

CLIENT SUCCESS STORY

# The benefits of telespecialty clinics



Dignity Health®, one of the largest health systems in the nation and the largest hospital provider in California is a nonprofit public benefit company principally servicing California, Arizona and Nevada. In 2019, The Dignity Health Telemedicine Network (DHTN) provided telemedicine services at 52 different locations in those three states and Hawaii, at both Dignity Health and non-Dignity Health facilities. Through fiscal year 2019, the DHTN provided nearly 40,000 telemedicine encounters across all telehealth services.

## The Challenge

In 2015, the DHTN identified telehealth program opportunities within their clinic system and redesigned five existing specialty service lines to provide remote access to medical specialties not available in rural areas.

### The DHTN's primary objectives in setting up a Telespecialty Clinic Program

- Increase access to specialty providers
- Decrease hospitalization rates, keeping patients in their community and out of high cost locations
- Decrease the long travel times for both patients and clinicians
- Decrease no-show rates for efficient care and time management

With willing providers to develop a scalable solution, Dignity Health began to implement telehealth in specialty outpatient clinics.

### DHTN serves 52 locations across four states



- 📍 Dignity Health Telemedicine Network Hub
- Dignity Health Telemedicine Partner Sites

## The Solution

The DHTN's requirements in selecting a telehealth solution to meet their needs were:

- Support initial consult visit and follow-up care
- High-quality audio/video visit with provider camera controls
- Documentation and scheduling capabilities

The DHTN uses Teladoc Health as one of its telehealth partners because of their willingness to partner in developing and implementing clinic specific software and devices. Additionally, providers appreciated Teladoc Health's simplicity and ease of use.

Purpose-built for telehealth in outpatient clinics, Teladoc Health worked with the DHTN to create the Vici. Used in combination with Teladoc Health's Coordinator software module, the Teladoc Vici ensures easy workflow adoption for on-site providers and remote specialists.

## The Results

The DHTN found that the benefits of Telespecialty clinics satisfied their main objectives: decreased no-shows, increased patient satisfaction, lessened patient travel time, and kept patients in their community. Dignity Health also saw high utilization for their Telespecialty program with 5,270 consults from 2015-2019.

### DHTN telespecialty service lines

- Tele-endocrinology
- Teleneurology (multiple sclerosis and movement disorders)
- Telebehavioral health
- Telecardiology
- Tele-electrophysiology
- Teleneurosurgery

“Having telehealth in a rural community is an invaluable service . . . our patients receive the best care close to home.”

**Karey McNamara, Sierra Nevada Clinic Manager, Dignity Health**

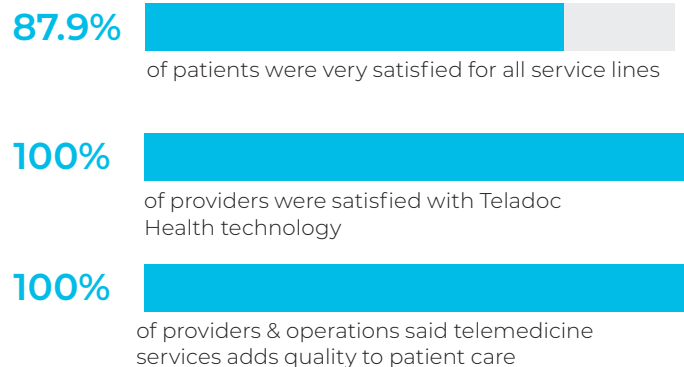
In 2018, Tele-endocrinology in a single clinic resulted in:

**176** consults

**20,275** patient miles saved

**31.2%** reduced no-show rate

Across their Telespecialty programs, DHTN providers and patients surveyed expressed high satisfaction both with the technology and quality of the programs.



<sup>1</sup>MHA, 2017 and Suisse Equity Research Report, 2018

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#### About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.