



Case Study

HOW REFERWELL ADDED TELEHEALTH VISITS INTO ITS VIRTUALLY INTEGRATED NETWORK PLATFORM WITH BLUESTREAM



ReferWell connects providers into Virtually Integrated Networks that optimize transitions of care. ReferWell helps drive the patient journey through the last mile with complete visibility into all interactions – so providers and payers can close the loop efficiently.

ReferWell integrates with all major electronic medical records (EMRs) to create a connected virtual referral process that saves patients and health care networks precious time and money. Since 2015, ReferWell has focused on a seamless and flexible transition of care between providers to enhance coordination of care and improve profitability.



Bluestream Health is a leading telehealth enabler to healthcare providers and health systems. **With over 500 health system facilities and 50,000 providers**, Bluestream Health is delivering over four million video minutes and 100,000 on-demand virtual care visits each month with average wait times of 12 seconds.

Our virtual care management platform provides clinics, health systems and payers with a simple and low-cost way to build, deploy, and manage complex video enabled clinical workflows.

500+

HEALTHCARE FACILITIES

50,000+

HEALTHCARE PROVIDERS

12 sec

AVERAGE WAIT TIME

Since ReferWell's platform was built with in-person visits in mind, it needed to be updated to work for a world where virtual care, via telehealth, is the new normal.

ReferWell's main goal was to integrate virtual care into its existing health care application. However, this was easier said than done.

Building an entire platform for virtual care from scratch is a massive goal to take on, and integrating **existing API-based platforms such as Twilio and Vonage** would not only require significant time and cost to deploy, but wouldn't integrate complex workflows across the board.



ReferWell decided to sign up for Bluestream Health's virtual care solutions to fill the gaps in their existing health care technology and enable virtual care delivery.

- 1 ReferWell reviewed the Bluestream **API documents**.
- 2 They took steps to **request an API key** from Bluestream.
- 3 This **API integrated** into ReferWell's existing health care platform to create a virtual care component.
- 4 **Deployment took approximately six weeks**, with two weeks of development time.



“We believe COVID has changed patient and provider expectations irrevocably,”

says ReferWell CEO Vytas Kisielius.

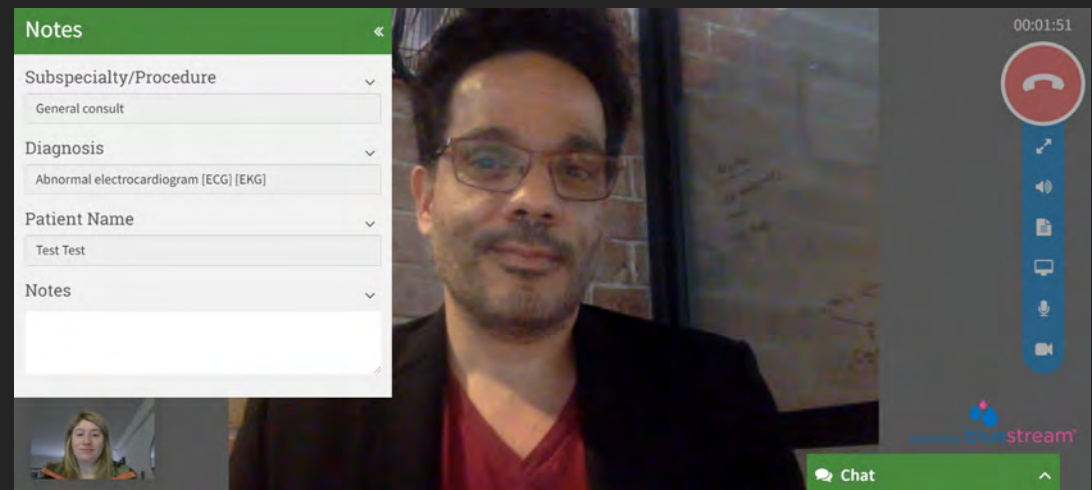
“Long-term solutions to providing telehealth need to be integrated — with clear access to schedules for both remote and in-person visits — and the virtual sessions need to be **secure, convenient and effortless.**”

ReferWell integrated Bluestream's API platform into their existing healthcare application in order to schedule, conduct and manage secure, high-quality virtual care visits via televideo.

This final step ensured ReferWell had the tools it needs to provide the right care options for their clients and their patients and members.



Virtual visit - Patient view



Virtual visit - Doctor view

Bluestream Health helped ReferWell add virtual care to its existing platform with virtual video call interfaces as well as scheduling and reporting APIs.

Bluestream's telehealth integration can be used in two ways in ReferWell: a provider can use it for scheduled econsults and referral visits, and they can also use it to host ad-hoc virtual visits.

Here are the results of ReferWell's Bluestream integration:



The option to schedule in-person or virtual appointments is presented to the provider side-by-side when booking the patient's appointment. Booking at the point-of-care has been proven to **increase the rate of follow through with referral appointments by more than 60%**.



Automatically-generated appointment reminders can be sent to patients via text or email from the ReferWell platform, including the video link uniquely generated for each session between ReferWell and Bluestream.



Clinical notes are immediately shared to the provider's EMR and conveyed to the patient's referring doctor. This allows ReferWell users to **close the loop twice as frequently as the national average**.



The private, secure, HIPAA-compliant solution offers **one-click convenience** and doesn't require logins, registrations, or downloads for either party.

Utilizing the Bluestream software has given ReferWell the ability to deliver televideo care solutions during COVID-19 and beyond so they can continue delivering on the ReferWell mission: to virtually integrate networks of care through the last mile, giving payers and provider networks **higher revenues and lower costs while providing patients with a better experience and healthier outcomes.**



Providers get the loop closed twice as often across all EMRs.



Patients follow through with recommended appointments 60% more often and get improved outcomes and experiences.



Payers get a more efficient network and a reduced total cost of care.



Conclusion

**Your business can depend on
Bluestream+ to deliver high-quality,
secure, and streamlined virtual care.**

Our patented telehealth platform has evolved from years of proprietary technology development and real-world deployment.

Contact us today to see how Bluestream+ can propel your business into the future of virtual health care.



bluestreamhealth.com

