



Nevada Telehealth: Moving Beyond the Pandemic

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SINALOA

DURANGO

COAHUILA DE ZARAGOZA

NUEVO LEÓN

México

TAMAULIPAS

Gulf of Mexico

The Bahamas

Agenda



What is Digital Health



Intermountain's Footprint

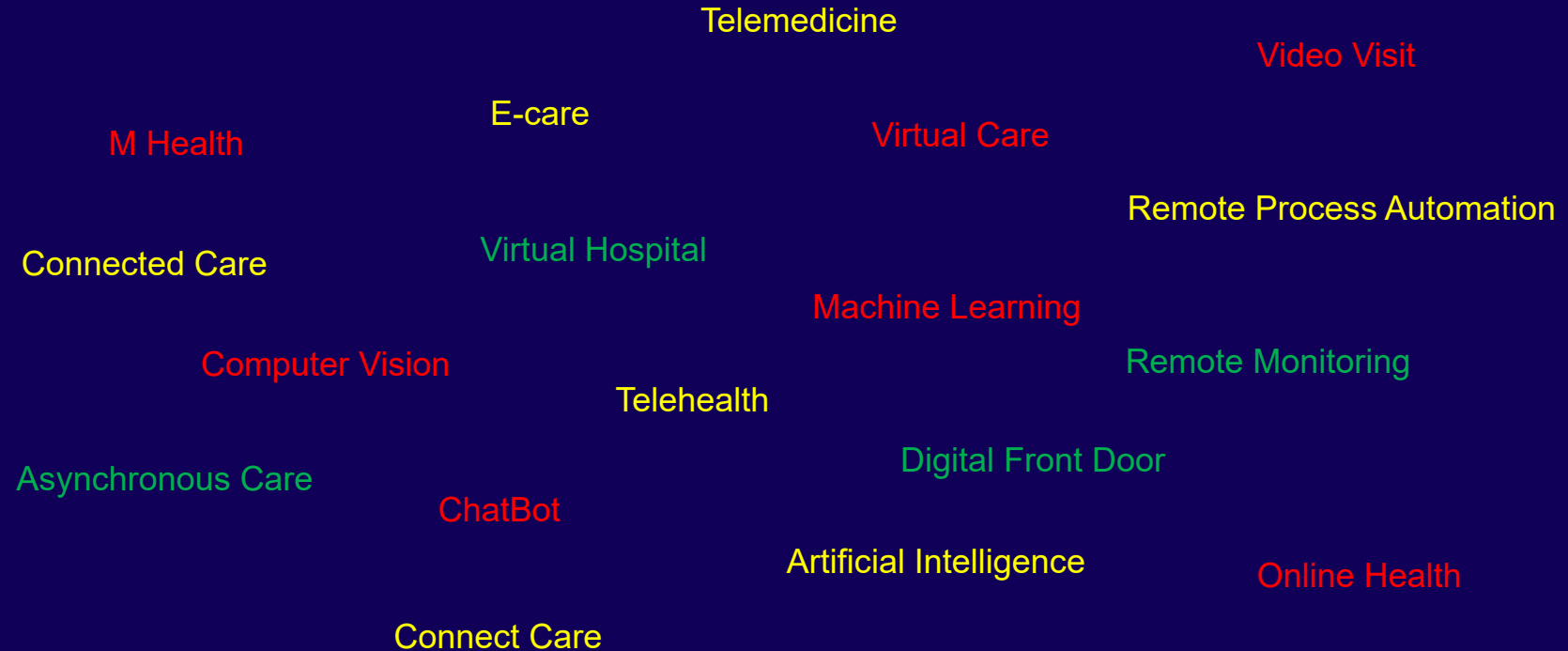


What is Intermountain's Focus on the Market
(Post Pandemic)



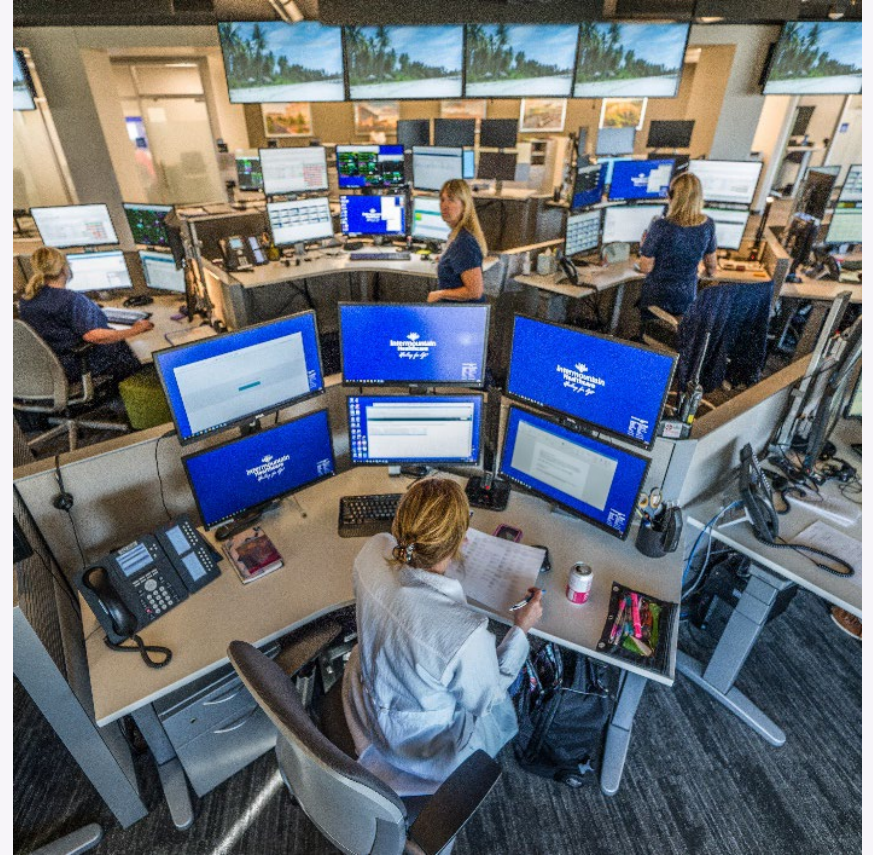
Impact of Digital Health

What is Digital Health



What is Digital Health

- Using the power of technology to help individuals improve their health
- Enhance the efficiency of healthcare delivery and to make better patient/consumer experience
- Connect and empower people and populations to manage health and wellness
- Augment traditional care with accessible teams leveraging digital tools, technologies and services to transform care delivery
- Not just a video visit



Intermountain Connect Expanding Reach



Intermountain Connect Sites

30+ partners

2.8M+ interactions

10 core programs

35+ services

Transforming Telehealth Rooted in Decades of Expertise

Intermountain Connect Vision: Providing Care When, Where, and How People Need It

- Technologically advanced virtual hospital based on Intermountain's 45 years of evidence-based care process models
- Provider network available 24/7/365

- **Connect Care (DTC Services)** offers consumers direct access to providers in 4 core areas



Urgent Care



Scheduled Video
Visits



Behavioral
Health



Remote Patient Monitoring

- **Connect Care Pro (B2B Services)** provides customers including health systems and rural hospitals to Intermountain clinical expertise in 6 clinical programs



Critical Care



Oncology



Infections
Disease
Hospitalist



Stroke



Crisis Care

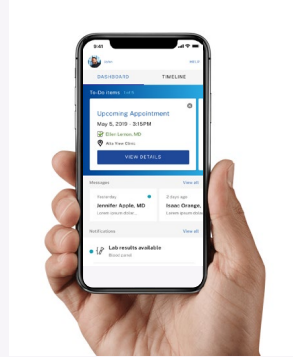
- **Connect Care Pro – Pediatrics** includes Emergency/Trauma, Critical Care, Newborn Resuscitation, etc.

- Many more programs under development

TeleHealth Ecosystem: Patient Care



- Connect Care & SVV
- Appointment Management
- Symptom health checker
- Health records, payment, etc
- E-visit



- On-demand low acuity care
- 24 x 7 access
- Adult & peds
- Behavioral Health and Urgent Care

RPM Services

- Prescribed devices
- COVID/Chronic Disease management
- Centralized monitoring management

Direct Care

- Scheduled video appointments
- Direct secure visit
- BH, Primary, specialty care options

Scalable and Sustainable Technology

TV Kits



Mobile



Tablet



Integrated Patient Placement & Operational Support



PSM

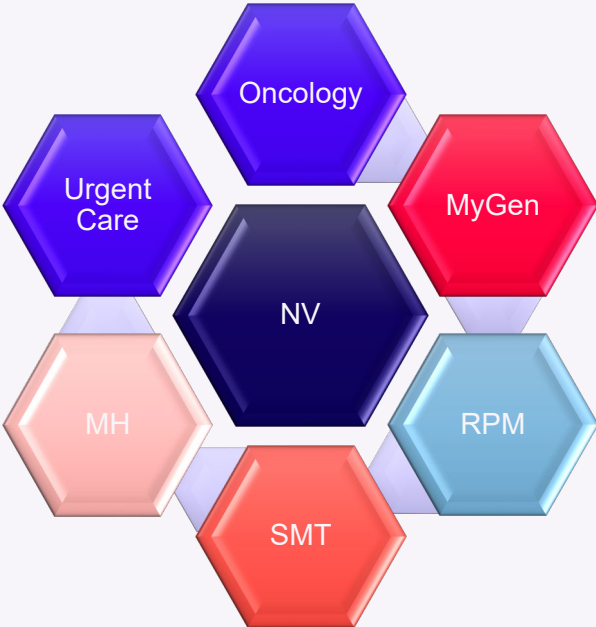


RPM



Key Digital Clinical Services

- Nevada – Peds – Home – Adult



Intermountain's Focus – NV

Improving Access

1

Q1/Q2 - 2023

Implement single telehealth platform for all service lines

Improve digital front door through Phreesia

2

Q3 - 2023

Strengthen medical groups knowledge of telehealth

Implement telehealth campaigns in pediatrics, endocrinology, women's health, and mental health

3

Q4 -2023

Launch virtual provider pool focusing on SMT and Urgent Care service lanes

Integrate with SW Ut specialty providers

Impact



Reduces travel constraints for those who lack access: **10,000 travel hours avoided**



Improves access for patients: **15-minute response times**



Decreases cost: **\$4.3M decrease in cost**



Delivers consistent quality: **40% drop in relative expected mortality**



Supports equity by helping underserved people: **one-touch integration with certified interpreters** for almost any language



Thank you!

