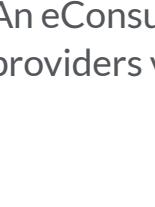


eConsults triage pandemic care needs



Prolonged wait time for specialty care

The pandemic caused millions of patients to delay healthcare. Now, there is a significant number of patients waiting weeks or months to see a specialist or undergo a procedure. Hospitals and clinics are seeking tools to identify the most efficient and appropriate care setting to manage this backlog and keep patients out of the emergency department.

-  32% of elderly adults canceled primary care and 15% canceled an essential medical treatment.
-  More than 55% of adults age 70 or older have experienced disruptions in their medical care.
-  Since the pandemic was declared, total hospital visits declined 32%.

eConsults ? effective triage tool

An eConsult platform is an asynchronous telehealth solution that connects primary care providers via secure messaging to a network of on-demand specialists to guide patient care.

Use eConsults to process referral queues and select the appropriate setting to care for each patient:



Video visits with a PCP



PCP treatment with specialist guidance

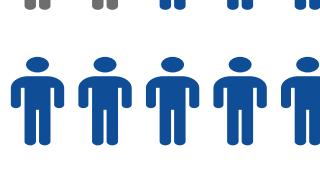


Urgent specialist visits



Less urgent specialist visits

3 ways eConsults improve access and operations



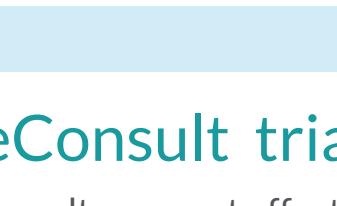
#1 Ensure the most appropriate use of PCP and specialist time.

Primary Care Providers receive guidances from eConsults in the management of lower acuity specialty care needs. Face-to-face specialist appointments are reserved for higher acuity patients and procedures.



#2 Triage patients in the referral queue for a specialist appointment.

The average specialty referral yields 3.4 specialist visits. With eConsults, PCPs use specialist advice to develop care plans and treat patients ? removing patients from referral queues and lowering the cost of care.



#3 Process urgent referrals as quickly as possible.

After reviewing patient eConsult information submitted by PCPs, specialists can determine which patients need immediate face-to-face specialty appointments to ensure they are processed right away.

eConsult triage is essential to healthcare systems

eConsults support effective patient triage by improving access to care, helping PCPs practice at *the top of their license*, and place patients within the most appropriate setting of care. Health systems, hospitals, and clinics use eConsults to improve the timeliness and effectiveness of treatment.

Using eConsults, PCP can appropriately treat patients faster, at a lower cost with the guidance of a specialist. The patient no longer needs to wait for a specialist appointment. This solution also confers benefits to the patient, provider, and system by increasing access to specialty care through a less fragmented, centralized process.