

NC Rural Health Transformation Program Expands Digital Health Skills Developments with NC211

Thank you for helping the NC Department of Health and Human Services and the N.C. Department of Information Technology's Division of Broadband and Digital Opportunity raise awareness about exciting updates to digital health literacy! The NC Rural Health Transformation Program has expanded the partnership with United Way's NC 211 Digital Navigation Program, with the goal of increasing digital health literacy and skills for residents across the state. These new updates include:

- **NC 211:** Call 2-1-1 for assistance with navigating digital health tools and locating secure places and tools to attend virtual health care appointments.
- **Tech Resource Finder:** Access this online tool to locate community resources for the technology and space to access digital health care.

Who should be made aware of the new NC 211 Digital Health Navigator Program?

We want all North Carolinians to be aware of the new services, so please use the following toolkit to promote it far and wide. The 211 service through the United Way of North Carolina is available to residents in all 100 N.C. counties. Callers looking for specific digital health support can be directed to a digital health navigator from 9 a.m. to 6 p.m., Monday through Friday.

Longer Statement Options for Newsletters, Emails, Websites, Facebook, and LinkedIn

Social Media

Option 1

Changes are coming to health care for North Carolina! @NCDHHS and @NCDIT are growing the partnership with United Way of North Carolina's NC 211 Digital Navigation Program.

Residents can dial 2-1-1 to get support using online health tools, like accessing patient portals, viewing medical documents online, and making virtual appointments. NCDIT's [Tech Resource Finder](#) is also available to find a secure place with the tech to attend online appointments. #NCRuralHealthTransformationProgram #ConnectedNC

Option 2

Did you know you can dial 2-1-1 to get help navigating online health tools? The NC Rural Health Transformation Program is expanding the support for residents across North Carolina to use virtual health care options.

From figuring out how to view medical records to connecting with doctors and specialists online, @nc_211 and @NCDHHS are partnering to help North Carolinians use digital tools as they are incorporated into health care.

By calling 211, North Carolinians can speak to a digital health navigator to:

- Get support setting up appointments online
- Find a secure place to join virtual appointments
- Learn how to use patient portals and other online health tools
- And more!

Option 3

No one should have to drive for hours to see a medical specialist. By calling 2-1-1, residents across NC can get support with accessing tools to bring health care home. #NCRuralHealthTransformationProgram #ConnectedNC

Newsletter, Email, and Website

Option 1

Changes are coming to online health care for North Carolinians! The NC 211 Digital Navigation Program is expanding to include individual help with online health tools, patient portals, and telehealth access points. Dial 2-1-1 to get connected to a digital health navigator from 9 a.m. to 6 p.m., Monday to Friday.

Option 2

Did you know you can dial 2-1-1 to get help navigating online health care? The NC Rural Health Transformation Program is expanding the support for residents across the state to learn and use digital health tools.

Through a partnership with NC Department of Health and Human Services and United Way of North Carolina, the NC 211 Digital Navigation Program includes support options for learning to use digital tools for accessing health care.

Monday to Friday, from 9 a.m. to 6 p.m., anyone in the state can dial 2-1-1 to speak to a digital health navigator for support with:

- Setting up appointments online
- Finding a secure place with the resources to join virtual appointments
- Learning how to access patient portals and medical documents
- And more!!

X Posts

Option 1

@NCBroadband & @NCDHHS are helping rural North Carolinians connect to online health tools by partnering with @nc_211. Dial 2-1-1 to speak to a Digital Health

Navigator to navigate patient portals, understand digital health tools, and locate secure places to join virtual health care appointments.

Option 2

You can now call 2-1-1 to speak to a digital health navigator for support using patient medical portals, telehealth, and other online health care tools. Monday through Friday, 9 a.m. - 6 p.m., @nc_211 is available to help residents through their partnership with @NCBroadband and @NCDHHS.

Option 3

Health care is changing. What isn't changing is easy access to that care, no matter the technology. @NCDHHS and @nc_211 have partnered to help North Carolinians stay up to date on how to access health care online. Dial 2-1-1 to receive support on setting up and attending virtual doctor's appointments and using digital health tools like patient portals.

Email Signatures

Dial 2-1-1 and use the [Tech Resource Finder](#) to access resources across the state for help using the internet and finding support for online health care services, like public Wi-Fi and computers, telehealth access points and technical support.

Flyer for Websites or Print/Display

We have included a flyer that can be used on your websites, sent as an attachment to stakeholders, printed and distributed, or displayed at local United Way locations and organizations like career centers, churches, community colleges, libraries, recreations centers, health or social service locations, schools, etc.

Request for Additional Options

If you would like to create or have NCDIT provide additional materials, including graphics or videos, to promote these services to your constituents, please contact Molly Hungate at molly.hungate@nc.gov.

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