




bluestream®

Signature
HealthCARE

CASE STUDY

How Signature Healthcare Transformed Into a Virtual Clinic With Bluestream Health

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ABOUT



Signature Healthcare is a **nonprofit health care delivery system comprising Signature Healthcare Brockton Hospital, Signature Medical Group (SMG), and the Brockton Hospital School of Nursing.** Signature Healthcare provides a full range of high-quality primary care, specialty care, and hospital care on a coordinated basis and at a low cost in the Southern Massachusetts area.



**primary
care**



**specialty
care**



**hospital
care**



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. Its virtual care platform provides both third-party providers and health systems with a simple and low-cost way to build, deploy, and manage complex clinical workflows.



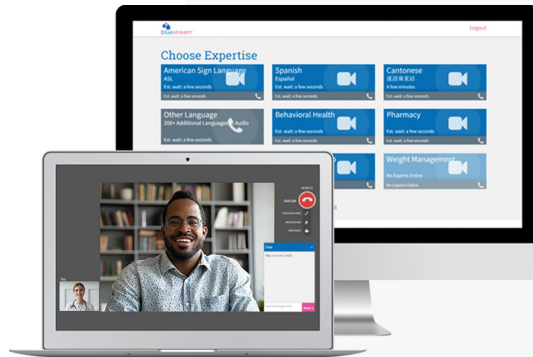
**500
health
facilities**



**25
health
providers**

THE PROBLEM

Health care providers in Signature Healthcare's network were each using their own telemedicine solutions, working with platforms such as doxy.me and Zoom, and preventing Signature Healthcare from thoroughly and effectively streamlining, coordinating and managing all processes. **Signature Healthcare was in search of a virtual care platform that could easily integrate with its providers' existing complex workflows, as well as offer the ability to bring in interpreters around the clock to help their patients.**



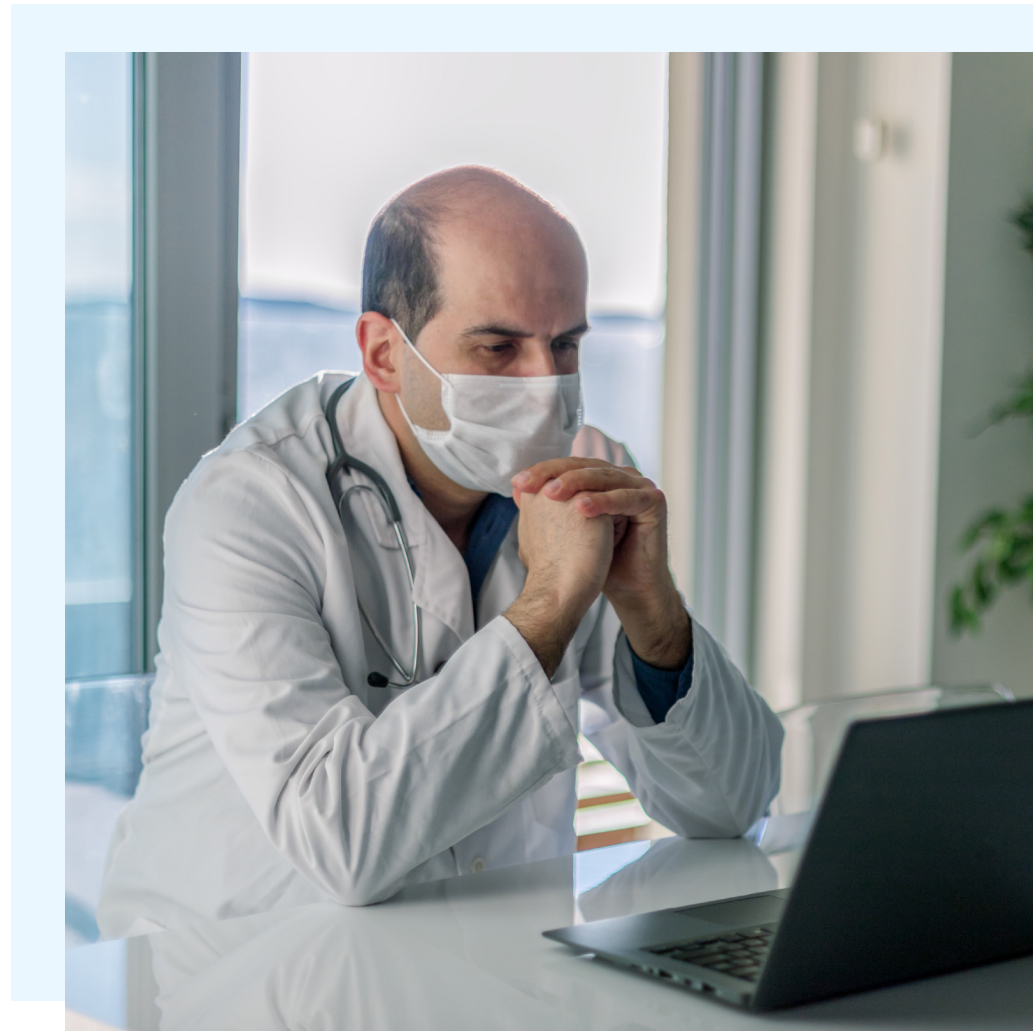
Bluestream Health is a white-labeled, hosted solution that easily scales from the most basic deployment to complex, **integrated, enterprise-wide clinical workflows**. We can make your existing tools and infrastructure telehealth-capable with secure APIs and seamless access to an ecosystem of services.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

THE PROCESS



Signature Healthcare adopted Bluestream Health's HIPAA-compliant virtual care platform, "Rapid Response," which assists health care providers in conducting rapid virtual consults and seamlessly integrates with their existing workflows. This platform is HIPAA-compliant and requires very little initial setup, avoiding the need for lengthy registrations and application downloads, instead only requiring an email invitation to start.

Signature Healthcare has transitioned from Rapid Response to Bluestream's full videovisit plan, and **is now able to map out workflows, integrate additional people into calls such as interpreters, manage overall administration and reporting, and facilitate ongoing consultations** to adapt new processes across the whole organization.



THE PROCESS

Their network is also able to seamlessly integrate interpreters into virtual visits in order to accommodate patients who do not speak English, and provide **high-quality, accessible care to each and every patient** across the board.

With Bluestream Health's scalable telehealth solution, **patients can easily access care and avoid lengthy waits**, while health care providers can optimize their workflow and make their processes more efficient, evolving with the needs of their patients.

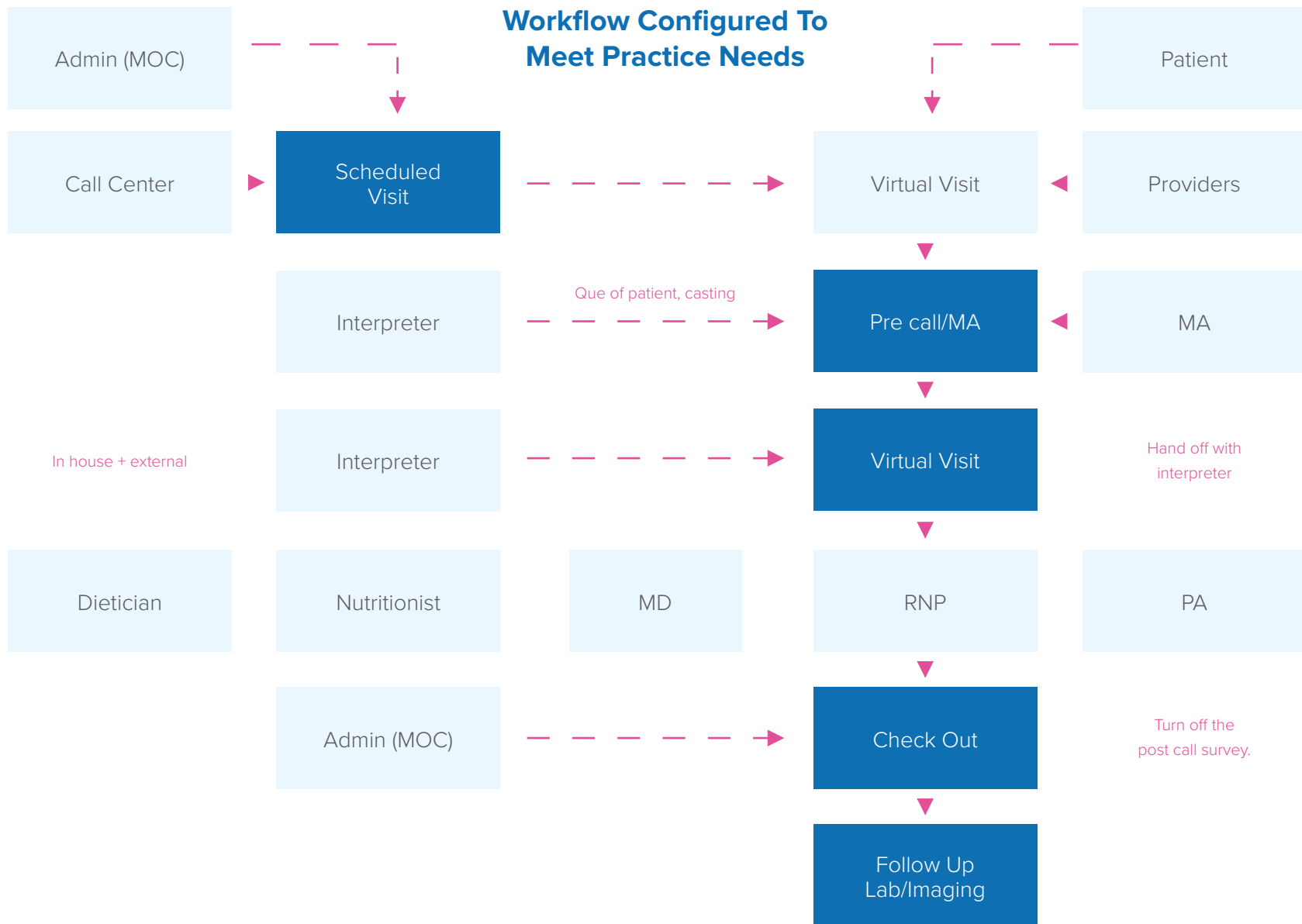


The **overwhelmingly positive results**

Signature Health and its patients have experienced by switching to virtual care means that they've decided to completely migrate to full telehealth for post-COVID care.



SIGNATURE HEALTHCARE VIRTUAL CLINIC WORK FLOW



RESULTS

After implementing Bluestream's Rapid Deployment telehealth solution, Signature Healthcare 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

- Signature Healthcare clinics began their telemedicine practices using Zoom, which ended up being a struggle to manage. This method prevented them from effectively streamlining all telemedicine processes and workflows across the board.
- They then transitioned to Bluestream's Rapid Response. **180 doctors were onboarded with the platform within the first two weeks**, and within a month Signature Health saw 3,782 virtual visits and 18,000 minutes of use.
- They moved to adopt Bluestream's enterprise video plan organization-wide with patient queue management and personal queue management for providers to handle hand-offs from medical assistants.
- From April to July 14, 2020, Signature Health clocked in 96,820.60 minutes using **Bluestream's enterprise video visit plan**.



3,782
virtual
visits in
one month



180
doctors
onboarded
in 2 weeks



96,821
video
conference
minutes
per month

“

No special equipment is needed to access telehealth. The system is patient-friendly using a smartphone or laptop or tablet with a camera. We text or email our patients a link and provide an appointment time. The patient then clicks on the link, agrees to the consent form, and will be connected with their doctor for a virtual visit.

Gerald Greeley

Chief Information Officer at Signature Healthcare



Bluestream's virtual care solution enables Signature Healthcare's network to continue to provide **high-quality care to their patients while avoiding the risk of coronavirus exposure**, offers an easily manageable streamlined solution, and provides a quicker and more accessible form of care for patients in their homes.