

CASE STUDY:

Complex Care Coordination with Telemedicine

Pulmonary and Infectious Disease Specialists Collaborate for High-Acuity Postoperative Care



The Case

A morbidly obese patient suffering from diabetes, asthma, and hypertension entered their local Texas hospital's emergency department with chest pain, intractable nausea and vomiting, and a productive cough. On-site teams wasted no time placing consults with Access TeleCare.

The hospital partners with Access TeleCare for telePulmonology and teleInfectious Disease, and within minutes an Access TeleCare pulmonologist and an Access TeleCare infectious disease specialist were coordinating care with on-site teams in real time. After a thorough review of the patient's symptoms and medical history, the team recommended surgery. The patient underwent lung surgery in the local hospital to remove excess tissue and receive a chest tube, but an air leak was discovered, and the surgeon was unable to identify the source of the leak.

The Care Plan

Access TeleCare's specialists collaborated to develop a comprehensive care plan that kept the patient close to home for care. Access TeleCare's infectious disease specialist customized a series of antibiotics to prevent infection and address the patient's specific care needs, while the pulmonologist developed a treatment plan in collaboration with the surgeon to use a chest tube to drain the excess fluid and air from the patient's lungs.

Without the immediate availability of telemedicine specialists, the patient would have been transferred to higher-level facility, enduring a painful and unnecessary transfer.

The Result



Within two days of the operation, the air leak was resolved, and the patient reported significant improvement. Access TeleCare's specialists continued to monitor the patient throughout their recovery, evaluating imaging and managing medications alongside the on-site providers.



Just seven days after surgery, the patient was discharged with a thorough follow-up care plan developed and managed by Access TeleCare's specialty medicine experts.

Better Patient Care Through Telemedicine Synergies

When hospitals are faced with complex cases that demand expertise from multiple specialties, their ability to care for patients increases exponentially. This is especially true for hospitals in rural or underserved areas that lack access to specialty medicine experts.

Telemedicine not only provides access to acute care specialists, it also makes it simple and easy for on-site teams to coordinate care with multiple specialists in real time.

“The flexibility that Access TeleCare’s programs offer is crucial for many of the complex cases we see,” said Pritam Ghosh, M.D., Chief Medical Officer and Medical Group President. “When hospitals have access to two, three, four experts from different specialties, the breadth and depth of care they can provide increases dramatically.”

Access TeleCare’s board-certified physicians operate service lines across eight distinct specialties, allowing hospitals to efficiently scale up their services while gaining the flexibility, availability, and expertise needed to treat complex cases locally.



Learn more at
AccessTeleCare.com

Access TeleCare Telemedicine Programs Deliver



24/7 access to acute
care specialists



Comprehensive care
management and
follow-up care
planning



Real-time collaboration
through easy-to-use
technology