

# From Inbox to E-Visit: Enhancing Patient Care Through Digital Communication

Nebraska Medicine, Omaha, NE  
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SERIOUS MEDICINE. EXTRAORDINARY CARE.®

## ORGANIZATIONAL OVERVIEW

Nebraska Medicine's network covers metro Omaha and extends across the region providing access to 1,400+ doctors, close to 70 specialty and primary care health centers, two hospitals with more than 800 licensed beds, more than 9,000 employees and a robust telehealth and digital care applications program. Our Telehealth was pioneered in the late 1960's in Psychiatry and has continued to strive to be on the cutting-edge, blending technology and the patient experience.

## PROGRAM SPOTLIGHT – Our Goals:

- Increase patient access to care by enabling providers to answer a medical question through messaging instead of requiring a visit
- Improve provider experience to leverage e-visits (online digital evaluation and management CPT codes 99421-99423)
- Maintain a high level of visibility to the patient and a streamlined workflow via our EMR for all providers

## Apples to Apples – what is an e-visit?

In its simplest form, is a visit with your healthcare provider that happens through an online patient portal. Instead of physically going to the doctor's office, you log in to your healthcare provider's website or app and communicate with them digitally.

### Some Benefits:

- Improved Access to Specialist Advice
- Enhanced Efficiency for Providers
- Additional Care Option
- Cost-Effectiveness
- Continuity of Care
- Compensation for Messages Providers Already Respond To



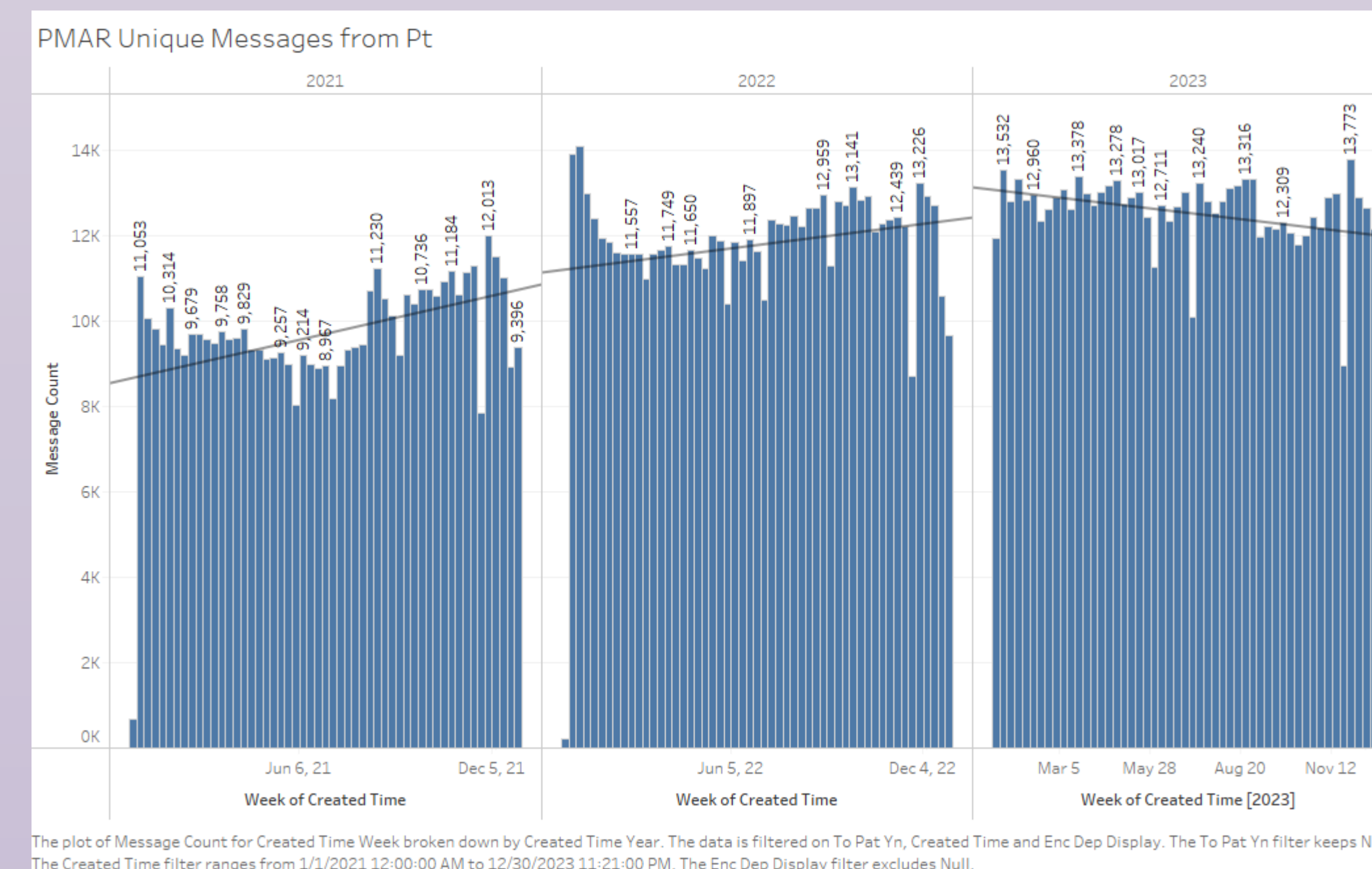
## CONTACT INFORMATION

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## OTHER TELEHEALTH SERVICES

- Digital Interactive Care Plans
- E-Consults
- Enhanced Biocontainment Unit
- Home Video Visits
- Primary Care Virtual Care Clinic
- Remote Patient Monitoring
- Tele-Sitting (Inpatient)
- Tele-SANE
- Tele-Stroke

## What is the impact?



We receive **10K+** messages per month. **Less than 200 e-visits** are converted.



The plot of Message Count for Created Time Week broken down by Created Time Year. The data is filtered on To Pat Yr, Created Time and Enc Dep Display. The To Pat Yr filter keeps N. The Created Time filter ranges from 1/1/2021 12:00:00 AM to 12/30/2023 11:21:00 PM. The Enc Dep Display filter excludes Null.

## FUTURE PLANS, VISION, INITIATIVES

Expand use of Home Video Visits and digital interactive care plans across specialties ; Virtual Nursing; Hospital Patient Interactive Experience Platform, Region VII Disaster Health Response Ecosystem establishment of Telehealth platform and key metrics for the grant, Continue to extend available specialists to rural areas and regions with limited access to healthcare facilities

Additional Contact: [telehealth@nebraskamed.com](mailto:telehealth@nebraskamed.com)

Website: <https://www.nebraskamed.com/telehealth>

# Splash Session

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