

Sutter Health

Telehealth on the Rise

Add telemedicine to the list of ways our culture may be forever changed in the wake of the COVID-19 pandemic. Patients have accessed healthcare via phone or video conferencing for years, but no one could have foreseen the dramatic rise in demand for telehealth services as patients and providers alike seek to limit the virus' spread.

Sutter Health Steps Up

Compelled by the COVID-19 crisis, in just six weeks Sutter Health executed a robust telehealth expansion that was originally planned for 2021 and estimated to take 18-24 months. The rapid telehealth deployment was made possible by the depth and collaboration of resources across Sutter's integrated network and additional philanthropy support to secure new equipment.

Impact of the Telehealth Expansion

- **Critical Access:** Serving patients who are hard to reach, meeting vital rural, telepsychiatry and palliative care needs
- **Care Continuity:** Staying connected with our patients and their health needs
- **Increased Patient Safety & Convenience:** Empowering patients with resources to better manage their health

Rural Communities

"I've seen first-hand how our communities have benefitted from our expanded virtual care options — especially those in rural communities where travel for in-person appointments can be time consuming and costly. One example that comes to mind is a young family that lives in a trailer in one of our more remote, rural communities. They all have asthma and had ongoing concerns over respiratory symptoms they were experiencing. I was able to continue to care for them through an initial and follow-up video visits."

P.T. Koenig, M.D., Sutter Medical Group
Sutter Health Valley Area – Family Medicine

Telepsych & Mental Health

"In these particularly challenging times, patients benefit from consistency and continuity in their mental health care. Several patients shared that they are so grateful to be able to continue therapy services, especially when many other medical appointments were being cancelled or rescheduled for a later date. It is my hope that telemedicine will be an integral part of healthcare post-COVID."

Tam Nguyen, Ph.D.,
Clinical Psychologist and Director, Ambulatory Care
Sutter Mental Health & Addiction Care

The Numbers Tell the Story: Sutter's Rapid Telehealth Expansion

Daily Video Visits
32,000% INCREASE
15–20 as of March 1
6,400 as of April 30

Clinicians Activated
9,290% INCREASE
50 as of March 1
4,695 as of April 30

Daily Call Minutes
1,260% INCREASE
15,000 as of March 23
204,000 as of April 30

250,000+ video visits
(as of May 15)

Sutter Health

The Benefits of Telehealth



Making healthcare simpler, engaging and more human is what we do, and the expansion of our telehealth services is no different. Our virtual-first approach to healthcare through Sutter's My Health Online app offers the benefit of convenience, comfort and safety for both patients and clinicians:

- Book in-person and video visit appointments directly with your provider
- Schedule same-day video visits for non-urgent concerns
- Message your care team
- View lab and most test results
- Access health records securely
- Get text reminders
- Receive treatment from the comfort of your couch
- Experience convenient family care for everyone 3 months and older

Beyond the COVID-19 crisis, telehealth options will continue to benefit:


Elderly


Disabled or immobile


Rural


Individuals with hectic or inflexible work schedules

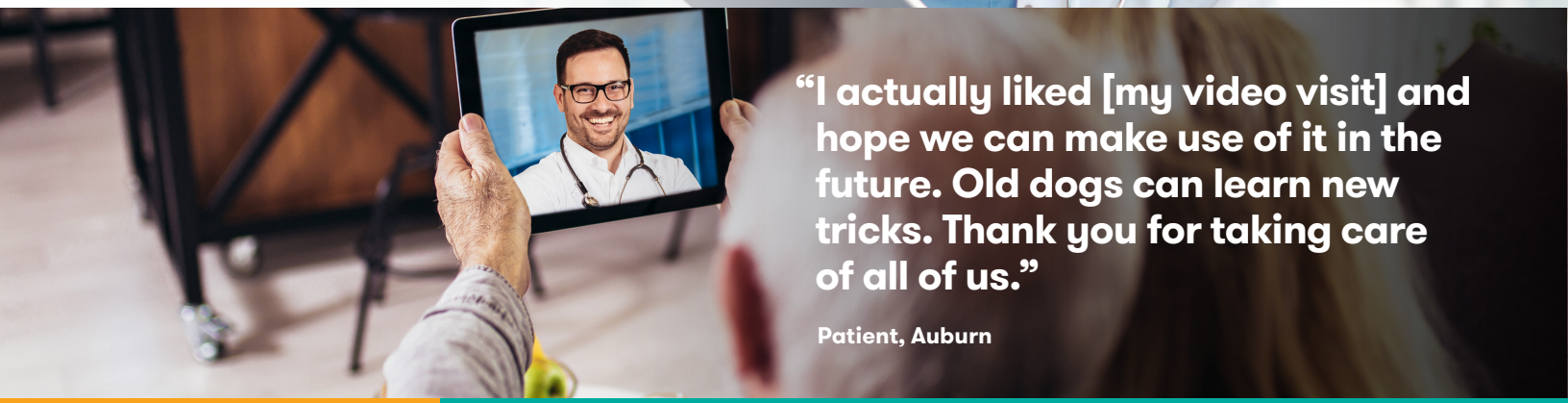

Parents who must navigate childcare schedules

And so many more...



"Telemedicine is perhaps the only silver lining of this horrible pandemic. It is transformative — I don't think we'll ever go back."

Aarti Srinivasan, M.D., Palo Alto Foundation Medical Group
Sutter Health Bay Area – Internal Medicine



"I actually liked [my video visit] and hope we can make use of it in the future. Old dogs can learn new tricks. Thank you for taking care of all of us."

Patient, Auburn

Telehealth is Here to Stay

As COVID-19 reorients our relationship to the outside world, and each other, video visits are destined to play a larger role in the care we provide to our patients. Telehealth is quickly becoming an important touchstone for our patients. It's incredible what we can achieve when we collaborate and innovate together. As we look ahead, we remain focused on building our virtual care capabilities and adding value to the patient and care team experience in a way that continues to enhance human connection.