The Future of TeleHealth

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Intermountain TeleHealth Services

Direct to Consumer ● Clinician Consults ● Remote Patient Monitoring

Connect Care

Critical Care

Crisis Care

Oncology

Infectious Diseases

Stroke

Newborn Care

Pediatric Critical Care

Pediatric Services
A Changing Landscape
Which of the following organizations reported serious financial downturns last year?

- Mayo Clinic
- Cleveland Clinic
- MD Anderson
- All of the above
Rural Hospitals Are at Risk

- 80 have closed since 2010
- Nearly 700 more at risk

Source: CNN, July 1, 2017
When’s the last time you used this:
Amazon Health Tech Team

[Image of Amazon Health and Amazon Effect logos with a prescription bottle]
With high-deductible plans, patient demands change

- About 1/3 choose high-deductible plan
- More than 67% never reach that deductible
Our Foundation

Mission
Helping people live the healthiest lives possible®

Vision
Be a model health system by providing extraordinary care and superior service at an affordable cost.
One
Intermountain
Fundamentals of Extraordinary Care
Future of TeleHealth at Intermountain

Direct to Consumer

Connect Care
33,000+ enrolled
11,000 Visits
(since launch)

Cost per Visit
- ER: $561
- Urgent Care: $79
- Primary Care: $67
- Connect Care = $49 or less

Patient Savings
- Average Savings/Visit: $55.23
- Total Saved: $212,597
Future of TeleHealth at Intermountain

Connect Care

• Virtual patient office visits
• Referring patients back to healthcare services in their home community
Changing expectations
Technology driving change

What will drive future change for TeleHealth?
“It’s tough to make a prediction, especially about the future.”
—Yogi Berra
Future of TeleHealth in the United States

- 24/7 virtual visits with wide range of clinicians; remote family members
- Real-time streaming data using digital tools
- Email/text visits
TeleHealth Virtual Visits Versus Office Visits
2017-2025

(Numbers in Billions)

Source: University of Rochester Medical Center, Published in *Fortune*, May 2017
“Between the health care that we now have and the health care we could have lies not just a gap, but a chasm.”
—Institute of Medicine, 2001

Today’s technology has pushed the frontiers of the possible
Future Patient Care Video
“The future has many names: for the courageous, it means opportunity.”
—Victor Hugo
THANK YOU