



## Navigating Telehealth Care

As the COVID-19 situation continues to develop, our healthcare system will be placed under increased strain as demand for care and treatment spikes. Equipping health care organizations with virtual care settings will improve efficiency and reduce physician burden while minimizing the spread of COVID-19. Additionally, as specialist referrals become more difficult to obtain, the need for virtual care will increase dramatically.

### The Various Forms of Telehealth

 <p><b>Online Screening</b> Patient takes online survey to see if medical attention is required</p>	 <p><b>Patient &lt;&gt; PCP</b> Patient consults with PCP via video, phone, or text</p>	 <p><b>PCP &lt;&gt; Specialist</b> PCPs leverage RubiconMD eConsult platform to gain insights from specialists within 3hrs on average</p>	 <p><b>Patient &lt;&gt; Specialist</b> Patient interfaces with specialists via video, phone or text</p>
---	---	--	---

### We Partner with Primary Care to:

<p><b>1</b></p> <p><b>Expand Access</b></p> <p>Same day access to insights from <b>&gt;120 specialties</b> and sub-specialties</p>	<p><b>2</b></p> <p><b>Improve Quality</b></p> <p><b>80%</b> of eConsults improve the quality of the PCP's care plan</p>	<p><b>3</b></p> <p><b>Reduce Costs</b></p> <p><b>&gt;45%</b> of eConsults help prevent unnecessary referrals or services</p>	<p>★★★★★</p> <p><b>4.9/5</b> Average rating</p> <hr/> <p> <b>&lt;3hr</b> Median turnaround</p>
--	---	--	---



I've been working as a provider for years and nothing has improved the primary care experience for my patients and for me more than RubiconMD... I can't imagine working in primary care without it!

-CHCN PRIMARY CARE PHYSICIAN



# How eConsults can help manage COVID-19

## PHASE 1

### Initial Response

PCP and specialty visits decline as the majority of acute and primary care workforce turns to respond to COVID-19.

COVID-19 eConsult cases to **Infectious Disease specialists** spike, including: COVID-19 prevention & treatment, PPE/Clinician safety, travel, risk assessment (comorbidities, immunomodulators, etc.)



PCP

65-year-old male with psoriasis on methotrexate tested positive for COVID-19.

**Should I stop his medication?**

His rheumatologist isn't currently seeing patients.

## PHASE 2

### Virtual Care

Population is largely working and staying at home. In person care is limited to COVID-19 cases or essential visits.

In addition to COVID-19 cases, **chronic diseases like uncontrolled diabetes and hypertension** as well as increases in episodic Behavioral Health eConsults including anxiety and depression management



PCP

72-year-old female known for heart failure is unable to see her cardiologist.

**What medication changes would you recommend to control her recent onset of refractory hypertension?**

## PHASE 3

### Back to Clinic

As in person visits resume, backlog from months of quarantine results in system overload and long specialist wait times.

In addition to Behavioral Health, episodic cases such as dermatological conditions or chronic kidney disease will **require enhanced treatment methods in primary care** due to limited specialist availability



PCP

43-year-old male with a history of depression exacerbated by social isolation during the COVID-19 pandemic.

**How can I support him in his transition back to his previous routine? Any changes in meds you can recommend?**

For more COVID-19 resources, please [click here](#).