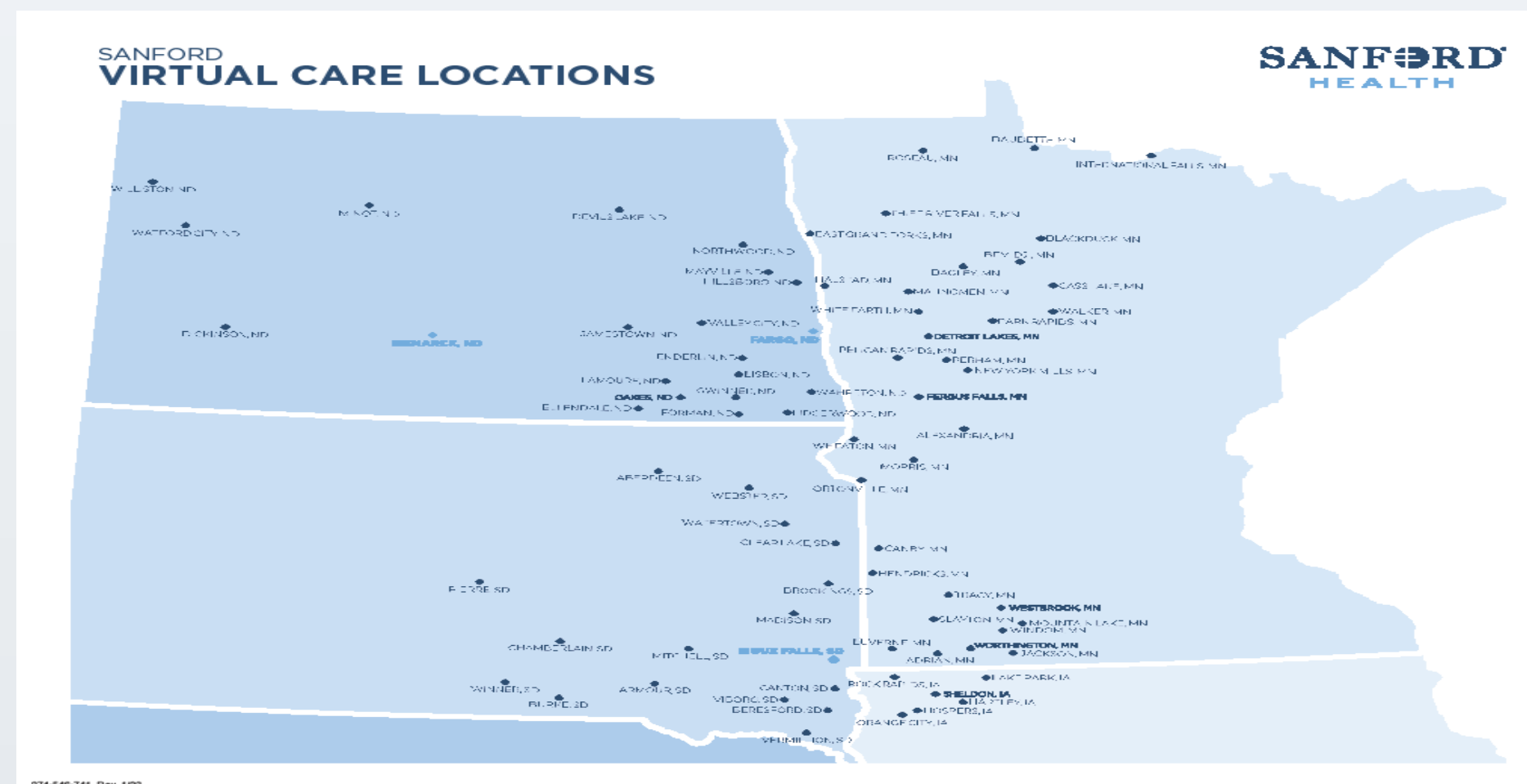


Sanford Health Virtual Care Initiative

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PROGRAM SPOTLIGHTS

- Behavioral Health Direct to Consumer: We listened to our consumers to offer BH care virtually from the comfort of patient's home.
- Remote Patient Monitoring project: Hassle-free, no extra devices, apps, or downloads. The program uses text messaging or voice for chronic conditions: Congestive Heart Disease, Diabetes and Depression. Expansion will include COPD and Post Discharge.

BEHAVIORAL HEALTH DIRECT TO CONSUMER

- 100% virtual from the comfort of the patient's homes
- Patient self scheduled through Sanford MyChart application
- 4 LICSWs and 1 Adult psychiatrist-licensed, credentialed and payer enrolled our 4-state area
- Since go live on March 27, we completed over 86 visits and scheduled over 609 appointments.

ADVANCED REMOTE PATIENT MONITORING

- Deviceless remote patient monitoring with CareSignal vendor
- Diagnosis of CHF, Diabetes and Depression with 2023 expansion to include COPD and Post Discharge monitoring.
- CareSignal enrolls patients and deploys SMS or voice call questions
- Sanford RN Care Managers manage alerts with protocols and appropriate follow up.
- Reduction in ER utilization, est. over \$221,000 in medical costs avoided

VIRTUAL CARE SERVICES

- Video Visits
- E-Visits
- Verbal Visits
- Home Monitoring
- Emergency
- Hospitalist
- Inpatient
- Student Health
- Pharmacy
- Radiology
- Long Term Care
- Education and Support Groups
- International Clinics

FUTURE PLANS, VISION, INITIATIVES

Purpose: Our purpose is to increase accessibility and support patient care delivery through the use of technology with an emphasis on rural communities.

Vision: To become known for our virtual care services, utilizing virtual avenues for highly reliable care that is more accessible and patient centered.

Virtual Care Center, Clinical services,
Education Institute, Innovation Center

CONTACT INFORMATION

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