

TELEMEDICINE FOR YOUR PRACTICE

A Value-Added Health Benefit that can Level the Playing Field

THE ISSUE

One of the most challenging issues of our time is access to affordable and convenient healthcare. With more people entering the system, a shortage of physicians and increased wait times, the time is right for innovative solutions.

THE SOLUTION

Telemedicine addresses this challenge by providing users with convenient 24/7 access to the healthcare they need while offering businesses an innovative solution that reduces absenteeism, increases productivity, promotes consumerism and decreases overall healthcare costs.

Using telemedicine as the core benefit, studies have shown reductions in doctor, urgent care and ER visits resulting in significant decreases in overall healthcare costs. Results also show fewer sick days and increased productivity, while promoting wellness, prevention and personal responsibility.

Among other benefits, the use of telemedicine improves follow-up care, ensures patient access to services, and allows providers to treat patients at home and in remote areas. Some telemedicine applications include diagnostic evaluation, decision making, storage and dissemination of records, and education of healthcare professionals.

HOW DOES TELEMEDICINE HELP BUSINESSES AND EMPLOYEES?

SAVINGS using telemedicine might look like this:

- 125,000 medical consults
- 91% of patient issues resolved
- 97% member satisfaction rating
- Average wait time: 24 minutes
- Re-directed care: of those who were treated,
 - 43% would have used a primary care physician
 - 34% would have used urgent care or a specialist
 - 8% would have gone to the emergency room
- 99% client retention rate
- 0 medical malpractice claims

QUALITY CARE WHERE AND WHEN IT'S NEEDED. WHAT IS TELEMEDICINE?

Telemedicine is an affordable alternative to unnecessary doctor or urgent care visits that allows members to resolve many medical issues by phone or via online video consultations. Telemedicine program provides members (and their immediate families) access to a national network of physicians, available 24 hours a day, 7 days a week. The physicians can diagnose, treat and prescribe medication, when necessary, for many routine medical issues.

Converged devices provide the potential to increase patient safety, facilitate communication among healthcare professionals, and reduce liability (because orders can be clearly viewed), thus eliminating the errors associated with poor handwriting or verbal instructions.

Rosenthal K. Enjoy "smarter" patient monitoring. Nurs Manage. 2006;37(5):52

MOST VALUABLE FEATURES OF TELEMEDICINE

The survey conducted between December 2016 and January 2017, includes responses from 436 physicians, executives, nurses and other healthcare professionals throughout the country. Here are the top 14 most valuable telemedicine platform features:

Integrated audio and video for live patient engagement	94%
Ability to produce clinical documentation from each consultation	84%
Support for standard devices, such as laptops and tablets, as clinical endpoints	83%
Ability to send clinical documentation to/from your EMR	83%
Ability for clinicians to communicate through HIPPA-compliant messaging	79%
Ability to analyze telemedicine consultation data, to assess and improve performance	79%
Ability for remote specialists and bedside clinicians to collaborate in consultations	77%
Ability to access patient history directly from the telemedicine system	74%
Ability to access picture archiving and system images (such as CT scans) directly from the telemedicine system	73%
Browser-based system with no software to install or maintain	73%
Ability to access lab and test results directly from the telemedicine system	70%
Physician scheduling	61%
Specialized workflow and documentation for each specialty (separate from your EMR)	56%
Ability to configure the telemedicine display to accommodate individual clinician preferences	52%

CONCLUSION

Emerging telemedicine applications provide a glimpse into the future in which the clinical workforce will be extended through innovative communication channels. While on-site, face-to-face clinician/patient encounters remain the optimal form of care, telemedicine can be a valuable and effective resource in an era of staffing shortages, technological innovation, and evolving delivery systems.