

# TELEMEDICINE TAKES FLIGHT: NAVIGATING THE COMPLEXITIES OF ACUTE CARE



**1 Billion+** Estimated virtual healthcare visits in 2020<sup>1</sup>



**900m** Covid-19-related visits



**200m** General care and flu visits



**80m** Mental health visits

## Not all telemedicine visits are equal.

Just as air travel evolved from moving people from one point to another safely to hub-based models for route optimization, there is a vast difference between replicating an office visit, known as direct-to-consumer telemedicine, and a complex acute telemedicine solution—like the one SOC Teled offers.

## Explore the difference.

### BOOKING THE FLIGHT

#### Direct-to-Consumer: General Care

Patient needs **non-emergency care** for a minor pain or injury, or follow-up after surgery or illness.



#### Acute: General PLUS Emergency and Complex Care

Mix of patient needs ranging from **emergency care** for time-critical conditions (e.g., stroke, overdose, sepsis) to **scheduled specialty and primary care visits**.



### GETTING ONBOARD

#### Direct-to-Consumer: Patient-Driven

Patient **calls or uses an app or the website** to request an e-visit.

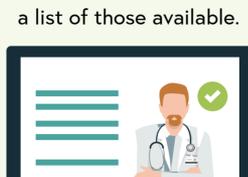
##### Scenario 1:

Receptionist schedules the appointment and sends login to patient and the known provider.



##### Scenario 2:

Patient chooses a doctor from a list of those available.



##### Scenario 3:

Physicians choose patients to see from a queue. (Usually paid per consult, doctors may pick the quickest, easiest consults.)



#### Acute: Facilitated Care

Patient, physician, hospital or skilled nursing facility requests a consult.

Sophisticated algorithms create order out of chaos by matching the appropriate physician to patient based on acuity.



Providers are on-call and available immediately, regardless of setting.

Predictive analytics make sure enough providers—but not too many—are available. On-shift physicians with the required licenses and privileges at the hospital will see the sickest patient first.



Hospital or skilled nursing facility staff facilitates consult by having patient in the right place, sharing vital information and ensuring technology is ready.

### ARRIVING SAFELY AND ON TIME

#### Direct-to-Consumer: Replicating Office Visits

Similar to a regular office visit **experience**—may use phone or generic video tools.



#### Acute: Enhancing Provider Workflows via Enterprise-grade Telemedicine

Physicians work with the entire care team **in any setting via specialized technology**:

- Examine the patient remotely
- Review patient information including imaging or labs
- Collaborate with onsite staff
- Recommend treatment
- Follow up



### MEET YOUR FLIGHT CREW

SOC Teled offers unmatched clinical experience and expertise in clinical and operational workflows. Consult Coordination Center professionals ensure immediate access to specialists—our clinicians or yours. Plus, our team provides ongoing support through physician onboarding and evaluation, hospital performance analysis, recommendations, and more. We're the nation's largest provider of acute telemedicine solutions to hospitals, health systems, post-acute providers, physician networks, and value-based care organizations.



To get to know acute telemedicine better, check out:

**[The Guru's Guide to Acute Care Telemedicine: Expert Advice for Healthcare Leaders.](#)**



Sources:

1. \*Hospital Review. (April 3, 2020). "Led by COVID-19 surge, virtual visits will surpass 1B in 2020: report."