

Carolinas HealthCare System Virtual Visit MATRC April 10-12, 2016 Stephen Jones, VP CHS Medical Group

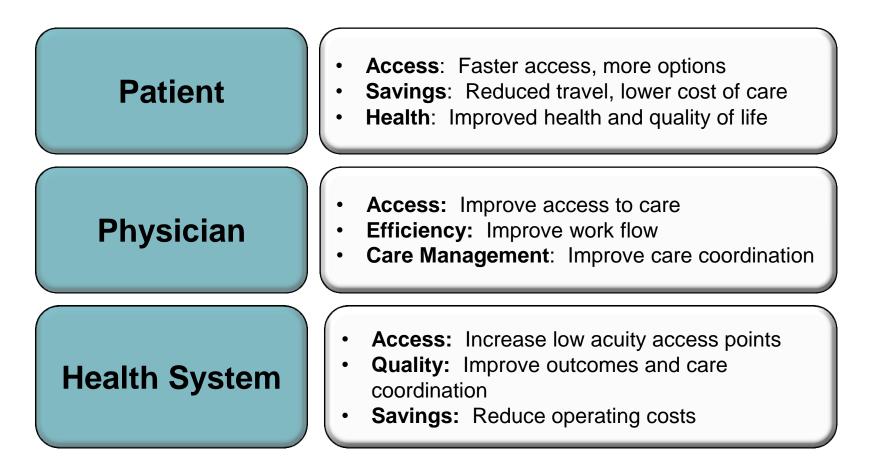
Carolinas HealthCare System: At A Glance

- **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?





CHS Virtual Care Infrastructure Integrated Systems of Care

	E Cerner			(Pringing of the second	Physician Peer Review
Stable proven Virtual Care platform	Supported by System- wide EMR and emerging HIE connectivity	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



CHS Virtual Visit at a Glance



Treatment for acute, episodic illnesses – low level acuity

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

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



Carolinas HealthCare System

Overall

		Overall		
 \$49 Direct-To-Consumer (Limited Insurance Accepted) 24 hour service, 365 days a year Patients in North Carolina only 			Total Completed Visits	2,761
			Member Type	
A way O and we with assaulting of tagent and	CHS	1,515		
 Ages 3 and up with exception of teens ages 13-17 20 Credentialed Providers: 18 Mid-Levels & 2 MD's 			BCBS	159
 Average Star Ratings: 	Consumer	1,087		
\rightarrow Care = 4.5/5			Patient Status	
\blacktriangleright Providers = 4.8/5			New to VV	1,688
	# of Visits	% of Visits	Returning Patient	1,073
Point of Care Replaced by Virtual Visit (VV)			Connection Type	
• VV that replaced ER visits	79	3%	Mobile	853
• VV that replaced Urgent Care visits	981	36%	Web	994
VV that replaced Office visits	774	28%	Web & Phone	887
• VV that replaced Retail Health Clinic visits	230	8%	Total Enrollments	14,488
VV where patient would have done nothing	259	9%		· · · · · ·
No response given	438	16%	CHS	5,888
 Totals (Overall Visits) 	2,761	100%	Consumer	8,600





