

Telemedicine: Key Learnings

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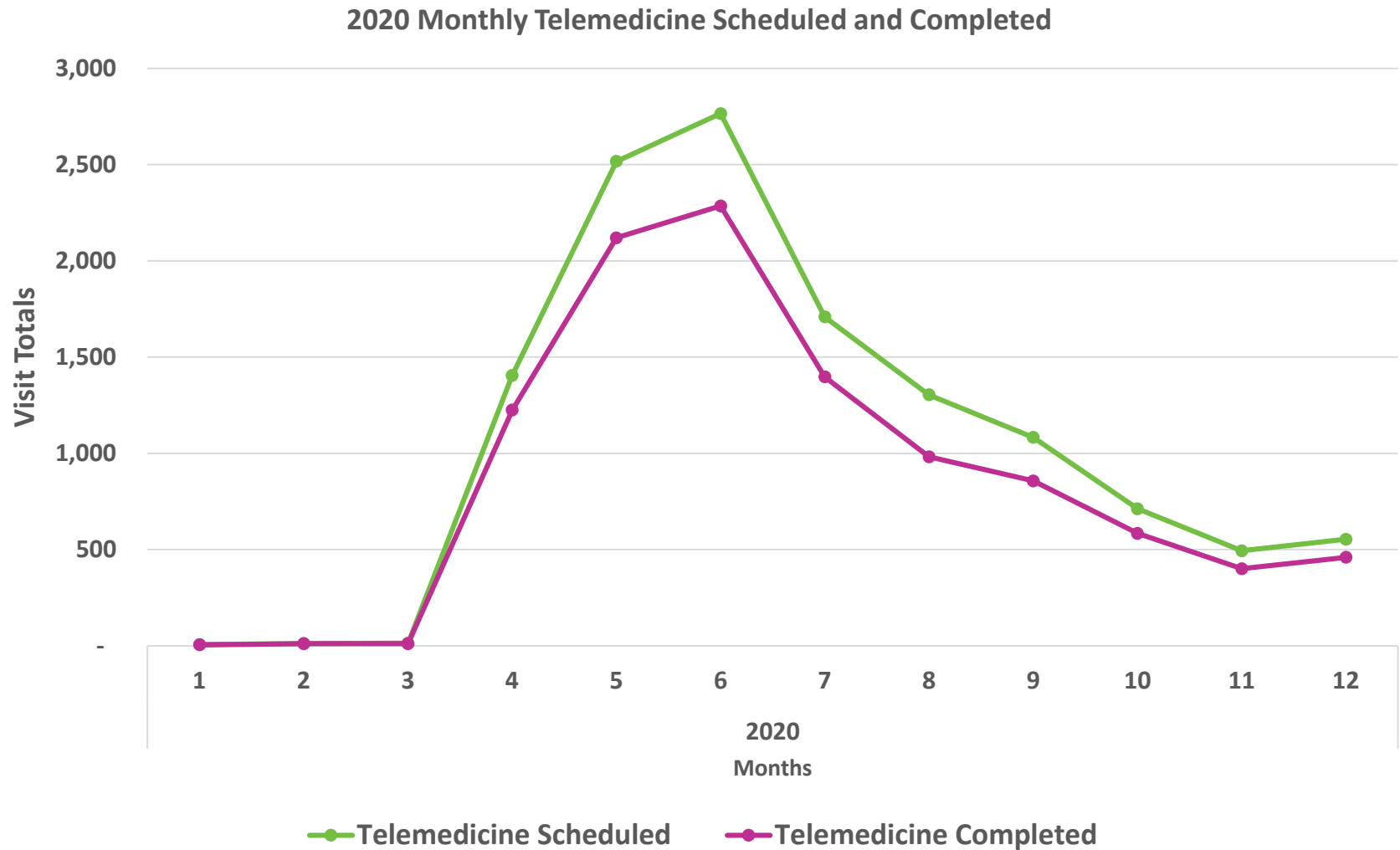
VP, Patient Experience



Telemed: Key Questions

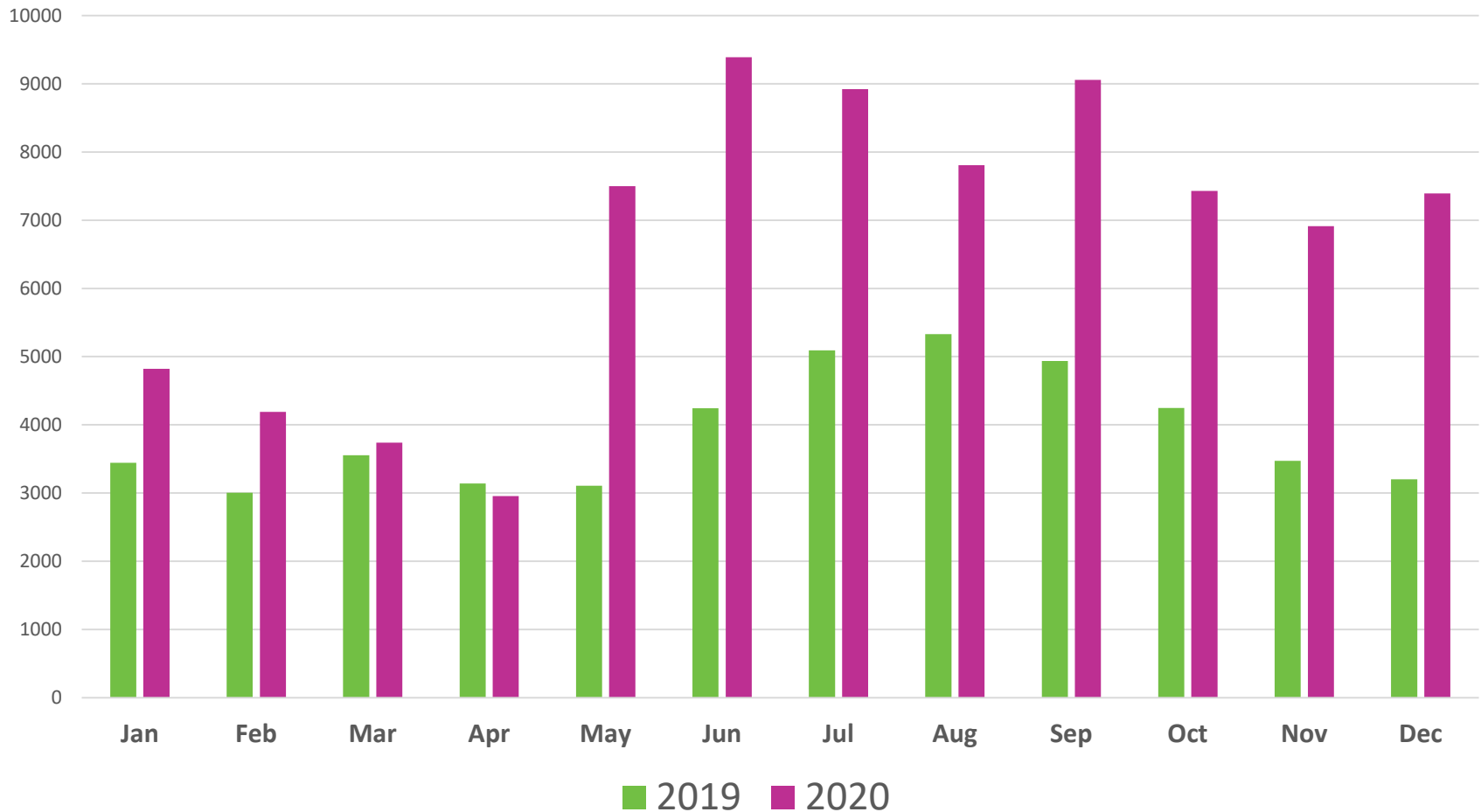
- How can telemedicine improve / expand access to care?
- Will we get paid?
- In a subspecialty setting, when will telemedicine be most effective? When will it not?
- How do we deliver an optimal experience for patients, families, and providers?

Telemedicine Scheduled vs. Completed visits



2019 vs 2020 Call Center Volume

MyChart Call Volume 2019 v 2020



***How do our patients and families feel about
telemed encounters?***



Patient Satisfaction

I love this, it was perfect for us.
We live 4 hours away!! Same great service!! I hope this continues in the future. **Much safer than going to the facility as far as catching something!!!**
Please continue this please!!

Your telehealth technology was very easy to use. The provider was great. She answered all my questions and concerns.

Patient Satisfaction

The telemed appt allowed my son to become an established patient quicker than the in person visit which was scheduled at the 1st available in January.

The appt doesn't allow the doctor to truly examine the patient so I don't feel it is very effective.

Please fix the telemedicine system. **Video and audio kept freezing. Glitches like that are frustrating in any meeting, but when it is about something as important as my child's health I need to know I didn't miss a key word in the discussion.**

Patient Satisfaction: May – Dec. 2020

	Care Provider Listen	Trust Care Provider	Rating of Provider	Facility Would Recommend
Clinic	91%	92%	91%	93%
Telemed	92%*	89%*	91%*	93%*

	Method of Connecting Easy	Quality of Video	Would Recommend Telehealth
Telemed	74%*	68%	80%^

* = score equals or exceeds national 75th percentile benchmark

^ = no national benchmark exists

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