



## Enhancing Health Care through Telehealth

### Telehealth is making a difference

UnityPoint Health is using telehealth to provide greater access to high-quality care while driving down overall health care costs.

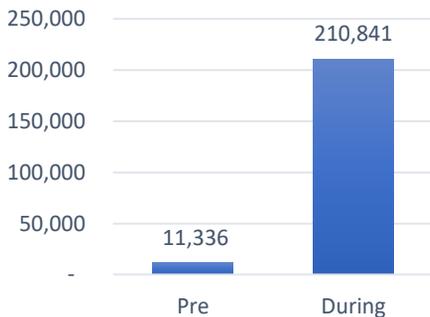
### ENHANCED ACCESS TO CARE



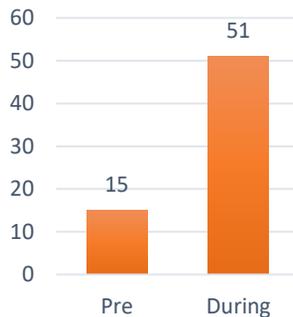
Telehealth keeps patients and families connected to vital health care services. Over the last seven months, UnityPoint Health has:

- Seen an increase in telehealth visits of more than **1,700%**.
- Grown the number specialties offering telehealth from **15 to 51**.
- Equipped more than **1,800** clinicians to provide telehealth services.

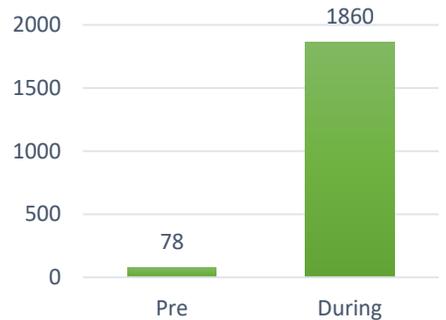
#### Visits



#### Specialties

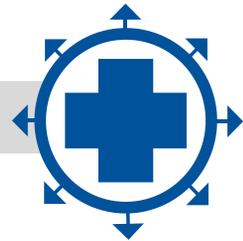


#### Clinicians



Pre = Aug 2019 - Jan 2020    During = Feb - Jul 2020

### EXPANDING THE USE OF TELEHEALTH



UnityPoint Health is making telehealth available in homes, workplaces, clinics, hospitals, emergency rooms, nursing facilities and much more.

#### Direct to patient virtual care services, both on-demand and scheduled

- Urgent care visits
- Follow up visits with a primary care physician
- Behavioral health visits
- More than 50 other types of specialist visits

#### Provider to provider telehealth services

- Inpatient hospital support
- Intensive care unit support
- Emergency room support



## EMPHASIS ON PATIENT-CENTERED CARE



**Average Patient Satisfaction  
Rating 4.85 out of 5 Stars**

UnityPoint Health Virtual Care Visits

### A Patient's Perspective

When it came time for his annual wellness visit, Scott Frank considered cancelling due to his busy schedule. He then learned he could have his visit virtually. Soon after scheduling his appointment, he was disking a field when he stopped his tractor to talk with his primary care provider.

*"It's hard to give up good weather when you can be planting. Spending three hours going to the doctor and with the current pandemic, I was reluctant to go in. I had never done anything like this before. My wife helped download the app and we did it in one try. I'm not a super tech guy, but it was super convenient, and anyone could handle this to save time. My meeting with my doctor was great. I heard him fine. He went through my health history and we discussed options for my health. **It was much easier and convenient with the same results.** I would highly encourage everyone to consider the ease and convenience of virtual visits."*

– Scott Frank, Farmer, Belle Plaine, Iowa

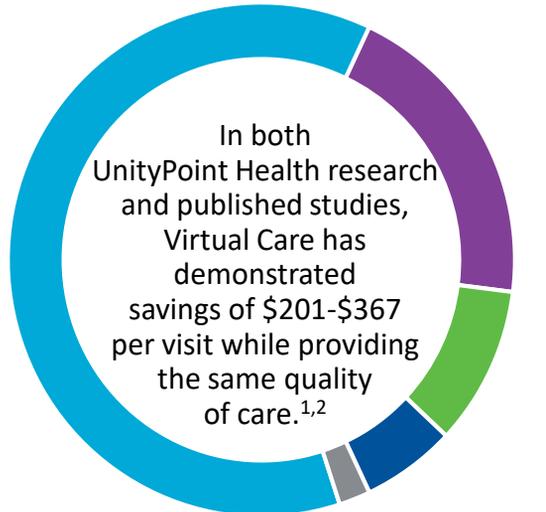
## REDUCED HEALTH CARE COSTS



### From the Payor's Perspective

Telehealth can "right size" care by getting patients to the right level of care, at the right time, and reducing emergency room visits and other higher cost settings.

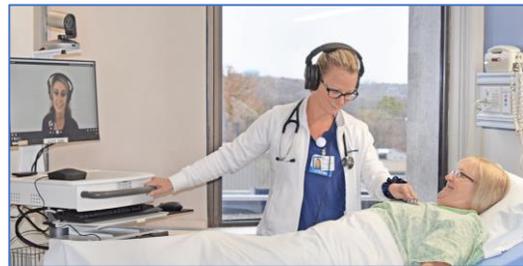
### What Virtual Care Visits Replaced



- Urgent care, 62%
- Doctor's office, 20%
- No treatment, 10%
- Emergency room, 6%
- Retail health clinic, 2%

### From a Hospital's Perspective

UnityPoint Health - Trinity Regional Medical Center in Fort Dodge was the first UnityPoint Health hospital to implement a telehospitalist program. It ensures consistent physician coverage for the hospital's patients during overnight hours or surge periods. If a patient needs to be seen by a physician during these times, a nurse rolls in a cart equipped with diagnostic equipment as well as a videoconferencing monitor and camera.



The program maintains the quality of care for patients, makes practicing in a rural area more attractive for providers, and provides added financial sustainability for the hospital.

*"We were paying a provider to be in-house all night long to see one or two patients. Telemedicine allows us to spread that work across all of rural Iowa or large swaths of rural Iowa so that provider's not just seeing patients here but may also be seeing patients in our other hospitals."*

– Dr. Alex Cathey, Medical Director Trinity Regional Medical Center Hospital Medicine Program, Fort Dodge, Iowa

1) Gordon E et al. Virtual Visits for Acute, Nonurgent Care: A Claims Analysis of Episode-Level Utilization. *JMIR*. 2017;19(2). <https://www.jmir.org/2017/2/e35/>  
2) Lovell, T., Intermountain Healthcare. 2018. Virtual Visits: Added cost or value add? Presented at the American Telemedicine Association 2018 Annual Conference.