

CASE STUDY:

Partnering to Deliver Consistent Specialty Care

How one large regional health system uses telemedicine across massive region to address workforce needs and timely care



The Challenge

The regional health system serves a large and diverse patient population in its home state as well as bordering states through five hospitals, 38 sites of care, and seven outpatient clinics. With more than 619 inpatient beds and 3,200 employees, the system faced the challenge of maintaining consistent access to specialty care across a wide geography. Specialist shortages, geographic distances, and increasing patient volumes put pressure on the system's ability to consistently meet patient expectations for timely, high-quality specialty care.

To ensure continuity of care, reduce outbound transfers, and provide equitable care access, the regional health system needed scalable solutions that could augment the work of local care teams and adapt to the unique needs of each facility within its network.

*"Our patients deserve timely, expert care — whether they walk into one of our urban hospitals or a rural clinic. Access TeleCare has become a vital part of how we meet that standard. **Their clinical partnerships, reliability, and seamless integration have helped us deliver on our mission of accessible, high-quality care, no matter the location.**"*

Chief Medical Officer

The Solution

The health system partnered with Access TeleCare on a single telemedicine specialty service and after highly positive clinician and patient response, added more telemedicine services. Today, it provides neurology, infectious disease, antimicrobial stewardship, and pulmonary and critical care all through telemedicine with Access TeleCare.

- ✓ 24/7 access to board-certified neurologists for acute stroke, neurohospitalist, EEG, and seizure response that increased revenue and timeliness of care.
- ✓ Virtual infectious disease consultation and antimicrobial stewardship program deployment, improving care for patients with sepsis, pneumonia, abscesses, HIV, and more, and reducing transfers, length of stay, and antibiotic costs.
- ✓ TelePulmonary and critical care coverage that helped increase ICU census, reduce outbound transfers, and manage more complex patients in-house.

Access TeleCare's integrated clinical workflows, local collaboration model, and highly trained clinicians allowed the health system to elevate care without compromising efficiency or local autonomy.

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Key Outcomes

- Improved health equity by serving a region with 70 percent of patients that live in designated Health Professional Shortage Areas or low-income ZIP codes.
- Expanded market reach by serving a geographic catchment area of more than 3 million people across several states.
- Increased revenue from neurology across three hospitals.
- Reduced unnecessary transfers to ensure more patients received timely care close to home.
- Reduced average length of stay, unnecessary antibiotic use, and antibiotic costs.
- Improved quality of care for patients with complex infections like sepsis and cellulitis.
- Reduced outbound transfers and increased infectious disease encounter volume across three facilities.
- Increased ICU census.
- Increased case mix index (CMI).
- Reduced transfers.
- Strong in-person clinician satisfaction due to consistent specialist support.

"This health system exemplifies what it means to lead with purpose and vision. By embracing telemedicine as a strategic extension of their care model, they're not only meeting today's clinical demands — they're building the infrastructure for tomorrow's healthcare. We're proud to partner with them in delivering consistent, expert specialty care."

Chris Gallagher, M.D.

Founder & Chief Strategy Officer
Access TeleCare

