

CLIENT SUCCESS STORY

Prenatal visits from the comfort and safety of home



HCA Healthcare, a leading provider of healthcare services dedicated to improving human life, comprises 184 hospitals and 2,000 care sites, serving 21 states and the United Kingdom.

St. Mark's Hospital, part of HCA Healthcare's Mountain Division, is a level II trauma center with 317 licensed beds and performs more than 3,500 deliveries annually. Patients travel from all over the rural areas of Nevada, Idaho, Wyoming, and central and southern Utah to receive prenatal care and childbirth delivery care at St. Mark's Hospital.

The Challenge

Obstetrics (OB) patients who live far from care facilities or have busy schedules often face challenges receiving prenatal care. These circumstances reduce clinical efficiency and present patients with new travel and childcare costs. Plus, family members are often unable to attend important visits because appointment locations are not convenient for them.

These factors prompted St. Mark's to search for a convenient, safe and affordable telehealth solution, which later became especially relevant during the COVID-19 pandemic. St. Mark's required a telehealth partner to improve patient satisfaction by reducing travel time, improving convenience and maintaining care quality during remote visits. Clinically, the telehealth solution would need to decrease the number of cancellations, improve clinic turnaround time and foster growth.

The Solution

St. Mark's Hospital examined several telehealth providers before choosing the Teladoc Health Solo™ virtual care platform. Essential factors in St. Mark's selection were the ease with which patients and providers could use the platform and the included robust customer technical support.

For St. Mark's, a successful telemedicine program meant more than just an audio/video solution. St. Mark's wanted to provide patients with at-home kits to obtain clinical data. Once the solution was deployed, patients could connect with their physician for virtual visits via a secure video chat, collect their vitals at home and securely upload them to St. Mark's—all on a single integrated platform.

2–5 hours

typical required travel time for patients from rural areas who receive care from St. Mark's Hospital

Now, OB patients do not have to be in person for every visit; they can instead conduct a majority of their visits from the comfort and safety of their home, office or other convenient location. Geographically distant or busy family members can quickly join the consults via group chats to stay involved with the clinical process.

By supplementing the patient's existing maternal healthcare routine with virtual visits, St. Mark's telehealth program enhances convenience while upholding quality of care consistent with an in-person visit.

The Results

Overall, St. Mark's remote OB program added value to its services and achieved strong results. Because the hospital implemented telehealth services prior to COVID-19, it experienced strong growth because clinics were able to safely transition more OB appointments to remote care, avoiding the safety risks posed to mothers during in-person visits. In a reflection of how patients responded to the COVID-19 threat, telehealth usage increased by 90% between April 2019 and April 2020. Incredibly, the telehealth solution had no cancellations, which has helped improve clinical efficiency.

Since it began offering telehealth OB services, St. Mark's hospital achieved increased patient satisfaction, increased prenatal care, growth in its international patient population and significant cost savings for patients. It also increased safety during COVID-19 while simultaneously gaining the ability to include remote family members in visits.

Today, HCA Healthcare and St. Mark's hospital have expanded telehealth services beyond OB to include gynecology. With the strong vendor capabilities and reliable solutions of Teladoc Health, the hospital looks forward to continue scaling its telehealth program.

100%

of lactation consultations were conducted virtually during COVID-19

"This service is perfect for moms who have already been through a pregnancy and who are considered low risk. It's also perfect for moms who are looking for a more convenient way to access their OB/GYN, whether to save drive time, stay at home with other children or who are looking to take less time off work for their appointments."

Sean Edmunds, MD,
St. Mark's Hospital

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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.

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