



Carolinan HealthCare System

One

Carolinan HealthCare System

Virtual Visit

MATRC

April 10-12, 2016

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CHS Medical Group

Carolinas HealthCare System: *At A Glance*

- **40 hospitals** with **more than 900 care locations** in North Carolina, South Carolina and Georgia
- **Primary Care access** at more than **200 independent locations**
- **Urgent and Emergency Care**, with **30+ urgent care locations**, **20+ Emergency Departments**, and the region's only Level I trauma center
- **25 Employer On-Site Health Clinics**
- More than **7,500** licensed beds
- More than **12.5 million** patient encounters in 2015
- **3,000+** System-employed Physicians and Mid-Levels; **15,000+** Nurses; approximately **60,000** Teammates
- More than **\$9 billion** in annual revenue
- **One** of only five academic medical centers in North Carolina



Why Direct To Consumer Virtual Care?

Patient

- **Access:** Faster access, 24-7
- **Savings:** Reduced travel, lower cost of care
- **Health:** Improved health and quality of life

Physician

- **Access:** Improve same day access to care
- **Efficiency:** Improve work flow (centralized care)
- **Care Management:** Improve care coordination (virtual care is documented on system EMR)

Health System

- **Access:** Increase “On Demand” access points
- **Quality:** Improve outcomes and care coordination (care at the right place, right time)
- **Savings:** Reduce operating costs from traditional brick and mortar



CHS Virtual Care Infrastructure

Integrated Systems of Care



Stable
proven
Virtual Care
platform



Supported
by System-
wide EMR



Provider
team trained
in the
provision of
care virtually



Focused
scope of
services
specific to
virtual care



Protocol
driven care
pathways



Peer review
process and
quality
monitoring

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Carolin HealthCare System

CHS Virtual Visit at a Glance



**You don't need an appointment.
Just a connection.**

Get care from your phone, tablet or computer. CarolinasHealthCare.org/VirtualVisit



Carolinas HealthCare System

- Treatment for acute, episodic illnesses – low level acuity
- \$49 Direct-To-Consumer (Limited Insurance Accepted)
- 24 hour service, 365 days a year
- Patients in North Carolina only
- Ages 3 and up with exception of teens ages 13-17
- 20 Credentialed Providers: 18 Mid-Levels & 2 MD's
- **Average Star Ratings:**
 - Care = **4.5/5**
 - Providers = **4.8/5**

	# of Visits	% of Visits
Point of Care Replaced by Virtual Visit (VV)		
• VV that replaced ER visits	79	3%
• VV that replaced Urgent Care visits	981	36%
• VV that replaced Office visits	774	28%
• VV that replaced Retail Health Clinic visits	230	8%
• VV where patient would have done nothing	259	9%
• No response given	438	16%
• Totals (Overall Visits)	2,761	100%

	Overall
Total Completed Visits	2,923
Member Type	
CHS	1,604
BCBS	197
Consumer	1,122
Patient Status	
New to VV	1,779
Returning Patient	1,144
Payment Status	
Paid	2,612
Waived	311
Connection Type	
Mobile	1,867
Web	988
Web & Phone	68
Total Enrollments	15,423
CHS	6,073
Consumer	9,350

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Carolinas HealthCare System

QUESTIONS?

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