

# Keeping Urgent Care Close to Home

Essentia Health, Duluth, MN  
Leo Bay, DO FAAFP, ACMIO



## Essentia Health

### ORGANIZATIONAL OVERVIEW

Essentia Health is an integrated health system serving patients in Minnesota, Wisconsin, and North Dakota.

2,200+ physicians and advanced practitioners, 14 hospitals, 78 clinics, six long-term care facilities, six assisted living and independent living facilities, 7 ambulance services, 27 retail pharmacies, and one research institute.

### PROGRAM SPOTLIGHT – Using TeleCarts to keep an urgent care staffed with providers.

In 2022 we had provider staffing difficulties at one of our smaller urgent care sites. We had to find a way to create flexibility to continue to serve these patients. We had experience working with TeleHealth carts in our specialty outreach services and were able to use these tools to staff and prevent site closure.

### HIGHLIGHTS/DATA/PICTURES/DIAGRAMS

1- Keep appropriate level of services in the community and keeping patients out of the ER.

2-Telecarts allow us to evaluate many concerns that cannot be managed with video alone. We have integrated tools including stethoscopes, otoscopes, and dermatoscopes.

3- The success of this project has allowed us to use the same technology to have on-demand access to additional providers in all of our Urgent care settings.

4- We now offer these visits any time there is a wait.



### CONTACT INFORMATION

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### OTHER TELEHEALTH SERVICES

24/7 on demand video visits  
Asynchronous visits on demand  
Specialty Outreach  
Remote Hospitalist  
Remote Nursing  
Telecart Primary Care  
Virtual Visits in many specialties

### FUTURE PLANS,

This project has been the groundwork that has helped us with the groundwork for telecart based primary care.

## Splash Session

Region's Premier Telehealth Conference  
May 21-22 in Bloomington, MN  
[www.gptrac.org/conference](http://www.gptrac.org/conference)

# TELEHEALTH EVERYWHERE

# 2024