

CASE STUDY

How MedStar Health
Tackled COVID-19
With Bluestream



MedStar Health





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ABOUT



MedStar Health

MedStar Health is a **community of networked not-for-profit health facilities** with over 30,000 associates and 5,400 physicians, serving patients in the Maryland, Virginia, and Washington D.C. areas.



30,000
associates



5,400
physicians



Bluestream Health is a leading **platform-as-a-service provider for online telehealth to healthcare providers and health systems**, partnering with over 500 health facilities and 25 health providers across the country.



500
facilities

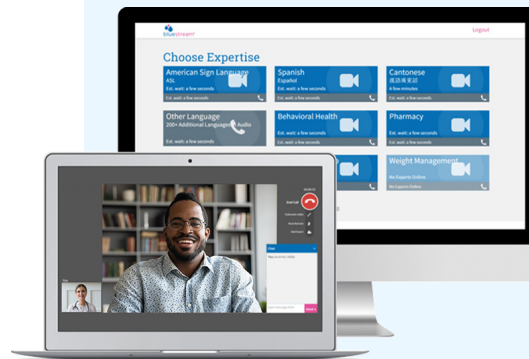


50,000
providers

THE PROBLEM

While the MedStar Health previously had a platform available for clinicians to deliver scheduled outpatient video visits as needed, demand in February 2020 only required supporting about two scheduled video visits weekly. Suddenly, **thousands of MedStar Health clinicians now needed an alternative** pathway to care for patients who could not be seen in offices due to COVID-19 concerns.

To address this challenge at such an incredible scale and speed, within days the health system had to stand up a new telehealth system that offered **rapid provider provisioning, onboarding and training, among other qualities.**



Bluestream Health is a white-labeled, hosted solution that easily scales from the most basic deployment to complex, **integrated, enterprise-wide clinical workflows.** We can make your existing tools and infrastructure telehealth-capable with secure APIs and seamless access to an ecosystem of services. **We can integrate** with your existing ADT, EMR, practice management and billing systems.

THE PROCESS



MedStar has adopted Bluestream's telemedicine solution and has supplied their networked health facilities with the ability to **consult, diagnose, and prescribe patients from the safety of their own offices and homes.** This not only avoids an interruption in care for those struggling with chronic illness or needing regular checkups during COVID-19 shelter-in-place restrictions, but also gives more individuals greater access to healthcare in an easier, more affordable way.

RESULTS



After implementing Bluestream's Rapid Deployment telehealth solution, MedStar saw **both immediate and longer-term results.**

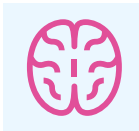
IMMEDIATE RESULTS



Ambulatory (outpatient) care visits move to **virtual visits**



Direct integration of virtual visits into physician portals



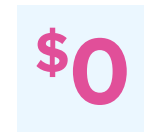
Intelligent queues to manage patient flow at **all points of care** and bunkered care points



Educational content about virtual care visits on patient-facing websites



Integrated reporting



Zero infrastructure cost to set up and deploy virtual care solution

LONG -TERM RESULTS



15,000
physicians
signed up
in 2 weeks



4,100
virtual
consults
per day



1 million
video
conference
minutes
per month

- Single sign-on (SSO) authentication scheme to sign up approximately **15,000 physicians in two weeks**
- Staffed **two remote bunkers** with emergency physicians and physician assistants
- MedStar facilities conducting over 4,100 virtual consults per day and **over 1 million video conference minutes per month**
- **20 to 30 patients are seen** per remote provider, per hour, in teletriage
- SSO scheme expected to sign up over **50 bunkered physicians**
- Teletriage processes implemented across 25 points of care:
 - 10 hospitals, emergency rooms (ER), and ambulance bays**
 - 14 urgent care facilities**
 - Home care operations**