



# Virtual Care at Sharp Rees-Stealy

Safe. Convenient. Integrated.

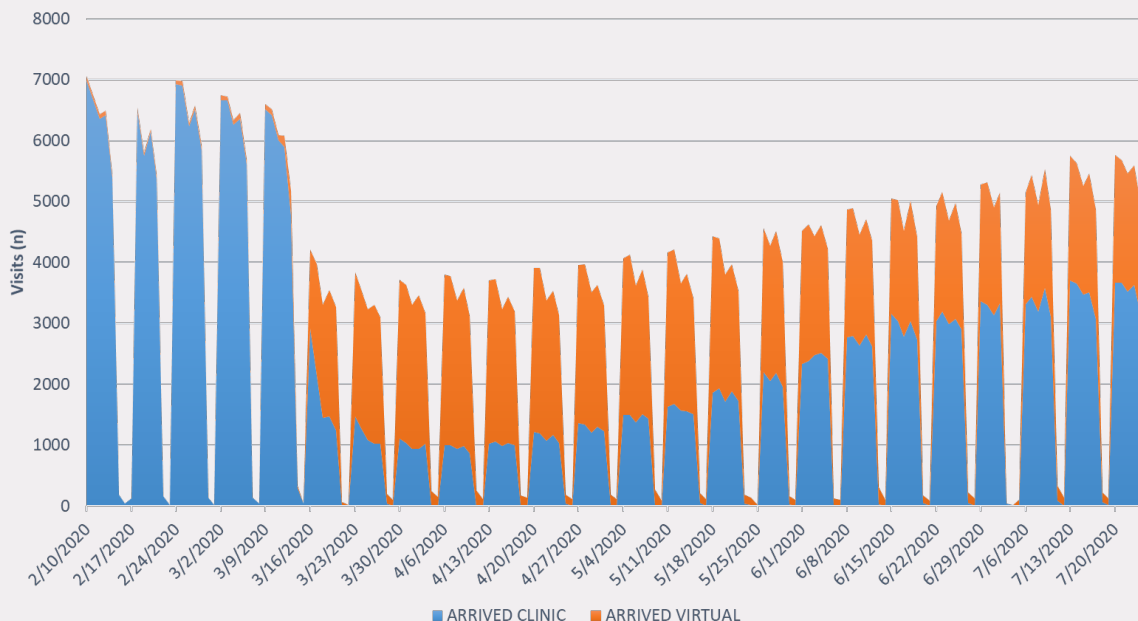
## Virtual Care Journey

Sharp Rees-Stealy started offering virtual visits in 2015. Once COVID-19 hit, practically overnight, team members transitioned **70% of care to virtual**.

## Advantages

- Convenient and safe for patients
- Saves precious personal protective equipment and supplies
- Allows doctors to work remotely to enable social distancing in the clinics
- Immediate access to patient medical record ensures continuity of care
- Ensures health care needs of patients continue to be met during time of great fear and uncertainty

**SRS AMBULATORY DAILY VISIT TREND**





## Patient Satisfaction

Our patients say:

“I really like the convenience of the virtual visit. Being a senior with other medical issues, I’m glad I do not have to go out if I can handle medical questions or conditions through virtual visit.”

“What a phenomenal tool for doctor/patient interaction. I feel safer just knowing my doctor is just a phone call away.”

“As an expecting mother with a complicated history, I value these appointments as they help me remain at ease and address any concerns I may have. I am glad I am still able to have that throughout this pandemic even if it is remotely.”

## Patient Satisfaction for Access Increases with Telemedicine:

Pre-COVID: 91.8 (mean score)

COVID/Telemedicine: 93 (mean score)

## Physician and Staff Satisfaction

“I love telehealth. A patient who lives over an hour away was able to show me a simple rash; we treated it and she’s done well. She’s grateful for the time and money saved by not having to come in just for this. A new mother showed off her baby to me during our visit (something that definitely would not have happened as readily as she’d be hesitant to bring the baby during a visit for herself),” Dr. Marsha Blount, Family Medicine.

“Initially, I was very resistant to doing video visits, but have become a convert! I really enjoy being able to provide top notch care for children who do not need a hands-on appointment and help schedule an appropriate appointment for those who do need the hands-on appointment. Parents with small kids really appreciate not having to bring them into the office when it can be done so easily over the phone/video,” Dr. Michael Berent, Pediatrician.

“Telehealth has opened a new door for me to be able to take excellent care of my patients at their convenience and allows them to remain in the safety of their home, whether that is in San Diego or Ohio,” Dr. Pany Robinson, Family Medicine

## Cost Effectiveness

- Time savings for providers and patients
- Preserves PPE
- Televideo consultation with specialists

## **Hospital Use**

- Inpatient physician consults (saving PPE)
- Patient and family communication
- Specialty consults
- Palliative care
- Telestroke
- Psychiatric evaluations
- ED triage
- Translation services

## **Clinic Use**

- Primary and specialty appointments
- Virtual Urgent Care
- Managing chronic patients
- Occupational Medicine visits
- Physical Therapy visits
- Weight management classes
- Translation services

## **More Telemedicine Success:**

- 87% of patients in our remote medically supervised program continue to lose weight - a 14% increase over the in-person program

“Under the current circumstances things have been handled exceptionally. The transition to the online webinars was very fluid and has enabled me to continue my weight loss journey without interruption.”