



Advent Health

How AdventHealth Built Their Virtual Hospital

AdventHealth, the second largest hospital system in the US, is a non-profit health care system headquartered in Altamonte Springs, Florida. With more than 45 hospital campuses and 8,200 licensed beds in nine states, AdventHealth serves more than five million patients annually. In 2015, AdventHealth chose eVisit to build their virtual hospital—expanding patient access beyond their hospital’s four walls.

Seventy-seven Florida hospitals are working to improve patient care through a partnership between The Florida Hospital Association (FHA) and the American Hospital Association’s Health Research and Educational Trust. This collaborative provides support and education through the FHA Hospital Engagement Network (HEN 2.0). One service that sets AdventHealth apart in improving patient care is eCare, a custom-branded version of eVisit, the popular virtual care platform.

Challenge: Improving Patient Care

As Project Manager for AdventHealth, a big part of Tyler Brown’s role is meeting and exceeding customer expectations. “Our patients want urgent care services, but the majority don’t want the inconvenience of coming into a brick-and-mortar facility,” says Brown.

As soon as he and his colleagues became interested in and more knowledgeable about virtual care, they began looking at options. Most virtual care products forced AdventHealth to adapt its patient workflows and practices to the software versus the other way around, and many options were not affordable.

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Patients rave about their experience. They tell us that they can see a provider in less than five minutes from the comfort of their own home. Their issue is resolved within a five-minute visit.

Tyler Brown, Project Manager for AdventHealth

KEY VIRTUAL CARE USE CASES

- Employee Telehealth
- Virtual Urgent Care
- Virtual Chronic Care



We just keep seeing an upward trend. And now we have more access to patients who don't want to undergo the inconvenience of visiting a facility.

Tyler Brown, Project Manager for AdventHealth

Enrolled Patients

35,749

Visits/Month

570

RESULTS

- Grew employer group service business with virtual urgent care and primary care offerings
- Improved outcomes of long-term care with virtual care for chronic conditions
- Reduced the cost of care through patient education around Diabetes and weight loss

Solution: eVisit Virtual Care Platform

Brown and his team then met with eVisit. They found eVisit easy to use. The company's engineers and compliance experts were technically smart and knowledgeable about the telemedicine industry's rules and regulations, even when compared to pricier vendors.

"eVisit looked at our total patient experience and made it more intuitive for our patients to enter their information," says Brown. "It has made it a much more streamlined and stress-free process for our customers."

With a growing number of physicians currently using the service, AdventHealth has completed a rapidly increasing number of visits. The service was initially made available to AdventHealth employees and has since been adopted by various local employer groups. eCare has the capability to gather insurance information, which helps streamline the process for reimbursement.

Keeping in Closer Touch with Patients

eCare is used to treat minor conditions such as colds and sinus infections, along with managing conditions such as diabetes and other chronic diseases. One of the biggest advantages is increased and more recurrent access to patients outside hospital walls, and that's especially convenient for people who need to make frequent doctor visits.

The implications for chronic care are huge, because physicians can keep in closer touch with patients who need visits more often, without the patient undergoing the effort of physically going to a care facility. As a result, AdventHealth has seen a \$2M reduction in readmissions.

With more than 25,000 enrolled patients and 120 visits/month, Brown says, "We just keep seeing an upward trend. And now we have more access to patients who don't want to undergo the inconvenience of visiting a facility."



eVisit simplifies healthcare delivery to everyone, everywhere with its market leading virtual care platform that includes digital scheduling, intake, video visits, discharge, and analytics across medical specialties and service lines. eVisit's innovative cloud-based software enables healthcare organizations to deliver faster, more convenient care to their patients resulting in better outcomes, revenue, and efficiencies for their organization. Based in Mesa, Arizona, eVisit helps more than 200 healthcare organizations, including the largest systems in the US, innovate and succeed in today's changing healthcare market. For more information, visit evisit.com.