MEDITECH

Expanse Virtual On Demand Care
No Appointment Needed, Just a Connection

Patients with urgent medical needs don't often have convenient options for seeking care. They can travel to a retail urgent care facility, or visit the ED for a time-consuming and costly visit, or even delay care until there is a provider available to meet their needs[1]. And now, in the era of COVID-19, patients are seeking virtual care as a lifeline in continuing to receive the healthcare they need.

Now there's an easier way. Using a web-based device of their choice, patients can use Virtual On Demand Care to gain immediate access to their primary care provider network. No need to travel, and no need to sit in a crowded waiting room. And this functionality is fully integrated with Expanse Acute, Ambulatory, and Emergency workflows - so it will make providers' lives easier too.

Wait Time
Wait time is shorter than in the ED or urgent care center; the patient can see in the queue how long it will be until their visit begins.

Travel
Patients can receive care from the comfort of their home vs. traveling long distances.

Cost of Visit
Significantly less costly than ED visits[2,3], and typically less expensive than urgent care visits.

Safe Alternative
Even in the midst of a pandemic, patients have a convenient and safe option to receive care when they need it.

Grow Your Business
By offering a convenient alternative to ED or urgent care, organizations can attract new patients and build consumer loyalty.

Patient Information
Providers have a better understanding of the whole patient, even in an urgent care situation, because they have full access to the patient's history via Expanse EHR.

Patient Loyalty
Patients are more likely to choose an organization that offers a virtual offering[4], helping to keep these patients in your network instead.

1 https://www.mgma.com/data/data-stories/how-long-are-patients-waiting-for-an-appointment#:~:text=For%20primary%20care%20single%20specialties,new%20patients%20is%206.3%20days.

2 https://www.healthleadersmedia.com/clinical-care/cost-savings-telemedicine-estimated-19-120-patient-visit

3 https://healthcostinstitute.org/in-the-news/usa-today#:~:text=The%20average%20emergency%20room%20visit,the%20Health%20Care%20Cost%20Institute.

4 https://www.softwareadvice.com/resources/improve-patient-care-through-technology/