

Enabling Care Where It's Needed

How Logitech Supports Remote Area Medical's Telehealth Model for Rural Communities



RAM nurse conducts virtual consultation

Overview



Remote Area Medical (RAM) has delivered free medical, dental, and vision care to underserved communities since 1985. What began as a mission to bring doctors to remote regions has grown into a nationwide effort to remove barriers to care, whether those barriers are distance, cost, provider availability, or access to technology.

In 2020, RAM expanded its approach by launching a telehealth program. What started as a response to the pandemic has since developed into a hybrid care model that combines mobile medical units, on-site nurses, and remote volunteer physicians.

As RAM scaled this model across rural Tennessee, the organization needed technology that could perform reliably in mobile environments, operate without dedicated IT support, and remain simple enough for clinical staff to use with confidence. Logitech solutions now support that model and help RAM achieve consistent, high-quality care in its mobile units, as well as seamless internal collaboration in other spaces.

ORGANIZATION [Remote Area Medical \(RAM\)](#)

FOUNDED 1985

SOLUTIONS [Logitech Rally Camera](#)
[Logitech MX Brio](#)
[Logitech Brio 4K](#)
[Logitech Keyboards](#)
[Logitech Mice](#)
[Logitech Speakers](#)

Challenge

For many patients, access to healthcare is not defined by the availability of providers alone, but by the ability to reach them. RAM sees firsthand how multiple barriers often exist at the same time. Patients may live hours from the nearest provider, lack reliable transportation, face financial constraints, or not have the knowledge or tools needed to access telehealth services on their own.



RAM telehealth setup with Logitech Z207 speakers



RAM nurse conducts virtual consultation

As Chris Hall, CEO of RAM, explains, access to care today extends beyond geography. Many patients live near healthcare facilities but still cannot access services due to cost or system complexity. Others may have a smartphone but lack the confidence or familiarity required to connect with a provider digitally.

When RAM introduced telehealth, the organization quickly recognized that a fully virtual model created new challenges. Patients were less likely to follow through with appointments, and technology itself became another barrier. At the same time, RAM's care delivery model adds operational complexity, with mobile units deployed in the field with limited space, minimal staffing, and no on-site IT support.

In this environment, technology must work immediately without configuration or troubleshooting. It must be simple, reliable, and capable of supporting real-time clinical communication where the stakes are high.

Solution

To address these challenges, RAM developed a hybrid telehealth model designed to remove barriers while preserving the quality of in-person care. Today, RAM operates four telehealth-enabled mobile units across Tennessee, bringing care directly into communities where access is limited.



RAM telehealth-enabled mobile unit

Instead of requiring patients to navigate telehealth independently, RAM delivers the full experience on site. Mobile units are deployed to accessible locations such as community centers, pharmacies, and local gathering places, allowing patients to receive care in familiar environments without the need for personal technology or internet access.

Each visit follows a structured and efficient workflow. Patients are welcomed and registered upon arrival, then guided through triage by an on-site nurse. The nurse remains with the patient throughout the appointment, connecting them with a remote volunteer physician via live video. During the consultation, the nurse supports communication, assists with examinations, and provides any necessary follow-up care.



This hybrid approach combines the accessibility of telehealth with the effectiveness and reassurance of in-person care, **ensuring patients receive both clinical support and a seamless experience.**

Healthcare Challenges Addressed

- ✓ Access to Care
- ✓ Provider Shortages
- ✓ Rural Healthcare Delivery
- ✓ Telehealth Adoption
- ✓ Community-Based Care
- ✓ Healthcare Equity
- ✓ Mobile Care Programs
- ✓ Operational Simplicity

Technology Implementation

Reliable, high-quality communication is essential to the success of RAM's telehealth model. Physicians depend on clear video and audio to assess patients accurately and collaborate with on-site nurses in real time.

RAM uses a mix of Logitech solutions across its mobile units, including webcams, keyboards, mice, and speakers. Together, these tools support the live video consultations, system navigation, and two-way communication that make the hybrid care model work in the field.

Logitech cameras give RAM flexible video options for different exam-room layouts and consultation needs. Remote physicians need clear visual access to patients, while on-site nurses help facilitate the appointment, assist with examinations, and provide hands-on follow-up care.



Together, these solutions help create a telehealth environment that supports the feel of an in-person visit while remaining simple to deploy in mobile settings. The plug-and-play design allows RAM's team to operate efficiently without added technical complexity, helping clinical staff stay focused on patient care.

"The combination of Logitech solutions gives our remote physicians exactly what they need to do their jobs well."

— STEPHEN BLACKSTOCK
TELEHEALTH MANAGER, RAM

Beyond the mobile telehealth units, RAM also uses Logitech solutions across its internal collaboration environments. Logitech Rally cameras currently support two conference rooms used for internal communications, volunteer coordination, training sessions, and meetings with community partners that host RAM clinics. To keep up with the success of the program, RAM plans to double the number of conference rooms in the near future.

Logitech keyboards, mice, and webcams are also widely used throughout the organization, helping provide a familiar and consistent user experience across both clinical and operational settings.

By standardizing on easy-to-use, reliable technology, RAM is able to maintain consistency across locations and scale its telehealth program without adding operational burden. As RAM looks to grow its program within Tennessee and expand to other states, that simplicity and scalability will be crucial.

The program has achieved meaningful, measurable impact:



\$1.6M+

in free medical care provided to telehealth patients since launch



8,600+

patients served via telehealth since program inception



4,200

patients served via telehealth in 2025 alone



300+

telehealth events conducted in 2025



7 days

a week operations may be provided, depending on community demand



30 minutes

average appointment time from start to finish

Results

Five years after launching its telehealth program, RAM's hybrid telehealth model has become a core component of its care delivery strategy, significantly expanding both the reach and frequency of services provided to underserved communities.

"Simple, well-designed technology tools help us reach patients who would otherwise have no access to care, and they do it in a way our team can manage without any technical background."

— CHRIS HALL, CEO, RAM

Since launching the program, RAM has delivered more than \$1.6 million in free medical care through telehealth and served over 8,600 patients, including approximately 4,200 patients in 2025 alone.

The organization now conducts more than 300 telehealth events annually, with mobile units operating up to seven days per week based on community demand.

This model allows RAM to reach patients more consistently than traditional clinic formats alone. While large-scale clinics typically take place on weekends, telehealth units are deployed throughout the week, enabling RAM to meet patients where they are and provide care on a more regular basis.

Throughout this growth, Logitech solutions have supported RAM's telehealth model by providing consistent, easy-to-use technology that performs reliably in mobile environments without adding operational complexity or a cost burden — solutions are high quality and cost-effective.

The impact extends beyond volume. By removing barriers such as cost, distance, and technology access, RAM is able to serve patients who might otherwise go without care entirely.

The simplicity and reliability of the telehealth setup ensure that each interaction remains focused on the patient, not the technology, supporting a more efficient and effective care experience.