

24/7 VIRTUAL URGENT CARE VIA "TELEHEALTH ANYWHERE"

Allina Health, Minneapolis, MN

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ORGANIZATIONAL OVERVIEW

Allina Health is a non-profit healthcare system headquartered in Minneapolis serving patients in Minnesota and Western Wisconsin. Allina Health includes 12 hospital campuses, 65 primary clinics and 14 urgent care centers.

Allina Health has had a formal telehealth program since 2011.

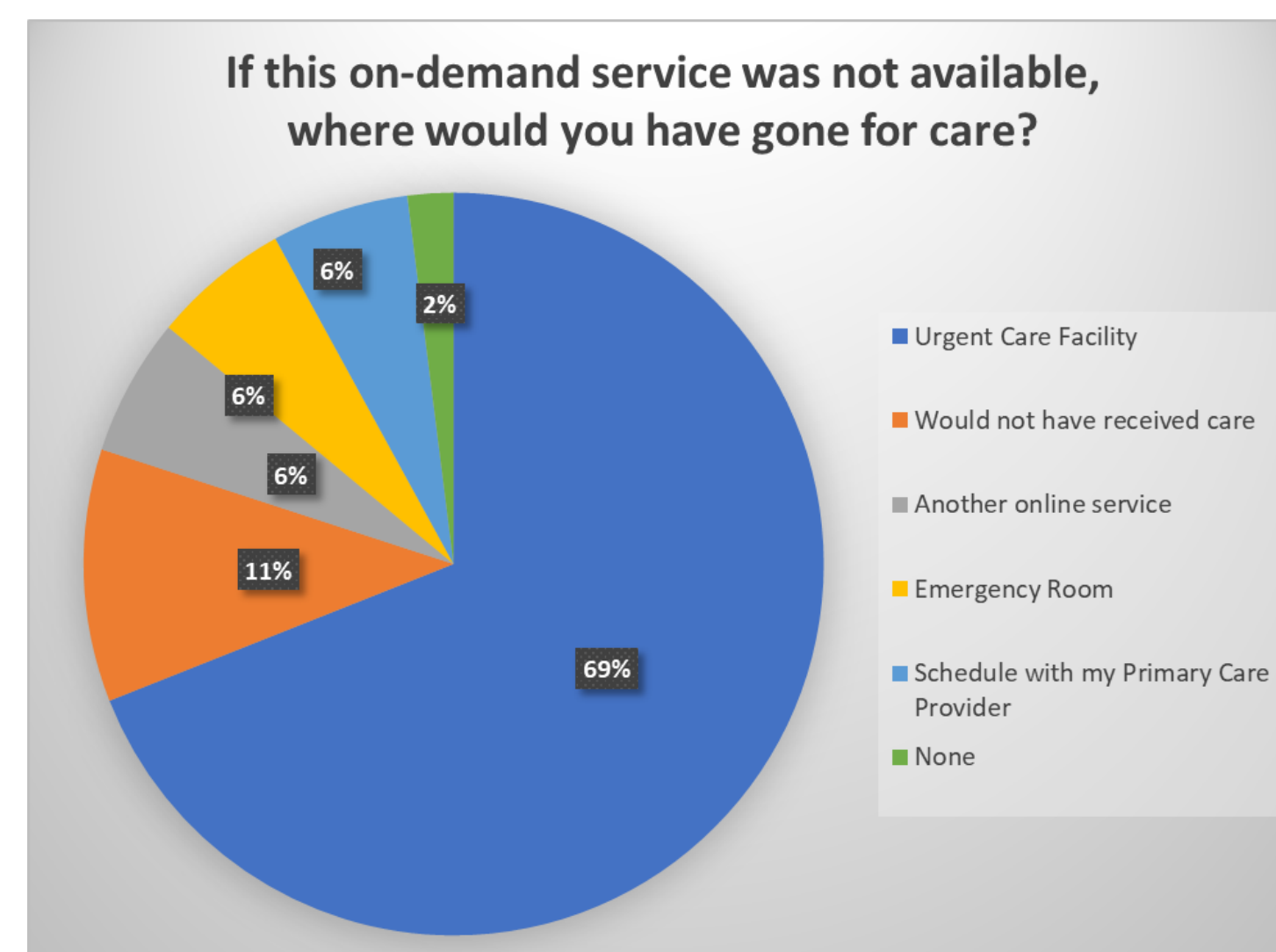
PROGRAM SPOTLIGHT

Allina Health has partnered with Key Care, an Epic-based virtual care provider, to extend urgent care access to patients after-hours and in different states.

- Seamless Access – patients access care via their Allina Health MyChart account and receive an AVS there.
- Clinically Integrated Care – Key Care providers have real-time access patients' Epic health records. Visit notes are sent back into Epic for Allina providers to access.

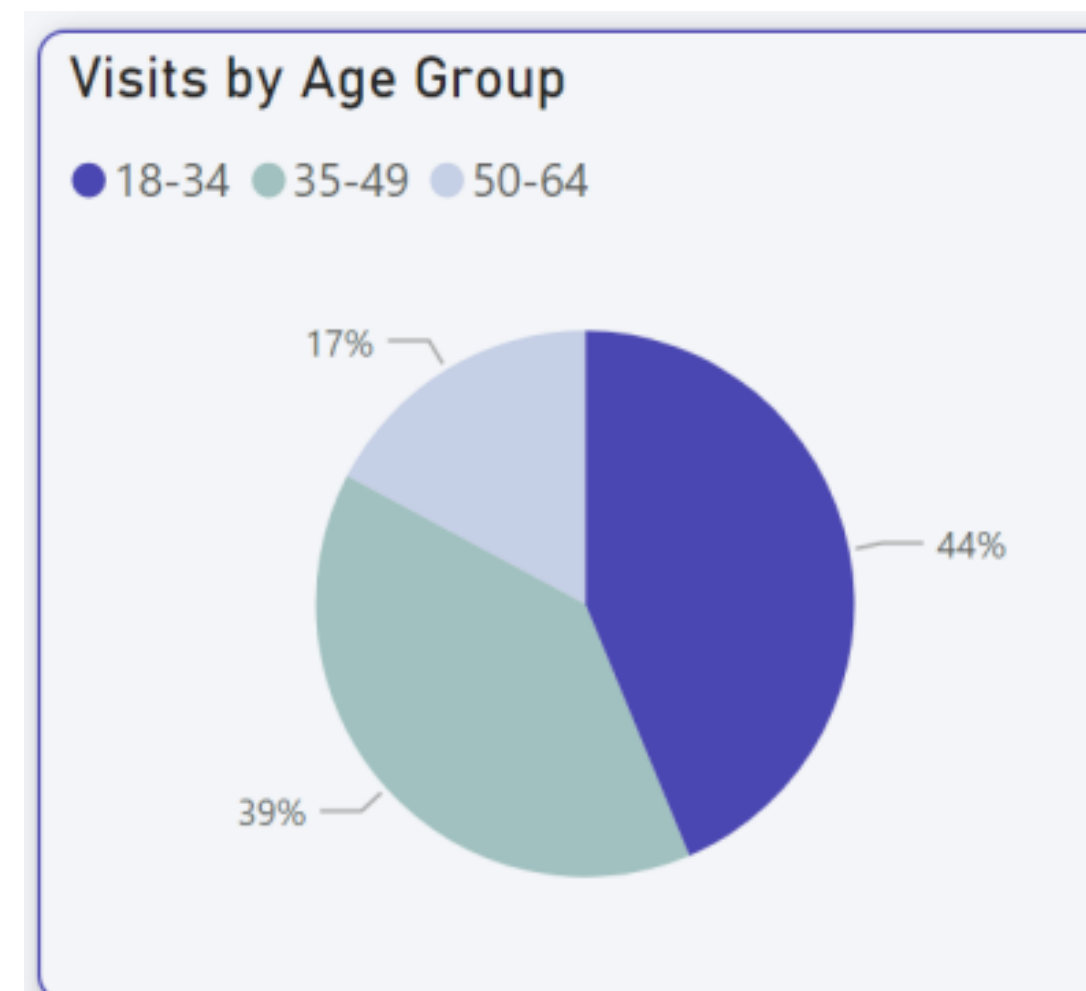
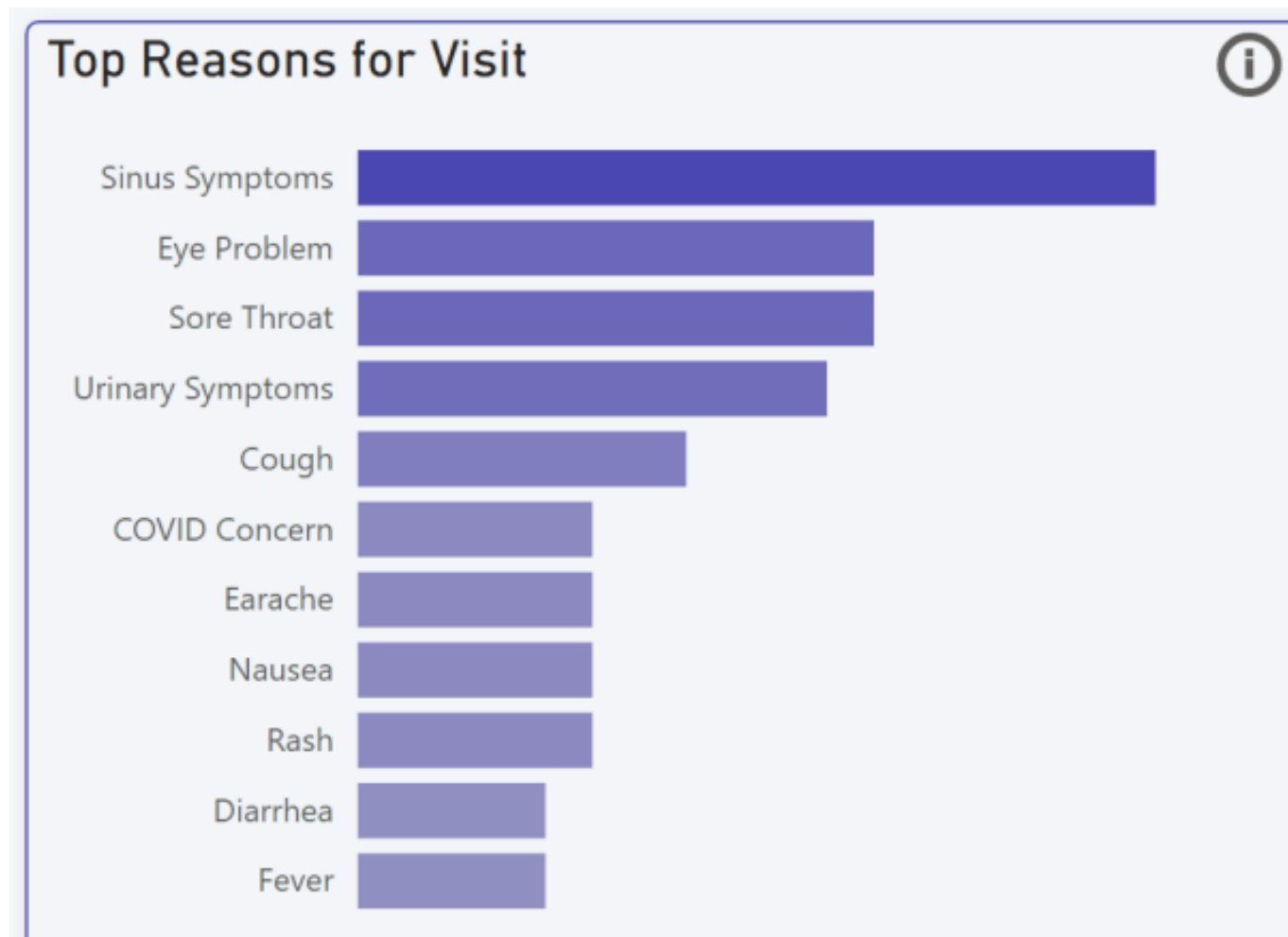
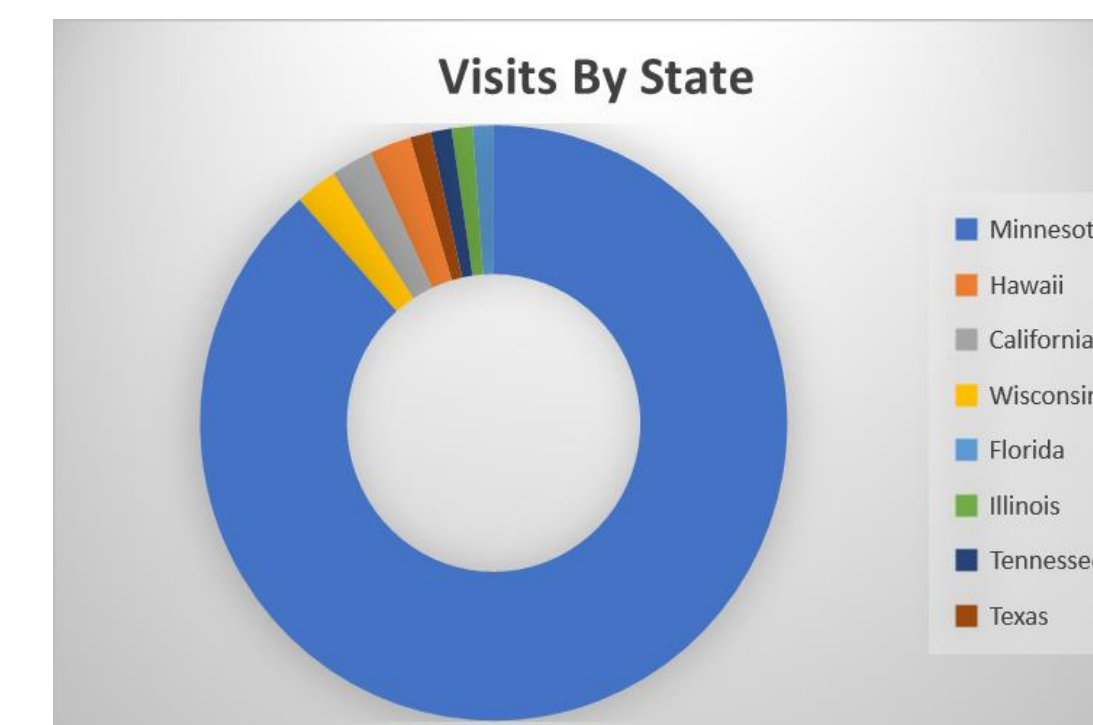
KEY METRICS

- Service go-live date: 3/28/23
- Metrics from 3/28/23 through 4/25/23
- No communication to patients yet



Patient wait time (last 30 days):

- Average = 21.9 minutes
- Median = 3 minutes



CONTACT INFORMATION

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OTHER TELEHEALTH SERVICES

Telehealth services in clinical settings:

- Critical Care*
- Diabetes Education
- Genetic Counseling
- Heart care*
- Hospitalist Care*
- Mental health & Addiction
- Neurology Care*
- Palliative Care
- Stroke Care*
- Tele-Specialty Care

Virtual Care in patient's homes:

- Primary & Specialty Care
- Mental Health Care
- On Demand 24X7 Urgent Care

*Services we provide external

FUTURE PLANS, VISION, INITIATIVES

- Virtual Urgent Care Phase 2 includes insurance billing and pediatric services
- Growth for specialty services in clinic and hospital setting
- Tele-Nursing

