitals nationwide

Nashville, TN, April 9, 2020 -- Forefront Telecare, Inc. (Forefront), the leader in providing behavioral telehealth to seniors and other vulnerable adults in rural communities across the United States, announced today the next phase of its *#RuralHealthSTRONG* COVID-19 Response Program. As part of this program, Forefront is offering behavioral telehealth carts with secure HIPAA compliant video conferencing at no-cost to hundreds of rural hospitals nationwide. This proven platform has already been deployed by Forefront to over 200 facilities across the country.

Each behavioral telehealth cart contains HIPAA compliant hardware and software allowing rural physicians and nurse practitioners to keep their hospitals' behavioral health units operational while at home, eliminating the risk of spreading the coronavirus. These carts, along with secure HIPAA compliant video conferencing services, help to keep patients and providers safe and socially distant, ease financial pressure on hospitals, and allow providers to continue addressing their communities' critical behavioral health needs.

"Rural hospitals are the essential healthcare hubs for countless rural communities across the country. Many hospitals were struggling financially before this COVID-19 crisis, and are now at added risk because of the strain this crisis is placing on providers and facilities," said Rob Rebak, CEO, Forefront Telecare. "Approximately 20% of the U.S. rural population is over 65, making this situation especially dangerous."

"Rural America is facing an unprecedented challenge and Forefront is committed to helping with this program and more in the coming days and weeks," Mr. Rebak continued.

About Forefront's #RuralHealthSTRONG COVID-19 Response

The company rolled out a [COVID-19 response](#) in early March by expanding its secure HIPAA compliant video platform capabilities to enable residents of rural skilled nursing facilities to continue to receive care from their local providers who may need to self-quarantine, as well as provide a way for residents and family members to remain in contact in lieu of in-person visits. In addition, Forefront has been working with hospital psychiatric units in to set up telehealth options for staffing to supplement current shortages and to establish back up capacity in the event that current staff become incapacitated due to the impact of the coronavirus emergency.

"Prior to COVID-19, we saw how leveraging technology to save travel and time was especially important in addressing the mental health needs of rural America, where the gap between provider availability and need for psychiatric services is large," said Andrew Rosenzweig, MD,



MPH, Chief Medical Officer, Forefront Telecare. “Now that the vulnerability of health care providers to COVID-19 has proved so disturbingly high, our hope is that by enabling rural hospitals to make it safe for their mental health providers to treat their inpatients from home, Forefront will play a key role in ensuring that quality care continues to be delivered to these patients with significant mental health needs.”

Rural hospitals with behavioral health units are encouraged to contact info@fftcare.com to find out more about this offer of support.

About Forefront Telecare, Inc.

Since its inception in 2010, Forefront Telecare has been a leader in integrating high-quality clinical care, secure HIPAA compliant technology, scheduling, high-touch service, and back-end logistics needed to deliver outstanding behavioral telehealth solutions for seniors and other vulnerable adults in healthcare facilities across rural America. Visit www.fftcare.com for more information.

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**Telehealth Provider Extends Its Video Platform
To Help With Coronavirus (COVID-19) Emergency**

Forefront Telecare offers assistance to rural skilled nursing facilities and hospitals

Hamilton, New Jersey, March 11, 2020 -- Forefront Telecare, Inc. (Forefront), the leader in providing behavioral telehealth to vulnerable seniors in rural and underserved communities across the United States, announced today a program for over 200 skilled nursing facilities and hospitals across twenty states to help mitigate the potential effects of COVID-19 on their clinical operations and families.

For Skilled Nursing Facilities:

Forefront is expanding its video platform capabilities to enable residents of rural facilities to continue to receive care from their local providers who may need to self-quarantine, as well as provide a way for residents and family members to remain in contact in lieu of in-person visits. These complimentary efforts are in response to the coronavirus (COVID-19) emergency, especially as it relates to its dangerous and potentially fatal effects on seniors in skilled nursing facilities.

Providers and nursing staff at skilled nursing facilities who want to use Forefront Telecare's HIPAA secure behavioral health platform can contact their Forefront representative or info@fftcare.com to begin using this technology to 'round' on their residents daily or whenever the need arises. In addition, for residents and family, Forefront will set up a free video account that social services and family members can use for remote visits. Both efforts are meant to provide clinical staff with maximum flexibility to protect residents and enable those who need to work from home to continue normal care regimens until their personal health concerns are resolved.

"Our primary hope is that these facilities are able to avoid an outbreak as they continue to serve individuals especially susceptible to the dangerous effects of the coronavirus," said Rob Rebak, CEO, Forefront Telecare. "HIPAA compliant video technology is a significant tool to help providers prepare for and prevent outbreaks. In the event that critical clinical staff feel a need to self-quarantine in the interest of safety, having access to bedside video can be a viable answer to staff shortages that might otherwise cripple care teams."

For Hospitals:

Forefront is working with rural hospitals with psychiatric units to set up telehealth options for staffing to supplement current shortages and to establish back up capacity in the event that current staff become incapacitated due to the impact of the coronavirus emergency. Having a flexible capacity planning strategy is now more critical than ever for hospitals in order to maintain the 24/7/365 level of clinical care critical to their business and also support patient flow



at the capacity levels needed in their communities. Current hospital clients can also use the Forefront video platform to expand family visiting options in support of hospital limitations on visitations.

Healthcare facilities that are not current Forefront Telecare customers can email info@fftcare.com or visit ForefrontTelecare.com to learn how Forefront virtually connects behavioral health providers to rural facilities using its turnkey telehealth solution. New customers who sign up are also eligible for the coronavirus-related offer of complimentary additional services.

About Forefront Telecare, Inc.

Since its inception in 2010, Forefront Telecare has been a leader in integrating the high quality clinical care, state-of-the-art technology, high-touch service, scheduling, and back-end logistics needed to deliver outstanding behavioral telehealth solutions for seniors and other vulnerable adults in healthcare facilities across rural America.

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