

# Use Case: Critical Access Hospital

VeeMed is the first end-to-end virtual care solution to address the needs of patients, providers and healthcare systems at every stage of the patient journey, across the entire continuum of care. From inpatient and outpatient solutions, to remote patient monitoring and physician services, VeeMed provides everything healthcare systems and remote physicians need to stand up a world-class virtual care program.

## Persistent Challenges for Critical Access Hospitals

- Staff shortages and staff burnout
- Limited access to specialists
- High cost of hiring on-premise specialists
- Keeping patients local, reducing transfers
- Improving patient access to care
- Limited resources due to geographic isolation

## VEEMED'S SOLUTION

**We partner with small community hospitals to support them by filling staffing gaps, expanding access to resources, and streamlining workflows.**

### PHYSICIAN SERVICES

Get accountable, timely and quality tele-physician services across a large range of specialties, customized to support your clinic or hospital.

#### BENEFITS

- Fill in gaps in onsite specialty care
- Support staffing coverage
- One-click access to specialists
- Flexible models and workflows to meet your unique needs

#### SPECIALTIES

- Board-certified specialists: Hospitalists, Intensivists, Cardiologists, Pulmonologists, Neurology/Stroke, Psychiatry, Behavioral health and Psychology, and more.

### COST SHARING MODEL

To help rural hospitals offset the cost, we've created our resource sharing model outlined below:

- CAHs and small community hospitals in your state join together to contract our specialists while sharing the associated costs
- Makes implementation of telemedicine programs easier to justify when financial commitments are spread across multiple hospitals

### VEEKART

Flexible solutions for connecting specialists with patients. With our ready-to-use telemedicine cart, VeeKart, your staff can request a specialist consult with one click.

#### BENEFITS

- Complete turn-key solution
- Quick, efficient, effective
- Training time: 15 minutes
- Built-in cloud scheduler, bypasses need for call center
- Access and control peripherals with just one click

### KEY FEATURES

• **Translation Services:** 1-click access to on-demand translation services. 40+ languages + ASL • **Multi-party Video:** Invite family members, caregivers, and other providers for care-collaboration • **Secure HIPAA-compliant audio and video communication.** End-to-end encryption protects sensitive patient data • **Seamless EHR/EMR Integration**

## IMPLEMENTATION AND SUPPORT

**Get hands-on support from day one.** Work closely with a telehealth coordinator who will create a personalized implementation plan and custom workflows to ensure a successful implementation and smooth transition.

Our telehealth coordinator will handle credentialing, licensing, and training your team on the hardware and software.

### 24/7 SUPPORT

We're dedicated to offering you the best customer service so you can give your patients the best experience and highest quality care.

## Benefits for Rural Critical Access Hospitals

Our telemedicine solution offers rural hospitals support by providing access to virtual specialists, providing them with the following benefits:

#### For hospitals:

- New service offerings and revenue streams, reduced transfers, opportunities and growth.

#### For patients:

- Improve patient access to specialty care not available locally. Keeps patients close to home and their family, boosting patient satisfaction.

#### For physicians and staff:

- Staff augmentation and coverage for nights, weekends, and staff PTO — providing relief to overworked staff, reducing clinician burnout, and improving work satisfaction.

