![First Stop Health logo](FAH first stop health®)

# Telemedicine helps school district staff get better, faster.

**77%**
Utilization

**125%**
ROI

**$192**
Savings
Per Visit

## Introduction

Montrose County School District serves more than 6,000 students in a 100-square-mile area of rural southwestern Colorado. The district has 700 full-time staff, 335 of whom are teachers who work with students in grades K-12.

The county has just one hospital and one urgent care facility, making it difficult to get timely care. <u>According to Kaiser Health News</u>, about one-quarter of rural Americans say that accessing good doctors is a "major issue" in their community, making it a much larger problem for them than for urban or suburban dwellers.

## Challenge

Kids get sick — and don't always keep it to themselves. For teachers and support staff at Montrose County schools, that means the occasional strep throat, pink eye or ear infection.

But because of their rural location, getting an appointment with a doctor isn't always easy. Some staff members were told they wouldn't be able to see their primary care physician for up to two weeks, according to Barbara Hunt, the district's risk manager and benefits coordinator.

Staff had just three options: try to squeeze in at the urgent care center, get hit with a big copayment at the emergency room or forgo treatment and wait it out.

Making matters worse, Montrose County School District has a shortage of substitute teachers. This means when teachers need to go to the doctor, it causes a ripple effect in the classroom.

"When we can't find a substitute, the teacher doesn't take off, which delays their healing," Hunt said. "If a substitute isn't hired, another classroom might have to absorb the sick teacher's students, or the principal might take the class for the day."

## Solution

The district added First Stop Health Telemedicine to help staff get better, faster. Staff can talk with a doctor anytime, from anywhere, via a mobile app, website or over the phone.

To ensure employees understand their Telemedicine benefit, First Stop Health distributes targeted engagement materials, such as welcome kits and emails, to encourage employees to use the service. Montrose County School District also helped spread the word about the telemedicine benefit through its Wellness Fair and flyers.

## Results

During its first six months with First Stop Health Telemedicine, Montrose County School District achieved 77% annualized utilization. As a result, First Stop Health's Telemedicine delivered 125% ROI.

Hunt said the biggest benefit has been to morale. Her staff have emailed to express their gratitude for a benefit that allows everyone to get medical care quickly and easily. The significant time saved by using telemedicine means staff don't have to travel to — and wait in — a crowded doctor's office or urgent care center.

"Being able to access telemedicine 24 hours a day, seven days a week at no expense to employees has been a big boon for them," she said.

"They're tickled with the quickness of the phone call, the ease of it."

"I was tired of paying to see the doctor when I knew what I needed for a sinus infection, UTI or cold sore. I saw the notice from HR suggesting First Stop Health, tried it and the doctor called in less than 5 minutes. I picked up an antibiotic an hour later, and was feeling better after just one day of treatment. Thank you, thank you, thank you!"

**Patient**, Montrose County School District

**For More Information:** **(800) 596-8319**  |  **sales@fshealth.com**  |  **fshealth.com**