



Caret Health[®]

Engaging. For the better.™

SMARTER TELEHEALTH

Nearly **700** conditions addressed—for $\frac{1}{3}$ of the cost.

Fact: Offering nurse triage prior to a physician e-visit means better direction of care and 67% cost-savings.

As demand for 24/7 telehealth grows, protect your bottom line and improve the patient experience with the Carenet Health Virtual Clinic model.

At Carenet, we believe stand-alone telehealth physician consults no longer suffice when it comes to delivering the value both you and your consumers demand.

By integrating our industry-leading nurse advice services with quick access to virtual medical and behavioral health services when needed, we deliver **a more comprehensive, cost-effective telehealth solution with a guaranteed ROI.**

Deliver streamlined, seamless care access

With one point of access to a combined Virtual Clinic, consumers get, convenient guidance and direction to the most appropriate level of care. Your organization gets a 67% savings, higher patient satisfaction, and a competitive edge.

Plus, our nurses can address nearly 700 adult and pediatric conditions—far more than typically handled by on-demand telehealth physicians.

Reduce unnecessary care and costs

Pre-physician triage by a registered nurse (RN) can serve as a gatekeeper and will also result in decreased numbers of unnecessary MD consults and ED (emergency department) visits.

Our data shows more than **40% of on-demand telehealth visits can be treated at home** with guidance from a nurse and don't require physician interaction.

In fact, we have a proven history of helping organizations prevent avoidable ED costs—and that prevention adds up. Each time a patient enters the ED with a condition that doesn't require emergency care comes at an average cost of \$2,032 to the healthcare system, according to an analysis published by UnitedHealth Group. ED visits that result in a precautionary inpatient admission increase that cost anywhere from \$10,000 to \$20,000.



COMPLIANCE STANDARDS



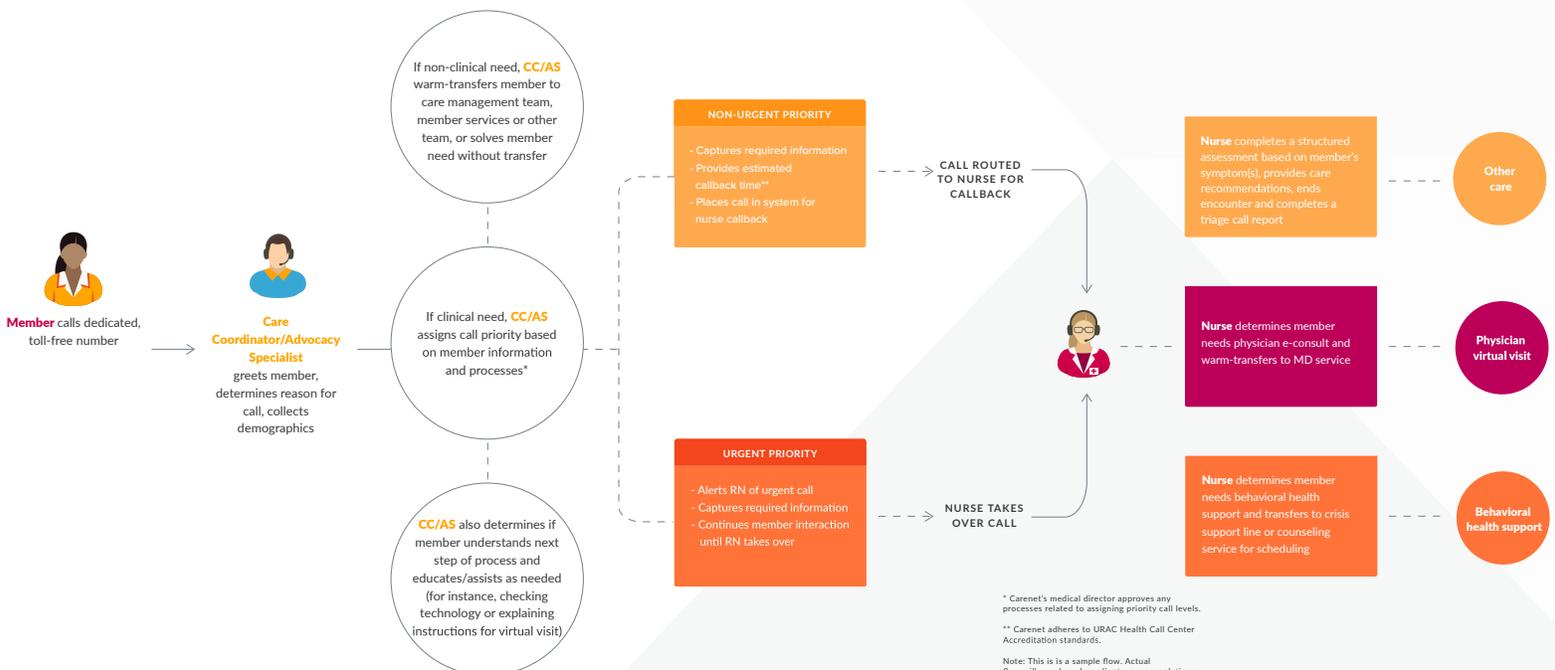
CONSIDER THESE BENEFITS

- Allows for integration options—keep your current MD-on-demand solution and easily add our services upfront, or connect directly to our telehealth partner
- Provides faster, better-triaged and more convenient access to high-quality 24/7 clinical care
- Simplifies and enhances the virtual healthcare experience with one point of entry
- Removes the patient or caregiver decision-making process over which service to contact

- Consolidates case and utilization reporting for your telehealth offerings
- Presents a platform for identifying other needs, such as care navigation, health advocacy and decision support

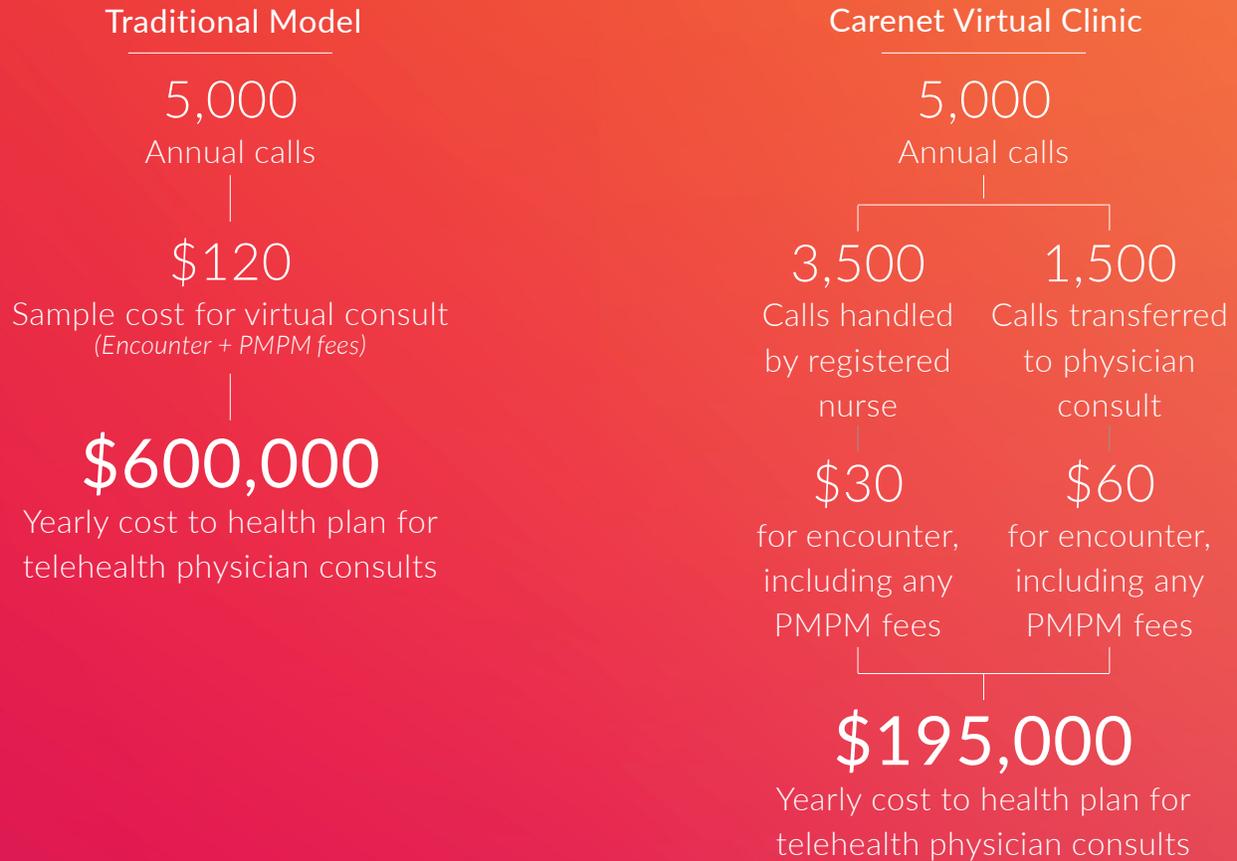
How the Carenet Health model works

Expert advice starts with highly skilled and trained registered nurses. They answer questions, and assess and triage symptoms, with support from evidence-based, industry-trusted clinical content to guide patients to the most appropriate site and course of care. When needed, patients seamlessly move to an MD or behavioral health e-visit.





Easy math, breakthrough value



* Sample pricing only; contract-dependent. Information on estimates used in the example were gathered from Carenet Health client feedback.

Why use Carenet Health for your Virtual Clinic approach?

- Proven 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
- Nurses 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
- Streamlined for maximum efficiency, easily integrated and powered by an advanced technology platform
- Available every minute of every day, with no exceptions
- 99% average nurse satisfaction rating
- Secure, private and HIPAA-compliant
- Carenet U.S.-based nurses 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 86 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.



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)