



Vidyo®

# Emergent/Urgent Care

Improve throughput and resource allocation

## Use Cases

### Urgent care:

- Use telehealth solutions to provide urgent care or on-demand services.
- Expand urgent care services to include direct-to-consumer consultations.

### Emergent care:

- Provide ED physician consults using virtual care.
- Expedite disposition of non-acute cases at triage.
- Provide timely consultations with high-demand specialists.

## Benefits

### Urgent care:

- Urgent care providers can obtain real-time second opinions and specialty consults on cases that might otherwise be referred to the ED.
- Increase market share with at-home virtual visits for minor injuries/illnesses.

### Emergent care:

- Maximize ED efficiencies by having virtual staff on hand for the quick evaluation and disposition of non-acute cases.
- Minimize unnecessary transfers and admissions by offering consults with specialists such as neurologists and psychiatrists.

## Business Challenge

The emergency department (ED) is one of the most expensive and resource-constrained settings in healthcare. With almost 140 million ED visits per year<sup>1</sup> at an average \$900 per visit<sup>2</sup>, the costs can be staggering. Further exacerbating costs and resource constraints is the fact that over 30% of all ED visits are not emergent<sup>3</sup> in nature. Health systems are turning to virtual care strategies to help them expedite triage, improve ED throughput efficiencies, centralize resources, reduce LWBS (left without being seen) metrics, and minimize unnecessary readmissions.

## Vidyo Solution

For health systems considering transforming their delivery model to include emergency department virtual care, VidyoConnect™ and vidyo.io provide an integrated approach to triage, on-demand specialist access, peer-to-peer collaboration, care coordination, and case management.

VidyoConnect Healthcare Edition is a real-time video solution that delivers quick-start telehealth applications spanning the continuum of care. VidyoConnect can be easily integrated with the provider's EHR solution and workflows, browser- and mobile-based patient portals, and existing scheduling tools. VidyoConnect offers a unified user experience across mobile, desktop, and web platforms. This ability to connect from anywhere can enrich the patient-provider experience with the addition of multi-participant capabilities, remotely operated pan-tilt-zoom cameras, medical exam cameras, and digital stethoscopes. VidyoConnect delivers the consistency, ease of use, and rich features that drive clinical adoption across the care continuum.

For health systems with in-house development shops that create custom applications, vidyo.io provides a complete toolkit for developers, with a robust interoperability layer that allows maximum flexibility and deep integration into custom workflows, facilitating greater product adoption.

## Anticipated Results

Whether opting for the turnkey approach of VidyoConnect or the deeply embedded experience that vidyo.io can offer, health systems have the opportunity to transform their care delivery model into one that dramatically improves clinical efficiency, outcomes, and satisfaction while keeping costs under control. Below are just a few of the results you can expect from a strong virtual care program in the emergency department and urgent care settings:

- Reduced ED overcrowding and patient boarding times
- Reduced door-to-doctor times and average length of stay
- Reduced “left without being seen” metrics
- Reduced ED visits by providing urgent care specialty consults and direct-to-consumer virtual care visits
- Reduced unnecessary ED transfers by providing specialty physician evaluations to lower acuity care settings in or outside of your health system
- Reduced unnecessary admissions with on-demand specialty provider evaluations at the care setting where the patient presents



The National Institutes of Health report that 32% of all emergency department visits could be classified as non-urgent.

## Feature Overview



### Clinical Program Strategy and Design

Access to our clinical program managers and adoption services teams to maximize the return on your investment



### HIPAA Support

BAA support, 128-bit encryption, no PHI storage



### Clinical Peripherals

Built-in support for stethoscopes, otoscopes, and other clinical devices



### Whiteboard

Collaboration with peers or patients



### Far-End Camera Control/PTZ

Ability to control remote cameras from any platform



### Cloud-Delivered Video

Network adaptation technologies for dynamically optimized video available anywhere, anytime



### Call Recording

Optional call recording for consult review or patient education training



### Interoperability

Built-in integrations with top EHRs (Epic, Cerner, Allscripts) and other clinical tools



### High-Quality Audio/Video

High-quality audio and video to replicate the in-person experience



### Multichannel Design

Consistent experience over all channels – web, mobile, desktop



### Click-to-Connect

Designed with clinicians and patients in mind – one click to join a conference

<sup>1</sup> Centers for Disease Control, <https://www.cdc.gov/nchs/fastats/emergency-department.htm>

<sup>2</sup> Becker's Hospital Review, <https://www.beckershospitalreview.com/finance/8-statistics-on-the-average-cost-per-ed-visit.html>

<sup>3</sup> National Institutes of Health, <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3876304/>