

Telehealth at Kaiser Permanente

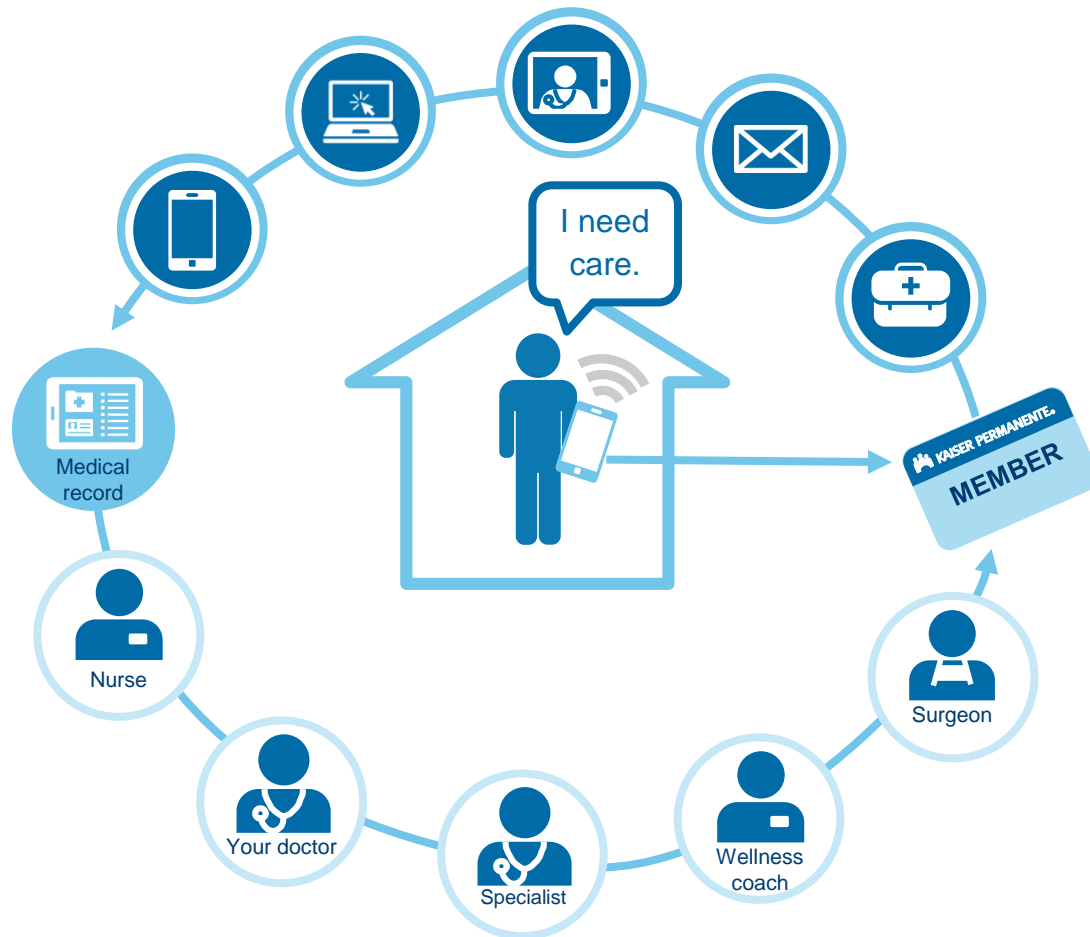
Chris Blass | September 26, 2017

kp.org/choosebetter

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 **KAISER PERMANENTE®**

Convenient, personalized, and seamlessly integrated into your care



More choice, easier access for your employees



Save a trip to the doctor's office with a phone call

Your employees can schedule phone appointments or use our call center for on-demand urgent care.



Schedule face-to-face video appointments with a doctor

Your employees can meet with specialists, and get video visits with on-call physicians.



Connect with a care team anytime via email

Your employees can expect responses from their doctor's office within 48 hours.



Stay on top of health concerns 24/7 on kp.org

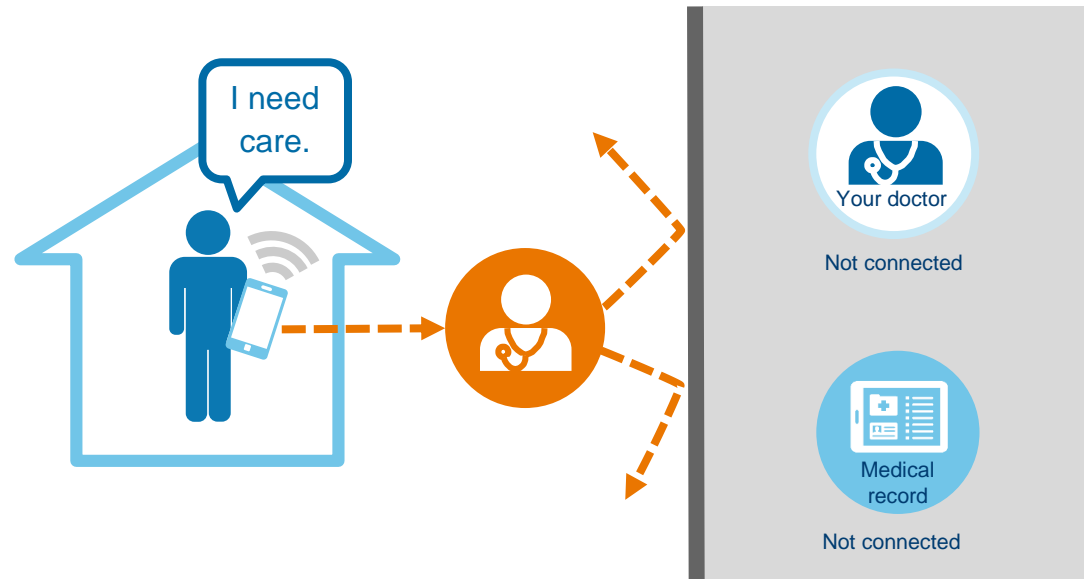
By registering at kp.org, they can choose a doctor, schedule routine appointments, view most lab results, and more.



Bring a remote specialist into the room

During primary care or Emergency Department visits, doctors can consult with specialists to save crucial time.

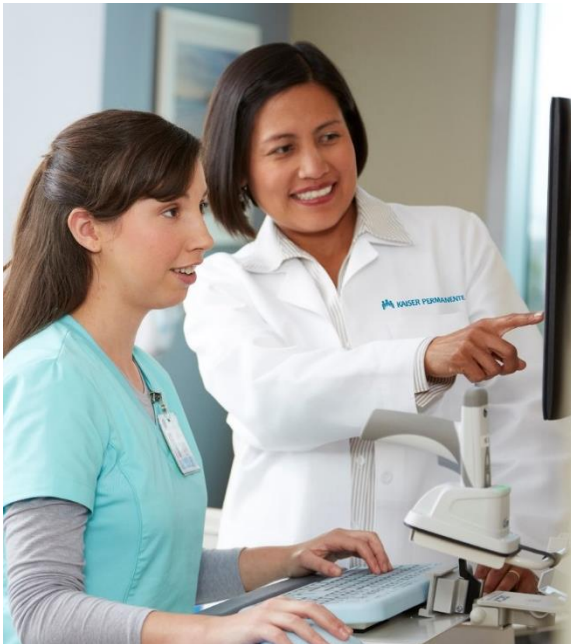
Outside Kaiser Permanente, telehealth services may be more limited



The person you talk to may not be your personal doctor.
And care you get may not be recorded in your medical record.

You get a richer, more connected experience

We treat every encounter just like an in-person visit.



Kaiser Permanente doctors

Whether they're at home or on the go, members can talk to Kaiser Permanente doctors and nurses.



Connected to medical record

Get better, personalized care when doctors can see members' histories.



Supporting prevention and overall health

Resources support ongoing and preventive care, not just one incident or illness.

At Kaiser Permanente, telehealth is built into your employees' care.

Phone appointments — a convenient way to get routine care



What it is:

Scheduled primary and specialist visits, wellness coaching, and more

What it includes:

- Primary care appointments
- Specialty care appointments
- Scheduled follow-up care and specialist consults
- Wellness Coaching by Phone



“ It’s much easier than having to juggle schedules with the rest of the family to go into the doctor’s office. ”

— Kaiser Permanente member, 2016

Care by phone — immediate access to medical professionals 24/7



What it is:

Answers to urgent health questions and help deciding what type of care is needed and where to get it

What it includes:

- 24/7 access to medical professionals
- Consultations for urgent issues
- Timely connections to the right care



Video — a faster path to face-to-face care



What it is:

Routine and urgent primary care, dermatology, follow-up care, and more

Watch:

See how one mom got convenient follow-up care for her daughter — without having to miss work



If we didn't have the video visit option, the cost to my family would have been tremendous.

— Kaiser Permanente member, 2015



Doctor-to-doctor consult — a lifesaving innovation



What it is:

Doctors can consult with one another by phone or video, or in some cases, secure text messaging

What it includes:

- Primary to specialist
- Emergency care
- Burn care
- Stroke care
- Radiology and more



Video consults save precious time by bringing a remote specialist into the room

“ When I was in medical school, stroke was barely treatable. Now we have stroke neurologists seeing virtually every stroke patient the moment they hit the emergency room. It’s allowed us much more accurate diagnosis and **much faster treatment than almost anywhere else in the world.**

— Kaiser Permanente doctor, 2016



Email — a core channel for staying connected



What it is:

An easy way for members to get care and questions answered by their care team

What it offers:

- **Convenience** — Members can email their doctors' offices any time of day — and get a response within 48 hours. Many hear back within 24 hours or sooner.
- **Consultations** — members can attach photos for a provider to review



“ I took a photo of a rash on my arm and sent it in. My doctor looked at my photo and was able to tell me what to pay attention to. ”

— Kaiser Permanente member, 2016

kp.org — a hub for health management



What it is:

A single portal for connecting with Kaiser Permanente doctors and care providers

What it offers:

- Scheduling and changing routine appointments
- Checking most lab results
- Refilling most prescriptions
- Making personal action plans for ongoing care*
- Managing a family member's care
- Getting timely reminders for screenings and more

* Ask your sales and account manager about availability in your region.



“ I love that I scheduled my doctor appointment online and by the time I got home, I saw my lab results. ”

— Kaiser Permanente member, 2016

By the numbers

Phone



39.9 million

phone calls between members and care providers in 2016

33% of touches took place by phone in 2016

Source: *Core Value Metrics Report*, Kaiser Permanente, 2017.

Email



30.3 million

Secure email touches by members in 2016

25% of touches took place via email in 2016

Source: *Core Value Metrics Report*, Kaiser Permanente, 2017.

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5.1 million
appointments requested in 2016

21.8 million
prescriptions filled online in 2016

45.4 million
lab tests viewed in 2016

70%
of members registered

Source: *Kaiser Permanente Digital Metrics*, 2017

Video



85,000 completed video visits in 2016

Source: Kaiser Permanente internal data

Doctor-to-doctor connection

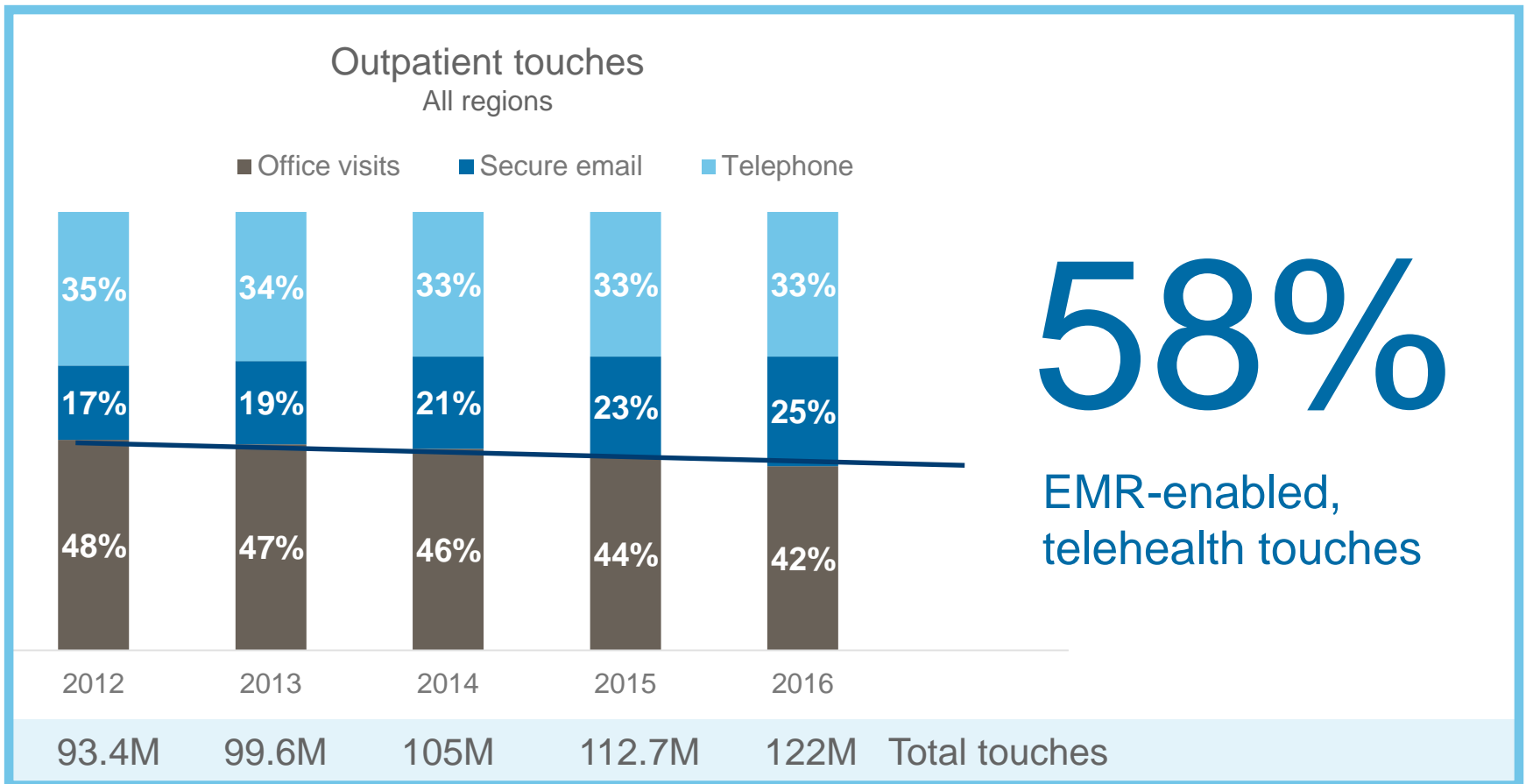


50% faster diagnosis-to-treatment times for stroke patients with telestroke program

Source: Kaiser Permanente internal data.

Delivering the right care in the right setting




More telehealth touches than in-person visits since 2012



Source: Core Value Metrics Report, Kaiser Permanente, 2016.

Beyond convenience to care transformation

At Kaiser Permanente, telehealth is part of our commitment to innovate, advance care, and transform the member experience.

-  Accelerates the care process
-  Increases quality of care
-  Helps manage the cost of care

Questions?

