



MULTI-SPECIALTY CARE

Breaking Down Distance Barriers with Telemedicine Carts

UVA's telemedicine program has resulted in:

30%

increase in satisfaction from patients living in remote areas where travel is an issue.

40,000

consults via telemedicine across 40 specialty and subspecialty areas.

Telemedicine has saved Virginians

8.9 million

miles of travel to see a health specialist.

73

new clinical projects under development across a wide range of specialties.

4.6x

growth in the volume of encounters via telemedicine.

Background

Since 1994, the University of Virginia Health System's Office of Telemedicine has grown to become an international leader in telemedicine. Providing more than 40,000 consults in over 40 specialties, UVA's telehealth services range from clinical consultations to medical education for providers and patients across Virginia, surrounding regions, and internationally.

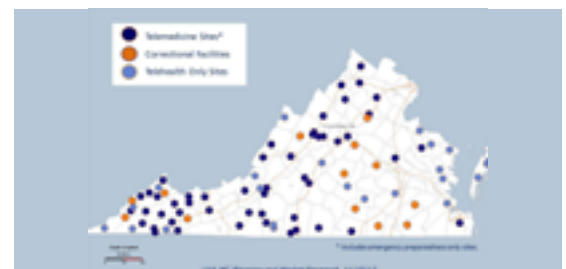
"The team didn't just deliver...they took the time to understand our needs completely and consult with us on use cases. They trained our team on how to use the products effectively in order to get us up and running quickly."

David Cattell-Gordon

Director, Office of Telemedicine, University of Virginia

Challenge

Within the broad region served by the UVA Health System lies the coalfields of Southwestern Virginia, one of the largest medically underserved populations in the Commonwealth. Access to care is limited, resulting in increased burdens on patients who must incur additional travel time and costs.



"The coalfields in Southwestern Virginia have some of the worse outcomes in the country. We needed a way to provide care to patients in these regions without making them travel."

David Cattell-Gordon

The UVA Health System needed a solution to care for patients and their families without the negative impact of moving people great distances or displacing them from their homes. In the specific case of stroke care, every second directly impacts the outcome. A solution was necessary to connect the right patient to the right doctor at the right time.



Solution

American Well's 750 telemedicine carts were incorporated into UVA's comprehensive telemedicine program to extend its services into hard-to-reach areas, improve the quality of patient care, and reduce costs for both patients and the university.

"American Well has helped us break down distance barriers, allowing us to provide advanced, specialty care to patients that have been hard to reach in the past."

David Cattell-Gordon

The success of UVA's telemedicine program has generated impressive results:



behavioral health



dialysis



diabetes



endocrine



intensive care



obstetrics



oncology



stroke



wound management

Results

The UVA Health System has deployed a fleet of American Well's telemedicine carts to rapidly expand and keep pace with growing demand. In addition, American Well's peripheral devices integrated with many of the carts to meet key requirements for effective use. Repeatedly, the medical staff remarks on the ease-of-use of American Well's telemedicine technology.

"Doctors and nurses don't have time to fiddle with technology. One of the key attributes of the 750 cart is its simplicity and reliability. The profile of the cart, the way it moves, and the quality of the audio and video have all been proven in many of our medical environments."

David Cattell-Gordon