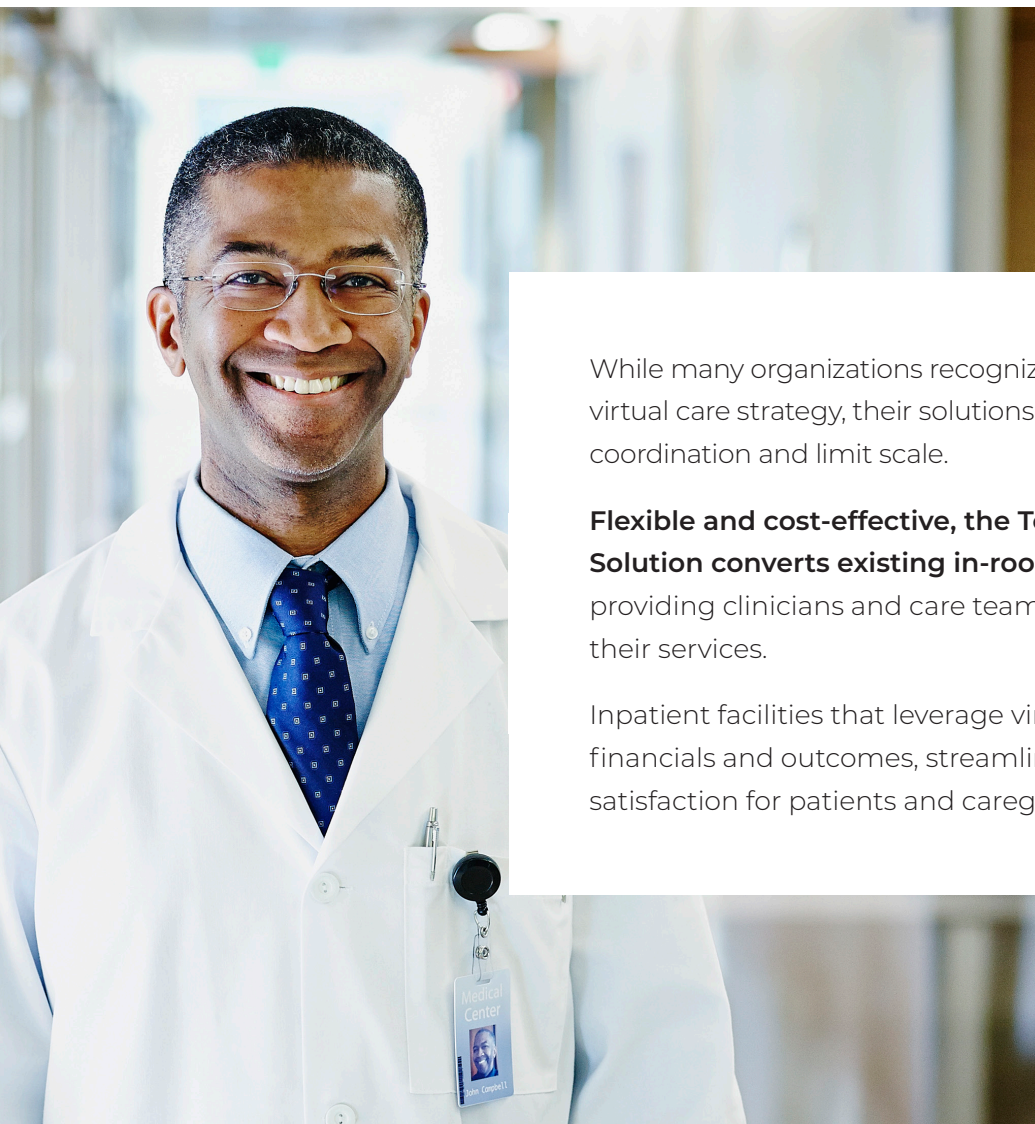**Teladoc**
HEALTH™

Inpatient Care Solution: scalable, cost-effective virtual care

Healthcare is changing quickly. Today—more than ever—hospitals and health systems are being forced to operate with decreasing resources, significant financial challenges, staffing shortages and shifting consumer expectations. **Virtual care offers new strategies to address the challenges in delivering in-person care**.

On average, U.S. hospitals and health systems lose **$50.7 billion/month.**[1]

While many organizations recognize the benefits of a robust inpatient virtual care strategy, their solutions lack integration, restrict care coordination and limit scale.
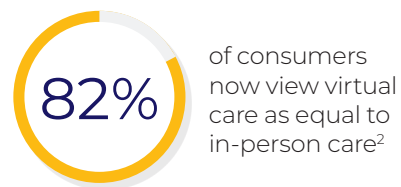
Flexible and cost-effective, the Teladoc Health Inpatient Care Solution converts existing in-room TVs into telehealth endpoints, providing clinicians and care teams with the option to virtualize their services.

Inpatient facilities that leverage virtual care devices may improve financials and outcomes, streamline care efficiencies, and increase satisfaction for patients and caregivers.

A scalable telehealth solution for inpatient care

As virtual care became common practice during the COVID-19 pandemic, consumers and health systems are increasingly focused on developing a virtual-first approach for accessing care. Additionally, the large patient volume and breadth of services telehealth handled during the peak of the COVID-19 surge demonstrated its ability to scale and deliver quality.

Our inpatient solutions complement in-person care by extending the reach of clinicians, streamlining patient triage to help reduce intervention treatments, and providing a positive patient experience.

82% of consumers now view virtual care as equal to in-person care[2]

≈36 million admissions to hospitals within the United States each year[3]

A telehealth solution in every patient room

Unlike cart-based telehealth models, converting existing patient-room TVs encourages flexibility and ensures health systems can maximize their existing investments. This strategy also offers instantaneous access to every patient, delivering more value and meeting the needs of care teams.

From complex use cases to care coordination activities, the ability for clinicians to make reliable, secure connections fosters collaboration and reinforces the doctor-patient relationship, regardless of their physical location.

The impact of inpatient virtual care:

60% ICU mortality rate reduction[4]

1.2-day length-of-stay reduction[5]

Inpatient Care Solution benefits

- Create positive patient experiences with purpose-built technology

- Offer care teams access to telehealth capabilities in every patient room

- Connect patients to high-quality care to increase safety and care efficiency

- Extend care beyond traditional delivery models for advanced, patient-centric care coordination

- Introduce additional cost-savings benefits at scale

CLOSER LOOK—ROI Opportunity

Understanding the complete financial impact an inpatient telehealth solution can have for hospitals and health systems is complex. Our ROI calculator provides healthcare organizations a configurable tool to gauge the approximate savings and revenue this strategy can have for their system by customizing a set of common cost drivers.

Below are three hypothetical examples demonstrating how the Teladoc Health ROI calculator can be applied to different types of healthcare organizations. The Teladoc Health ROI calculator was developed in partnership with hospital and health systems clients and their data models.

ACADEMIC MEDICAL CENTER 250 beds	COMMUNITY HOSPITAL 85 beds	HEALTH SYSTEM 7-hospital health system
Selected Drivers: · Reduce inpatient length of stay · Reduce readmission rates · Malpractice cost reduction · Reduce provider travel · Reduce inpatient nursing staff costs · Reduce inpatient nursing turnover	Selected Drivers: · Reduce inpatient length of stay · Reduce readmission rates · Improve quality measures: HCAHPS scores · Improve patient retention	Selected Drivers: · Reduce inpatient length of stay · Improve quality measures: NPS and HCAHPS · Reduce provider travel · Reduce readmission rates · Reduce transfer costs · Malpractice cost reduction · Reduce PPE usage · Reduce fall risk · Reduce provider travel · Reduce inpatient nurse staffing costs · Reduce inpatient nurse turnover
Estimated opportunity: **$13M – $20M**	Estimated opportunity: **$2M – $3M**	Estimated opportunity: **$35M – $54M**

Contact Teladoc Health for an ROI assessment for your own organization.

Operational efficiencies

Beyond the clinical benefits of placing a telehealth device in every inpatient room, operational and administrative workflows can be streamlined for more efficient, organized support.
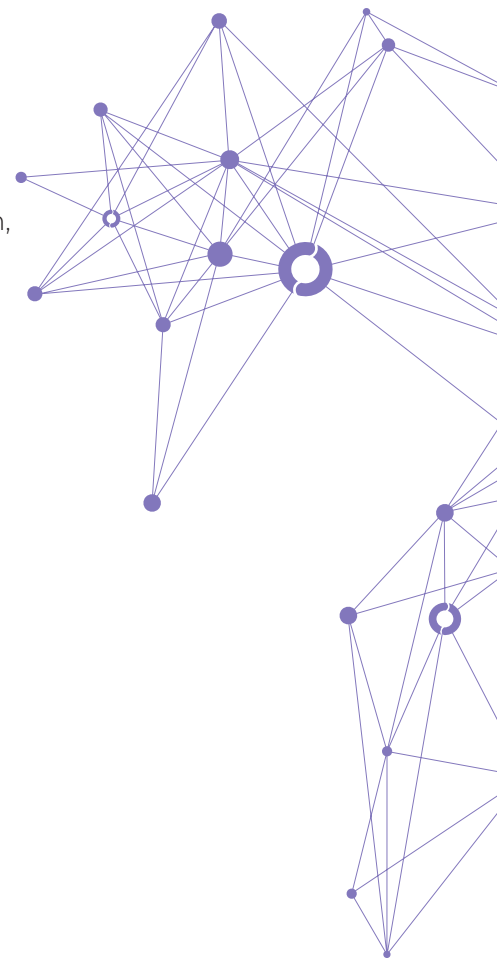
Admission & Follow-up

· Capture first-day revenue and on-demand support from attending teams

· Drive efficiencies by pairing virtual attending staff with the nurse or care team

Surge coverage

· Augment staff coverage during volume surges

Care Team Efficiencies

· Support care teams to virtualize their work

· Virtual medication reconciliation by a virtual medical assistant

· Social worker covering numerous locations virtually

Virtual Consultations

Providing care teams virtual access to their patient encourages better care coordination and specialty access. Healthcare organizations can ensure that every patient receives the right care at the right time, without in-person staffing challenges or the need for patient transfers.

Nursing

· Telenursing programs can drive nurse team satisfaction by improving operational efficiencies[6]

Physician-to-Physician

· Support on-site physicians through virtual collaboration with colleagues or for second opinions

Therapy Visits

· Patients can virtually connect with physical, occupational and speech therapists to work on non-touch activities

Specialty Visits

· In-room device and solutions bring low-to-high acuity specialty visits directly to the patient

Patient Engagement

Ensuring patient satisfaction and comfort is a big challenge for hospitals and health systems. Alleviating additional travel, wait times and uncertainty goes a long way for patients and their families.

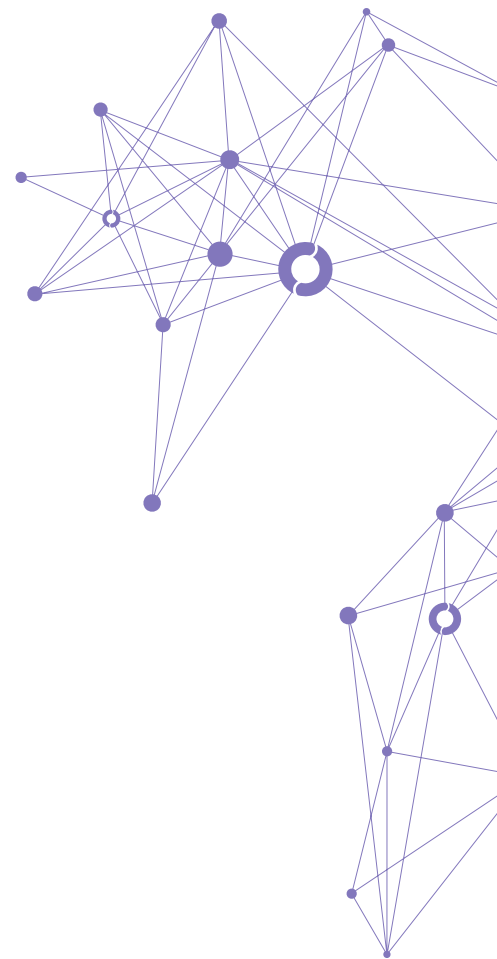### Supporting Advanced Practice Clinicians & Resident Staff

· Enable the attending staff to support Physician Assistants, Nurse Practitioners and Residents by allowing on-demand connections to the in-room solution

Education

· Enable patients to access and complete educational activities from their room—from pharmacy education to dietary information

Discharge

· Accelerate throughput by making it easier for attending physicians to see the patient virtually

· Enable a virtual physician and nursing team to conduct rounds, allowing in-person care teams to remain focused on acute issues and hands-on care

Health systems are searching for a single, virtual in-room care solution that helps them maximize their resources, while delivering the high-quality care patients expect.

From clinical consultations for high-acuity care (i.e. stroke, hospitalist, critical care) to virtualizing non-physician use cases (i.e. nursing, social work, pharmacy), Teladoc Health offers whole-person virtual care solutions that enhance today's operations and anticipate the needs of hospitals and health systems of tomorrow.

[1]American Hospitals Association
[2]Piper Sandler Dec 2020 Consumer Survey, KLAS Telehealth Performance 2020 Report
[3]American Telemedicine Association
[4]Teladoc Health data
[5]Teladoc Health data
[6]Based on client feedback

Teladoc
HEALTH