

PARTNER CASE STUDY:

Expanding Access. Driving Growth.



TeleNeurology and Virtual Behavioral Health at a Regional Health System

The Challenge

A 350-bed facility serving a large coastal region, this medical center needed a scalable coverage solution for two high-demand service lines, neurology and behavioral health.

The Solution

To meet patient care needs and expectations for locally available specialty care, the hospital partnered with Access TeleCare to implement a dual-service line virtual care model. It deployed inpatient teleNeurology coverage, including 24/7 consultation and management for strokes, seizures, and general neurology, along with scheduled virtual rounding and follow-up.

In parallel, the hospital introduced emergency and inpatient virtual behavioral health services, enabling real-time evaluations and integrated management of patients with psychiatric conditions.

Together, these programs embedded Access TeleCare's board-certified specialists directly into the hospital's workflows, helping the hospital deliver timely, local specialty care with speed, consistency, and continuity and grow patient volume and revenue.

The Result

The hospital's investment in specialty telemedicine delivered measurable clinical and operational results.

After introducing inpatient teleNeurology services, the hospital's annual Medicare neurology revenue more than doubled from 2014 to 2019, growing by 94 percent from \$1.5 million to \$3.7 million. In behavioral health, the team steadily increased patient volume from 1,184 in 2022 to 1,636 in 2024, safely discharging home an average of 47 patients per month.

In total, Access TeleCare clinicians conducted over 3,600 virtual consults across both specialties in 2024, with 98.2 percent of those patients considered underserved because of geography or insurance status.

By expanding access, reducing outbound transfers, and eliminating treatment delays, the hospital transformed its ability to care for its community, close to home.

Key Outcomes



94% GROWTH
in Medicare neurology
revenue (2014 – 2019)



3,600+ COMBINED
annual encounters across
the behavioral health and
neurology service lines (2024)



47 DISCHARGES/MONTH
supported by timely
behavioral health care



98.2% of patients
considered underserved



3.1 million + in virtual
catchment population

"Adding teleNeurology and virtual behavioral health didn't just fill a gap, it changed the trajectory of our care delivery. We're treating more complex patients in-house, cutting down transfers, and doing more to serve our communities that historically have had the hardest time accessing specialty care."

Vice President
Medical Affairs