

High-Quality, Cost-Saving Virtual Care— from Nurse Advice to Physician Consults

At Carenet Health, our telehealth-trained and experienced care coordinators, registered nurses (RNs), physicians and behavioral health therapists provide evidence-based, 24/7/365 access to care and information.

So your plan members and patients receive the on-demand care they need, when they need it, while avoiding unnecessary emergency, urgent and primary care visits and their significant costs.

96%

average patient satisfaction score

\$111M

saved annually for telehealth clients

50%

cost-savings from Virtual Clinic vs. typical telehealth services



As a leader in healthcare engagement and telehealth, our virtual care solutions typically result in a client **ROI of 2:1 to 3:1**.

OUR SOLUTIONS ARE:

- Clinically sound and carefully triaged
- Streamlined for maximum efficiencies
- Powered by proven technology
- Easily integrated with our clients' systems
- Available every minute of every day, with no exceptions
- Scalable, cost-effective and cost-saving
- Loyalty- and satisfaction-boosting
- Secure, private and HIPAA-compliant
- The perfect fit for today's healthcare consumers' rising expectations

“Carenet is an integral member of our care team and plays a vital role in the delivery of our patient experience. I've observed, firsthand, the care and compassion consistently expressed toward our patients as they assist them with their healthcare needs. It warms my heart and makes me proud.”

Vice President of Patient Experience, Multi-State Healthcare System

Choose from two solutions

Nurse Advice Line

One of the industry's highest-quality telehealth solutions, the Carenet Health Nurse Advice Line is staffed by skilled RNs with an average of 15 years of clinical experience and five years of telehealth experience. These seasoned and compassionate RNs assess symptoms, recommend treatment when appropriate and direct consumers to the most suitable level of care as needed. Third-party accreditation and evidence-based symptom assessment—plus 30 years of experience providing nurse triage services—provide additional confidence to our clients and their members and patients. We offer a nurse-first model or an acuity/call-back model with pre-care routing.

Virtual Clinic

Our innovative Virtual Clinic seamlessly combines our industry-leading Nurse Advice Line with outstanding telemedicine and behavioral health services. A single point of consumer access functions like a traditional provider clinic in a virtual environment. It offers patients fast, convenient care that is efficiently handled by intake coordinators, triaged by our RNs, and then elevated to physicians and behavioral health therapists only when appropriate.

It's an approach that delivers a distinct competitive edge for our clients and outstanding virtual care at half the cost of non-streamlined physician-on-demand services.

46%

of cases resolved with at-home treatment

82%

of patients directed to non-emergent resources

\$14M

saved by one health plan from redirection of care

Transforming healthcare with Intelligent Engagement™

At Carenet, our proprietary engagement methodology is the how behind the experiences and results we deliver. The approach, called Intelligent Engagement, is made up of a collection of 22 finely tuned elements—a unique combination of quality, operational and team excellence, powered by clinical capital and expertise from inside and outside of healthcare. We apply Intelligent Engagement to everything we do, whether that's closing gaps in care or delivering virtual clinical care and support.



HITRUST

Isn't it time your organization used telehealth as a competitive advantage?

Email us today at marketing@carenethealthcare.com, call 800.809.7000 or learn more at carenethealthcare.com.

MORE ABOUT US

Caret Health is a leading provider of healthcare engagement, clinical support and health advocacy solutions and 24/7 access to telehealth care. Our teams support more than 65 million healthcare consumers on behalf of 250+ of the nation's premier health plans, providers, health systems and Fortune 500 organizations.