

Virtual Physician Coverage Provides On-Demand Consultations, Care Continuity

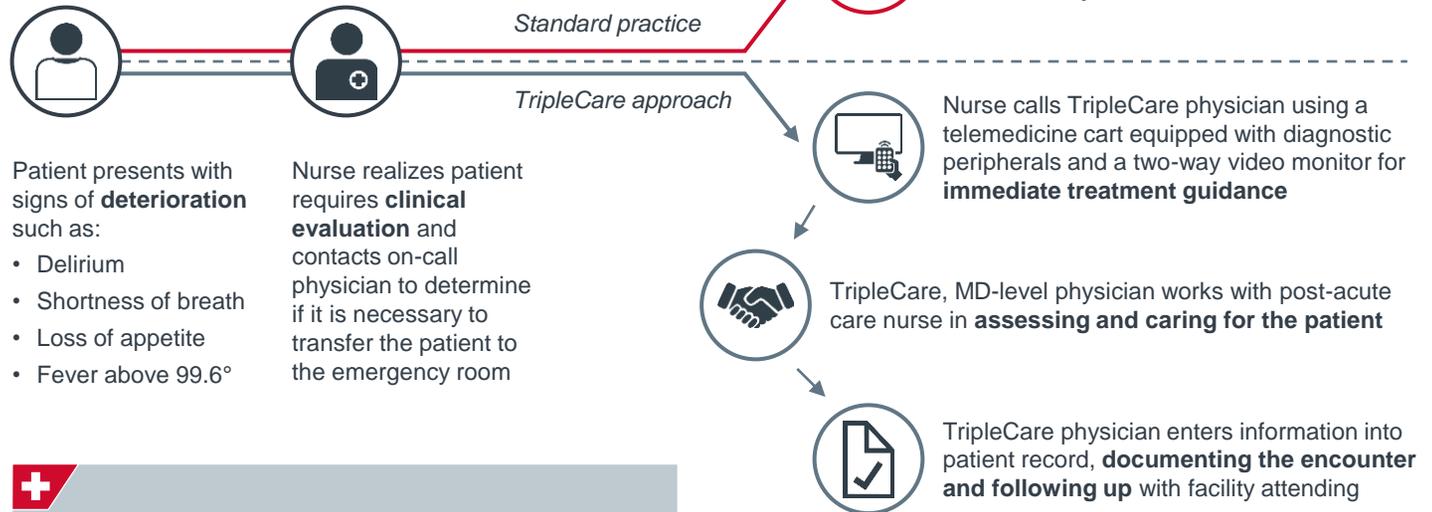
TripleCare, a telemedicine group serving over 60 skilled nursing facilities across eleven states, has developed a virtual consult model for remote physician coverage during evenings and weekends. TripleCare employs a group of 30 geriatricians, internists, and family medicine physicians to connect with and support post-acute staff when a patient's clinical status deteriorates.

On average, each facility interfaces with four or fewer TripleCare physicians over the course of their partnership, allowing for ongoing care continuity between post-acute staff and remote clinicians. TripleCare physicians also receive compensation on an hourly rather than fee-for-service basis, incentivizing care quality over panel size. In fact, TripleCare physicians typically spend between one to four hours with each patient.

TripleCare's service has been shown to improve clinical, operational, and financial performance for their partner sites, particularly through avoided hospital readmissions. In a single study, the platform accrued over \$1.5 million in savings for total cost of care.

Post-Acute Staff Access Decision Support When Patient Condition Worsens

Collaborative Workflow Promotes Teamwork, Appropriate Care, and Seamless Transitions



Patient presents with signs of **deterioration** such as:

- Delirium
- Shortness of breath
- Loss of appetite
- Fever above 99.6°

Nurse realizes patient requires **clinical evaluation** and contacts on-call physician to determine if it is necessary to transfer the patient to the emergency room



Case in Brief: TripleCare

- Dedicated telemedicine group of 30 physicians headquartered in Long Island City, New York offering after-hours, weekends, and holiday remote consults to more than 60 skilled nursing facilities
- Telehealth platform involves bi-directional audiovisual conferencing unit, 18x zoom-capable camera, and an e-stethoscope on a mobile cart
- Physician-driven model largely involving geriatricians and internists available 113 hours/week to facilities

TripleCare Program Outcomes

83% Treat-in-place resolution rate¹

91 Avoided hospital readmissions¹

>\$1.5M Savings in total cost of care¹

¹) All numbers represent the experience of a 364-bed, non-profit skilled nursing facility who used TripleCare 313 times across one year.

Sources: Service Line Strategy Advisor interviews, research, and analysis.