



## Reducing ED Use

### THE CHALLENGE

#### Limited access to medical care for Medicaid

A leading integrated delivery network (IDN) required a solution that would allow them to effectively manage their pediatric Medicaid population. The IDN found that 24/7 access to medical care was causing a strain on emergent care. An excessive number of patients sought treatment in emergency rooms and urgent care facilities for low-acuity conditions. Additional numbers of patients were unnecessarily utilizing in-person primary care.

The likely drivers of ED misuse among this population are insufficient health education and limited access to medical care. The IDN sought to minimize ED and urgent care spending while maintaining care continuity for its pediatric Medicaid members.

### THE SOLUTION

#### Remote physical exams to augment audio-visual telehealth

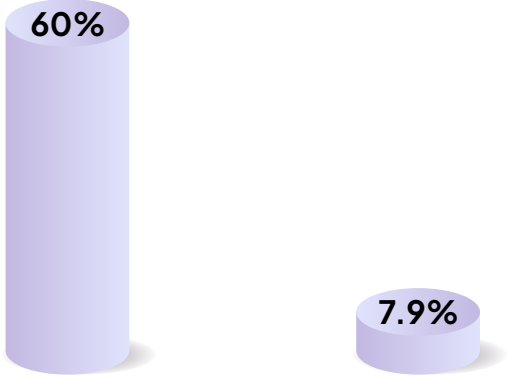
The IDN carried out a three-month long comparative study that deployed two solutions for triaging patients and directing their care through telehealth. They offered patients A/V-only telehealth, as well as audio-visual telehealth augmented with TytoCare which provided them access to remote physical exams including the ability for doctors to check heart and lung sounds, examine ears and throats, and check skin and temperature remotely.

60 families enrolled in TytoCare, totalling 145 patient members. In the study, the parents of a sick child log into TytoCare to initiate an on-demand visit and record exam data. A clinician connects with the patient and their parents to consult on the exams. The clinician makes a remote diagnosis when possible, or triages the patient to the most appropriate site of care if needed.



# Outcomes

The IDN saw a **60% reduction** in ED visits among members using the A/V + TytoCare, as opposed to a 7.9% reduction for patients who used the A/V solution alone. This translated to an 8x greater avoidance of ED visits using TytoCare.

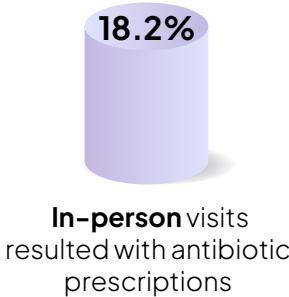
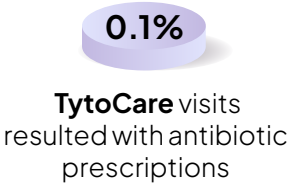
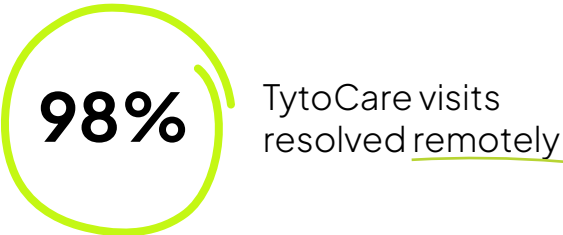


Reduction in ED visits using the **A/V + TytoCare**

Reduction in ED visits using the **A/V alone**



Additional findings included **98%** of TytoCare visits being resolved remotely, without requiring an in-person visit for the same diagnosis-related group. **Fewer than 0.1%** of TytoCare visits resulted in the writing of antibiotic prescriptions, as compared to **18.2%** of in-person visits leading to a prescription being written.



Overall, the IDN found that optimal care along with convenience led to an increased sense of security among patients and their parents.

# Next steps

The IDN was pleased to see that implementing TytoCare led to an eight-fold decrease in inappropriate ED use. The sharp downturn of unnecessary ED utilization caused no interruption of care, and maintained patients' and parents' sense of security in the treatment they received.

Further healthcare education and more widespread use of A/V telehealth with TytoCare is likely to have an increased beneficial impact for members and for the IDN. Broadening the use of TytoCare + A/V to other member families with children enrolled in pediatric Medicaid could go a long way towards reducing unnecessary ED, urgent care, and primary visits.