



## OUR VIRTUAL CLINIC APPROACH

Gain control as **24/7** telehealth use accelerates—with an advocacy-focused, virtual front door.

As utilization of on-demand telehealth expands, so does the need for gatekeeping and consumer navigation assistance. With the Carenet Health Virtual Clinic model, your organization can improve access and the patient experience while reducing costs.

All signs point to continued growth in patient telehealth utilization, as well as the expansion of the types of on-demand virtual care offered via one phone call or one touch of a button. A steady increase in adoption is important, but it also means organizations need to be prepared to handle concerns such as:

- Unrestricted, direct-consumer selection of services, leading to unnecessary care
- Patients' need for ongoing guidance and customer support, especially for vulnerable populations
- Billing complexities
- Consumer confusion ... too many care services from too many first points of contact

### The Carenet solution:

Seamlessly integrating our industry-leading, 24/7 nurse advice and triage services with high-quality navigation assistance and quick access to virtual medical and behavioral health services when needed.

The one-of-a-kind Carenet Health Virtual Clinic delivers a comprehensive, cost-effective approach that:





# Carenet Health®

Engaging. For the better.™



**ACCREDITED**

Health Call Center  
Expires 06/01/2022



# HITRUST®

OUR CERTIFICATIONS

## Deliver streamlined access to care and information

Most physician on-demand telehealth services are led by a doctor, yet that model is not sustainable over the long term. At Carenet Health, we offer one point of access to a combined Virtual Clinic, so consumers get fast, convenient guidance and direction to the most appropriate level of care.

Our registered nurses (RNs) have access to nearly 700 triage guidelines for pediatric, adult, women's health and behavioral health concerns and more than 8,000 topics spanning conditions, medical tests and procedures, medications and everyday wellness issues.

Plus, from a central point of navigation, patients can get help with other services, including care navigation, and be warm-transferred to wherever they need to go—whether it's a nurse for triage, a care management team or even Member Services.\*

## Reduce unnecessary care and costs

Pre-physician triage by an RN can serve as a gatekeeper and can result in decreased numbers of unnecessary MD consults, ED (emergency department) visits and even the overly cautious inpatient care that can result from avoidable ED care.

**Our data shows up to 80% of on-demand telehealth visits don't require physician interaction and can be treated at home with guidance from an RN.**

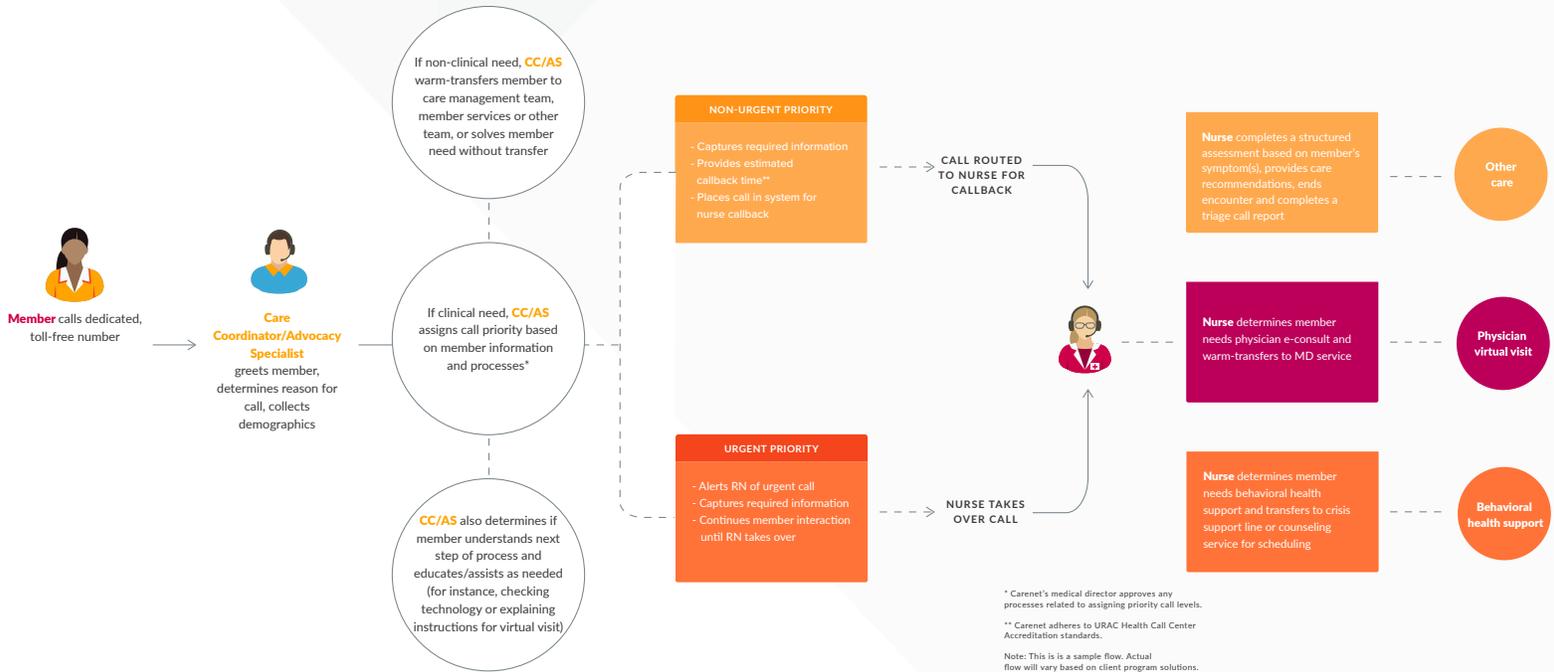
## IT'S A WIN-WIN-WIN

- Allows for **integration options**—keep your current MD-on-demand solution and easily add our services upfront, or connect directly to our telehealth partner
- Presents a **platform for identifying other needs**, such as care navigation, health advocacy and decision support
- Provides **faster, better-triaged and more convenient access** to high-quality 24/7 clinical care
- Simplifies and enhances the virtual experience with **one point of entry** and a helping hand that can determine need, assist with tech concerns, enroll in wellness programs, capture key data, and help the consumer move to the next, most appropriate step
- Gets ahead of complexity and growth, so your organization remains in **control of costs and consumer experience**

\* Depending on service hours and other details of client offerings.



## In action: Sample Virtual Clinic workflow



### Why use Carenet Health for your Virtual Clinic approach?

- Proven 67% cost-savings and up to 10:1 ROI
- Clinically sound with evidence-based and physician-approved Schmitt-Thompson® Triage Clinical Content guidelines and the robust Healthwise® knowledge base
- 99% average nurse satisfaction rating
- Secure, private and HIPAA-compliant
- Carenet RNs average 15 years of clinical experience and five years of telehealth experience



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## MORE ABOUT CARENET HEALTH

Carenet Health is the nation's premier healthcare clinical and consumer engagement partner—providing 24/7 telehealth, engagement, clinical support and advocacy solutions on behalf of 250+ health plans, providers, health systems and Fortune 500 companies. More than 65 million healthcare consumers have access to our teams of engagement specialists, care coordinators, registered nurses and other licensed healthcare professionals each year. As a pioneer in telehealth, Carenet has more than 30 years of experience implementing nurse advice lines—on time and on budget. We are experts in seamlessly integrating technology and teams with our clients' systems, processes and workforce.

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How can we help  
your organization?

Email us today at

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call 800.809.7000 or learn more at  
[carenethealth.com](https://www.carenethealth.com)