

VIDEO Medicine

Our Early
Journey
Through
COVID-19



John Rhodes MD, MBA | Senior Medical Director for Primary Care

Innovative On Demand Care

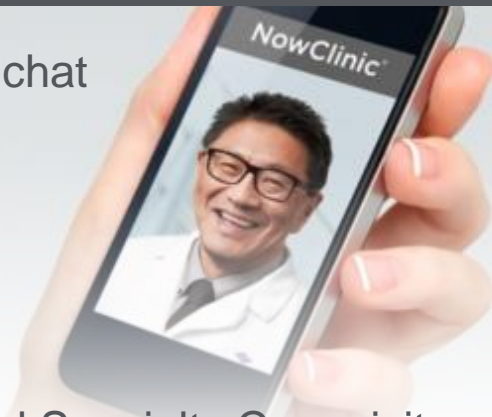
6 urgent care locations

- One UC is 24-hour with a close observation unit and infusion center
- Home waiting room option
- Wait times displayed online/app

7 convenient care locations

NowClinic Telehealth Virtual Visits

- 24/7 face-to-face video chat
- Access from webcam or mobile devices
- 95% satisfaction rate
- Learn about Primary and Specialty Care visits



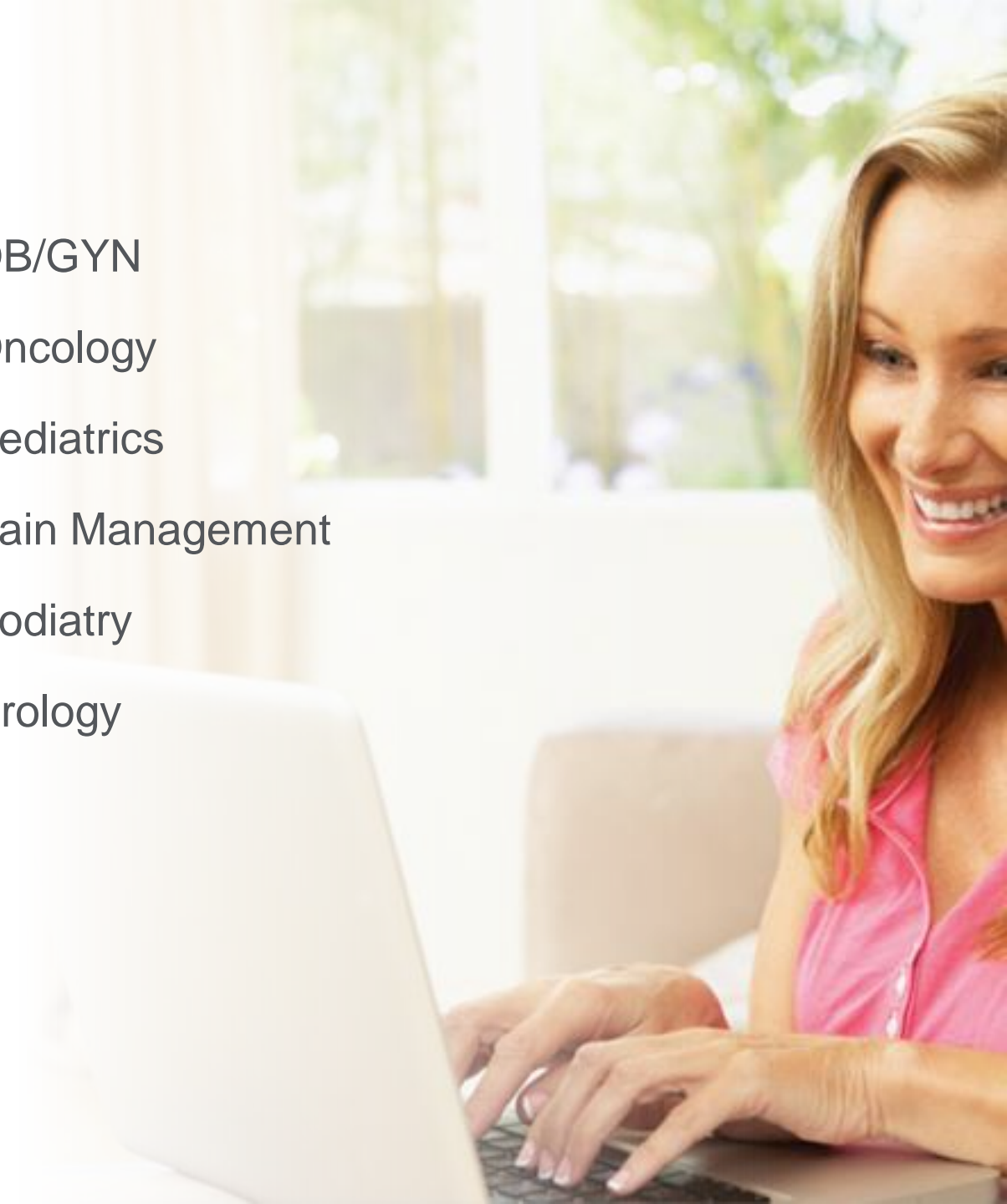
Advantages of using Established Platform

- HIPPA Compliant platform
- Technical Support available
- Our EMR was set up for Video notes for compliance and easy usage
- Our call center already knew the process to schedule
- The Providers and staff that had used Video Health became our educators...
“See one, Do one, Teach one.”



Specialty Care Virtual Visit Expansion

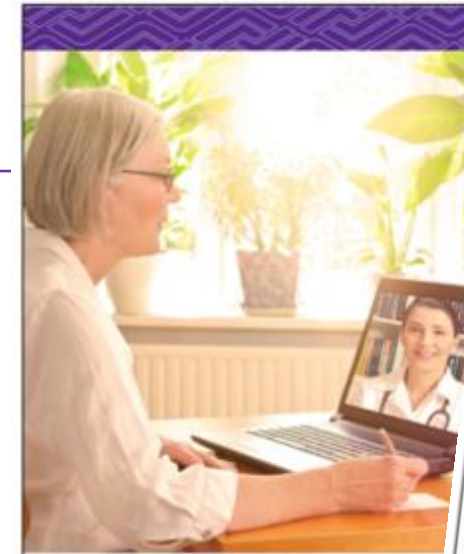
- Rheumatology (had pilot program)
- Cardiology (had pilot program)
- Adult Medicine
- Neighborhood Program
- Medicine on the Move Mobile Clinic
- Lung and Allergy
- Orthopedics
- Endocrinology
- Gastroenterology
- Hospice
- Hospitalists
- Community Centers
- Neurology
- OB/GYN
- Oncology
- Pediatrics
- Pain Management
- Podiatry
- Urology



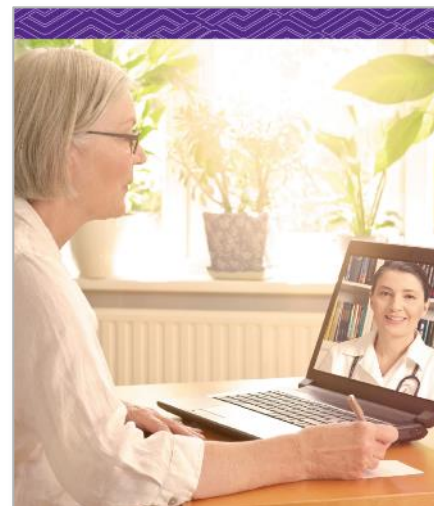
Expanded Virtual Visit Uses

Primary and Specialty Care Appointments

- Routine follow-ups
- Medication evaluation, reconciliation and renewals.
- Test/imaging results review
- Management of chronic conditions
- Minor illnesses
- Annual Wellness visits



**Primary Care
Virtual Care
Through NowClinic**



We'll bring the visit to you.
**Virtual Primary
Care**

 Southwest Medical®
Part of OptumCare®

Schedule an Appointment
Before scheduling, call us at 702.877.5199 to see if your appointment is able to be accomplished with NowClinic. Virtual Care appointments can include:

- Routine follow-ups
- Medication renewals
- Test/imaging results review
- Management of chronic conditions
- Minor illnesses

If your appointment qualifies, we'll put you on the schedule.


Start Your Appointment

15 minutes before your appointed time, you will receive a reminder email. In it, we will send you a link to follow. This link will direct you to log in or, if you still need to enroll in NowClinic. Once you're logged in (or enrolled), you simply wait for your appointment to begin.

Please note that Wi-Fi connections are preferred; 3G and 4G connections may result in poor video quality.

We're Here to Help

If you need any assistance or want more information, don't hesitate to contact us.

 **About Virtual Care
Primary Care**

smlv.com/en/primaryvirtualcare

For questions about NowClinic
1.877.550.1515

For appointments
702.877.5199

Virtual Visit and COVID, Keeping patients and Clinics Safe

- We are able to evaluate patients with COVID-19 concerns via Video Visit
 - Appropriate triage of the patients for testing or care
 - Curb side testing was immediately implemented on March 9
 - Results given to all patients tested
 - Regular follow up with all positive cases first two weeks or symptom improvement
- Our Family Practice Residents had been trained on the Video Platform and became active in supporting our NowClinic with exponential spikes in visits over the first couple of weeks

Visit Increases

NowClinic
Utilization and Average Wait Time by Select Time Periods
Plans: All
Practices: All



Video Health Enhanced our Ability to Care for our patients with the onset of the Pandemic

- Continued to see High Risk Patients while limiting the patients virus exposure
- Limiting exposure in our clinics to keep our staff safe and available for those that would need us.
- Out reach to our more fragile patients with multiple comorbidities to make sure they were safe, had the food and supplies that they needed, and medications.
- As we were watching stories unfold across the country of full hospitals filled to capacity, packed ICU's, and ventilator shortages; our goal was to keep our patients out of the hospitals, so that the hospitals would be available for those that would need hospital care the most.

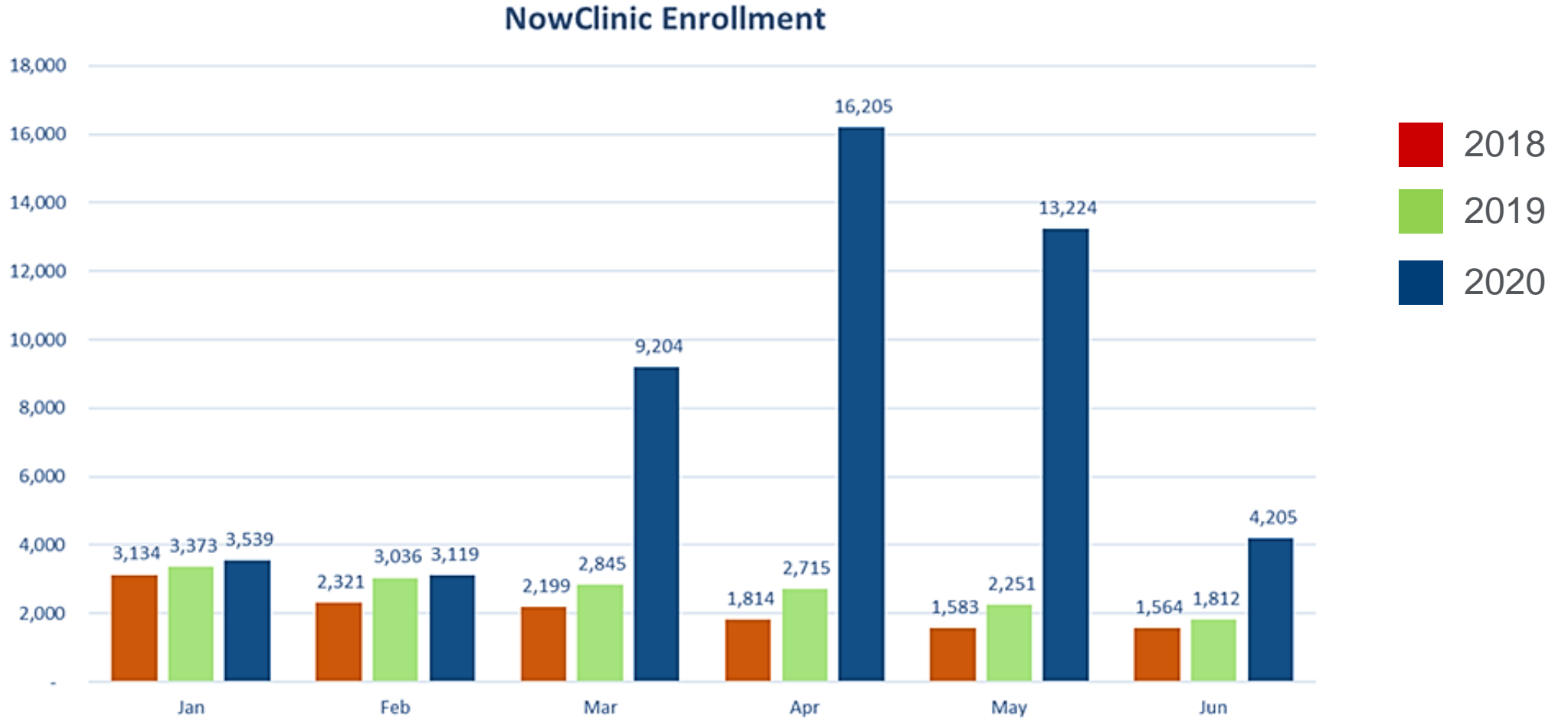
Success Stories

- April 6 - May 31: We have seen **9,810 scheduled video visits** in adult medicine clinics.
- Our NPS (Net Promoter Score) and patient satisfaction results have gone up
- We anticipate Video Health being a continued part of our offerings. Because our platform is HIPPA compliant and our EMR has been adapted, we can continue this with minimal adaption
- We have trained and provider experience to a future generation of providers
- We have used Video health to do visits in Skilled Nursing Facilities and follow up reducing exposure to our most vulnerable population.
- High Risk Providers could still contribute while not being able to see patients in true F2F encounters.

Success Stories

- Our platform is sustainable when CMS Emergency Exceptions are lifted
- More of our patients are signed up to be able to use the NowClinic platform making it available for both scheduled and drop in visits
- Excellent provider engagement and helped with provider stress
- Staggering in scheduled video visit helps to balance out the clinic as we provide appropriate social distancing in the clinics

New Patient Enrollment



Lessons Learned

- It is not easy to get equipment and Video cameras during a Pandemic as the whole world converted to WebEx and Zoom
- Don't prejudge a patients ability to use technology
- Video visits provided insight into the patient that you can get from a in person visit
- Patients were overly grateful to know their provider was available to them
- For many of our seniors, connecting with their providers was one of the few social contacts since the start of COVID isolation

