



REAL WORLD OUTCOMES

Smart Care delivers immediate, quantifiable value



IMPROVE OUTCOMES

Reduce unnecessary specialist referrals, ED visits, and hospital admissions



INCREASE PATIENT SATISFACTION

Reduce time to receive specialist care and out-of-pocket expenses



DELIVER IMPROVED SPECIALIST ACCESS

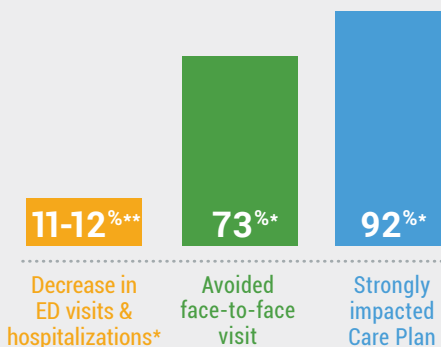
Realize immediate improvements in access times



DECREASE THE COST OF CARE

Fewer expensive specialist visits, workups, hospitalizations, and ED admissions

- HEDIS SCORES
- STAR RATINGS
- NCQA RATINGS
- BOTTOM LINE



VALUE TO THE 3PS:

PATIENTS

- Avoid taking time off work and arranging for childcare
- Immediate specialist access
- Lower out-of-pocket cost
- Fewer acute events and ED visits

PROVIDERS

- Enhanced care offering
- Educational tool
- Revenue generation from keeping patient
- Improved patient management

PAYERS

- Increase access – HEDIS & Star Ratings
- Cost savings from more appropriate patient triage and reduced ED visits and hospitalization
- Improved management of chronic conditions

"Telehealth is a potentially useful tool that, if employed appropriately, can provide important benefits to patients, including: increased access to health care, expanded utilization of specialty expertise, rapid availability of patient records, and the reduced cost of patient care."

- BCBS Affiliates

"Telehealth Services encompass the delivery of health-related services and information through telecommunications technologies to improve a patient's clinical health status. Telehealth is not a medical specialty in itself but a healthcare delivery modality, which is expected to increase access and decrease the cost of delivering care."

- Cigna

STRONG EVIDENCE OF ECONSULT EFFICACY: REVIEW OF PUBLISHED LITERATURE

PATIENTS



Patients consistently respond favorably to

eConsults and experience direct health and cost benefits due to improved care quality.

AUTHORS	Patient Outcomes
Murthy et al., 2017	In 55% of assessed cases, information from eConsult changed the PCP's clinical treatment plan
Liddy et al., 2016	Patient satisfaction ranging from 78% to 93%
Wasfy et al., 2016	High patient satisfaction, and 75.6% of patients did not require traditional follow-up after eConsult
Callahan et al., 2005	eConsults led to modified diagnosis in 15% of cases, and treatment plan change in 24% of cases
Bui et al., 2004	Patient satisfaction with eConsult-driven healthcare access ranked in the top 21st percentile

PAYERS



Diverse assessments indicate that eConsults

improve patient satisfaction, are comparatively cost-saving and help optimize care delivery.

AUTHORS	Health Economics
Liddy et al., 2017	Total savings associated with eConsult were estimated at \$1,100.93 per eConsult
Dullet et al., 2017	eConsults were associated with an average travel time savings of 245 minutes, and average cost savings of \$156 per patient
Kirsh et al., 2015	eConsult implementation had a potential travel reimbursement costs savings of of \$2,853,387 over 217,014 eConsults
Bui et al., 2004	Overall PMPM costs were reduced with eConsults (\$126 vs. \$160 in standard care). Lower per PMPM costs were seen for inpatient (\$33.29 vs. \$35.59); specialist referrals (\$21.36 vs. \$26.84); and ER visits (\$3.68 vs \$5.22)

PROVIDERS



Clinicians report that well-implemented eConsult solutions

are easy to use, efficient and improve quality and access to specialists.

AUTHORS	Specialty Access and Care Optimization
Barnett et al., 2017	25% of eConsults were resolved without a specialist visit
Fort et al., 2017	50.5% of surveyed PCPs made eConsults upon implementation of a program in a safety net system
Kirsh et al., 2015	Percentage of eConsult patients with community center-based primary care grew from 28.5% to 45.6% at year 3
Cruz et al., 2015	There was no induced demand in total volume of referrals, and improved access to endocrine care
Palen et al., 2012	eConsults led to a 38.2% increase in physicians receiving information from specialists within 3 weeks
Johnston et al., 2017	eConsult utilization reduced projected face-to-face specialist follow-up visits by 40%
Liddy et al., 2016	In 94% of cases, providers rated eConsult as having great or excellent value; 68% percent of eConsults did not require a face-to-face specialist visit
Kim-Hwang et al., 2010	eConsults led to statistically significant reduction in avoidable surgical follow-ups

BROAD IMPACT

eConsults are cost-saving solutions that decrease overall healthcare burden and reduce disparities in access to optimal care.

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