

CLIENT SUCCESS STORY

The advantages of employer clinics: how Hamilton Health Hub brings care directly to employer workplaces



Hamilton Health Hub is an on-site direct primary and urgent care operator, providing employee healthcare services for self-insured employers with less than 1,500 employees. Their model, a micro-clinic, allows for rapid, on-site implementation as well as the ability to quickly test innovative solutions in smaller employer settings, providing value to employers and employees.

The Challenge

Employers play a significant role in the purchase and provision of healthcare for their employees and their dependents.¹ This incentivizes employers to find opportunities to reduce the costs of care by focusing on prevention, avoiding unnecessary ER visits, increasing efficiency, and enhancing convenience for both providers and employees.

One self-insured employer in the Houston area, covering 320 employees and their dependents, asked Hamilton Health Hub to evaluate and develop insights into their healthcare costs. This industrial employer was facing highly variable healthcare spending every year of nearly \$2 million with little insight or control into where the money was going, and an ever-increasing bill to pay for stop-loss insurance premiums.

The Solution

Hamilton Health Hub established an on-site micro-clinic for employees and their dependents to improve access to care and lower the employer's overall healthcare spend.

This solution began with physicians meeting patients in-person to establish relationships, perform physical exams, and introduce the technology to setup future success.

54%

increase in total family coverage premiums 2009–2019

\$14k

average annual employer contribution to family coverage

5% of employees account for

50% of healthcare costs

Source: Kaiser Family Foundation Employer Health Benefits Survey 2019, IMS Institute for Healthcare Informatics

Virtual care created an opportunity to support the micro-clinic, containing costs and streamlining care continuity between employees and Hamilton Health Hub providers.

Hamilton Health Hub chose Teladoc Health to power their on-site micro-clinics due to the integrity and reliability of Teladoc Health's virtual care platform.

The following services were offered during the four-month pilot:

- Claims management
- Chronic care management
- Labs
- On-site drug screening
- Primary care
- Pharmacy oversight
- Preventive physicals
- Referral management
- Telemedicine technology
- 24/7 access
- Urgent & emergent care
- Vaccines

The Results

With Hamilton Health Hub's on-site micro-clinic, this employer was able to increase the transparency of healthcare costs and significantly reduce the company's expenses in a short period of time. The micro-clinic program, paired with virtual care from Teladoc Health, also provided value for patients with cost savings, increased access, and high satisfaction.

Highlights

- Chronic conditions identified and managed to prevent escalation
- Reduced ER and Urgent Care visits
- Lowered imaging and lab fees
- Lowered stop-loss insurance premium
- Decreased employee co-pays

Program Requirements:

- Provide convenient, cost-effective primary and urgent care
- Focus on prevention and chronic illness management
- Minimize employee time away from work for clinic and hospital visits
- Use claims data to stratify the population based on risk
- Provide 24/7 access to care

Virtual Care Technology Requirements:

- A well-established virtual care partner
- Highly reliable technology with a robust set of digital tools
- Simple user interface for physician, patient and admin adoption
- Ability to grow and easily scale providers and locations
- Ability to integrate with the patient's record in the EHR

↓ \$71

per member per month
decrease in medical expenses
from previous year

1.5x ROI

savings to employer
in four months

¹Employee Benefit Research Institute, 2016

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