

Technology Enabled Care

EHEALTH OPENS NEW PATHWAYS TO CARE



Getting to a medical appointment can be challenging, complicated by transportation logistics, travel times, child care and illness. A referral to a specialist often means scheduling another appointment and then waiting for that date to arrive.

Investments in eHealth, a variety of health care services enabled by technology and provided through video, phone calls and other digital connections, create alternate pathways to care that can reduce wait times and get people more quickly to the care they need. These innovations also support new collaboration among our providers across Vermont and Northern New York.

“ Our eHealth services are opening up new possibilities for patients to get the care they need—often without a trip to a doctor’s office or clinic—while also making it easier for our providers to collaborate when diagnosing and treating an illness.

—Todd Young, Associate Vice President of Digital Health Services, UVM Health Network

What can eHealth help us achieve?

1. Make care more accessible and convenient.

As the COVID-19 pandemic took hold, we rapidly accelerated our efforts to provide care to most of our adult and pediatric patients through video and phone visits. This meant providing more than 1,500 of our providers with the needed equipment and educating thousands of patients on a different way to receive care. In the span of one month, we moved from 10 video visits a week to roughly 7,000 by the end of April 2020.



NUMBER OF VIDEO VISITS OVER THE LAST THREE YEARS:

2019

2020

2021

1,200

200,000

153,371

DURING PANDEMIC—
VIDEO VISITS ONLY

EHEALTH VISITS REMAIN HIGH
EVEN AS IN-PERSON VISITS
HAVE SAFELY RESUMED

AVERAGE
PATIENT
EXPERIENCE
SCORE FOR
VIDEO VISITS

93
OUT OF
100

Although poor internet service across our region limits digital options for some patients, those without this limitation have responded positively to this approach. Patient surveys have shown high satisfaction with video visits in particular, with the majority of patients giving high marks when asked to rate their overall experience with this type of visit.

WE CONTINUE TO STRENGTHEN THE PATIENT EXPERIENCE BY:

- Working to ensure that reimbursements for video and phone visits are equal to those for in-person visits.
- Promoting interstate licensing agreements that allow our patients to access eHealth care from our providers regardless of whether they practice in Vermont or Northern New York.

2. Reduce wait times for specialty care with eConsults.

After receiving formal referrals from their primary care provider, patients often need to schedule and wait for additional appointments. With eConsults, primary care providers are able to securely consult with specialists during a patient visit. This is a faster path, with fewer appointments to navigate, to a treatment plan addressing a patient's needs.

ECONSULTS CURRENTLY AVAILABLE FOR:

- Sleep, Psychiatry and Pharmacy consultations at UVM Medical Center Adult Primary Care - South Burlington.
- Hepatitis-C specialists at all UVM Medical Center Adult Primary Care and Family Medicine sites.

We expect to launch eConsults for an additional 20 medical specialties across the Network in 2022.

ECONSULTS HAVE SHOW AN:

84% 

increase in timely access to specialty care, as well as fewer unnecessary visits and less out-of-pocket costs*

*American Association of Medical Colleges

3. Bolster emergency care with eHealth innovations.

Strains on emergency departments (EDs) are at a critical level across our Network. Innovative eHealth programs can help immediately connect patients who come to the ED with the specialist care and consult they may need.

TeleED, Telestroke & Tele-NICU

Using eHealth technologies, ED providers can consult with physicians at other Network hospitals on difficult cases or when patients are suffering from acute illness or trauma that requires specialty care, such as stroke or neonatal intensive care.

Remote Patient Observation & Triage:

A new program using televideo will allow physicians to remotely triage ED patients, while another program will use eHealth for ED patient observation. Home care settings served by Home Health & Hospice continue to demonstrate effective use of eHealth for remote patient observation.

4. Expand access with Electronic Health Records and MyChart.

As of April 2022, all of our Network hospitals and clinics are connected to the Epic system. Patients who receive care from the UVM Health Network can request an appointment, check lab and test results, ask for prescription refills and more, all through our online MyChart portal. Our electronic health record system—which now connects our hospitals and clinics in Vermont and New York's North Country—also ensures that our providers have your most up-to-date health information. We're working together to better meet your health care needs.

Electronic Health Record patient benefits:

- Less paperwork. Patient records are inputted once then become electronically accessible across the Network.
- Providers have 24/7 access to the health information they need.

MyChart patient benefits:

- Convenient access to health records
- Ability to request appointments, message providers, view test results and health records, pay bills, or renew medications

MyChart self-scheduling:

Over the next two years, self-scheduling will expand across some medical specialties and primary care.

Working together, we improve people's lives.

The University of Vermont Health Network is a health system serving more than one million residents across Vermont and Northern New York. We deliver trusted local health care connected to a network of expertise. We are your friends and neighbors, dedicated to improving the health of our communities and the patients we serve.

Learn more at uvmhealthimpact.org

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THE
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