

CASE STUDY:

# Patient-Centered Care Through Telemedicine

Infectious Disease Telemedicine  
Reduced a 6-week Stay to Several Days



## Overview

While on vacation in Hilton Head, South Carolina from Massachusetts, an elderly patient with stage IV prostate cancer contracted bacteremia stemming from a urinary tract infection. He was admitted to the local hospital for treatment where the on-site primary care team initially recommended IV antibiotics for six weeks at the hospital in Hilton Head.

The hospital partners with Access TeleCare for infectious disease services and consulted with one of the doctors in its infectious disease group, Dr. Jade Le. Given that the patient was not a local resident and needed to return home to continue cancer treatment, Dr. Le was able to recommend an alternative treatment plan, one that would allow the patient and his wife to return to Massachusetts rather than stay in Hilton Head for a protracted time.

As part of the hospital's care team, Dr. Le reviewed all

medical records and labs and conducted a patient history, consulting with local nurses and physicians. She then prescribed an effective 100 percent bioavailable oral antibiotic regimen, instead of prolonged IV antibiotics, which would have been financially and technically difficult due to lack of insurance coverage for home health services and conversations about management of the IV line and antibiotics during his flight home.

The patient left the hospital a couple of days after admission to recuperate and regain strength at the couple's vacation rental home, all while continuing the oral antibiotics, flying home a week later. Once home, the patient resumed care with his oncology team. He saw a local infectious disease specialist who provided one more IV antibiotic infusion and repeated all blood cultures, confirming the patient was negative for the bacteremia/UTI infection.

**"This patient's experience exemplifies Access TeleCare's values of creativity, tenacity, empathy, and excellence. We listened to the patient, understood his unique circumstances and needs, and came up with a medically effective and tailored solution for the patient's infection and situation."**

**Dr. Jade Le**

Infectious Disease Service Line Chief



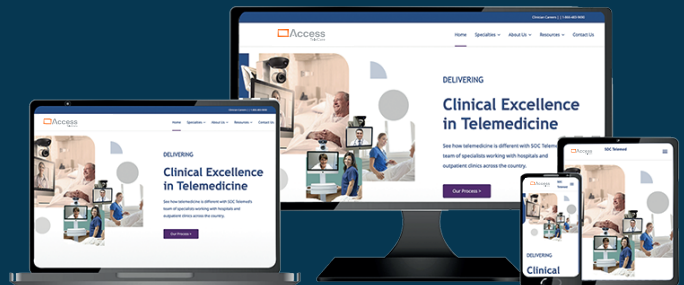
## About Access TeleCare's teleInfectious Disease Program in Hilton Head, SC

Through the teleInfectious Disease program, the hospital has a dedicated cohort of infectious disease specialists who work with on-site care teams as if they are in person. They conduct daily patient rounds with on-site staff, via telemedicine, and are available for on-demand consultation within minutes. All documentation happens in the hospital's system, and patient care is seamless and coordinated.

**“The Hilton Head hospital and Dr. Le worked together to come up with a solution for me that would ensure my infection was treated appropriately and my oncology treatment back home would not be disrupted. Throughout the episode, I felt like Dr. Le and the Hilton Head team worked as one to provide the best care for me.” - Infectious disease patient**

Access TeleCare's board-certified infectious disease specialists are available to diagnose, treat and manage patients with difficult, unusual, or complicated bacterial, fungal, viral, and parasitic infections, such as meningitis, sepsis, complicated urinary tract infection, pneumonia, cellulitis and abscess, and HIV. They serve as a point of contact for other specialists to help with appropriate antibiotic selection, route of administration, and duration of therapy.

**Learn more about our solutions online at [AccessTeleCare.com](https://www.accesstelecare.com)**



## Delivering the Access TeleCare Promise



Access to best-in-class specialty physicians where availability and coverage are usually lacking



Intuitive, efficient workflow and technology that facilitate communication and real-time collaboration



Elevation of on-site clinicians' standard of practice, professional competence, and comfort treating and managing high-acuity, complex conditions