

# MEDNAX Expands Telehealth Presence as Part of COVID-19 Response

## Problem

MEDNAX, a national health solutions partner comprised of the nation's leading providers of physician services, needed a scalable alternative to in-person care models, resulting from the restrictions caused by the COVID-19 pandemic. Though MEDNAX has a history of using telehealth, for some practices, having access to telehealth solutions that enable the continuation of patient care became more critical than ever.

## Solution

Beginning March 11th, MEDNAX's COVID response team formed a telehealth task force and developed a rollout plan. On March 19th, MEDNAX launched its telehealth platform, powered by VSee, across its providers and locations. MEDNAX Telehealth offers seamless access to a secure, easy-to-use telehealth platform. It allows hospitals and providers to deploy HIPAA-compliant virtual care to patients in a matter of days. A vital component of the MEDNAX Telehealth platform is the flexibility of being fully customizable to meet the needs of our clinicians and practices. Built-in onboarding, scheduling, communication, documentation, payment and revenue cycle management solutions offer seamless productivity.

## Result

Within days of the launch, MEDNAX enrolled over 8,700 clinical providers to the program, and completed over 1,300 billable virtual patient encounters by the end of March. These numbers have continued to grow as a total of 84 practices have completed onboarding to the system. As of June 16, 13,272 virtual encounters have been conducted.

## Background

The benefits of telehealth were not new to those at MEDNAX. Maternal-fetal medicine (MFM) and pediatric cardiology providers have been utilizing telehealth, such as remote reads and monitoring, since the late 1980s. Due to the specialized nature of many of the practice areas, the number of specialty trained clinicians in the field can be limited. Telehealth plays a critical role in bridging distance gaps and bringing the best care to those in need, no matter their location. This type of remote consultation, using live video, has been employed by MFM, neonatal and pediatric ICU (PICU) groups for the last several years.

The clinicians at MEDNAX have long relied on telehealth to remove barriers and build bridges to world-class care. The organization remains well prepared to support its hospital partners, referring physicians and patients with proven virtual care solutions during the COVID-19 crisis and beyond, including crisis triage.

**8,700**  
clinical providers

**13,272**  
billable virtual  
patient encounters

**84**  
practices

# Timeline

As a national practice, MEDNAX was able to implement a consistent approach to telehealth. However, at the local level, each clinical practice was able to tailor their telehealth offering to daily operations as necessary for their geographic region. A detailed timeline of the company's response is below:

## **MARCH 11-18**

The MEDNAX COVID response team forms a specific telehealth task force and designs an optimal rollout plan to enable telehealth for all MEDNAX clinicians, totaling more than 5,900. For the Pediatrix and Obstetrix Medical Groups of MEDNAX alone, this includes 2,902 hospital-based and 516 office-based MDs and APRNs.

## **MARCH 22**

MEDNAX enrolls over 8,700 employees, including clinicians and support staff, to the new telehealth program. Each is provided with VSee messenger for immediate access to the platform.

## **MARCH 24-31**

MEDNAX starts customized training via live webinars, virtual office hours and daily tech support availability to enable infrastructure to support national onboarding and training. This work continues past the initial launch to ensure continuity of care, compliance and a quality experience for patients.

- Additional milestone details:
  - Launch of a dedicated technical support team available daily with on demand access for users
  - Launch of daily virtual support office hours to supplement group and one-on-one training session completion
  - Development and release of workflow guides and best practices for both clinical and non-clinical workflows
  - Deployment of specialty and location-specific coding guidance
  - Summary review of payer reimbursement policy updates and enablement of associated RCM claim edits and billing support resources

## **MARCH 19-24**

The telehealth task force customizes and launches the MEDNAX Telehealth Platform, powered by VSee, which includes a virtual clinic and video and chat messenger platform, to enable a rapid deployment solution that will meet the needs of 15+ specialty and subspecialty provider types.

## **MARCH 24**

MEDNAX enrolls 731 ambulatory providers to the program and provides a customized virtual clinic to convert in-person services to virtual.

## **MARCH 25 - APRIL 30**

The telehealth task force completes onboarding a total of 84 practices and enrolls an additional 742 non-clinical ambulatory practice support staff to the telehealth platform and program.

## **MARCH 31**

MEDNAX's care teams collectively complete over 1,300 billable specialty virtual encounters.

## **APRIL 30**

MEDNAX clinicians complete over 7,300 billable specialty virtual encounters.

## **MAY 26**

The national provider network completes over 9,900 billable specialty virtual encounters.

## **MAY 1-TODAY**

MEDNAX touts a robust infrastructure to enable full-scale telehealth deployment nationally, for all MEDNAX specialties and service lines. This service supports COVID-19 needs and more.

## Scalable approach

A key component for the continued success of MEDNAX's telehealth offering is the ability to scale. The "new normal" brought on by the impact of COVID-19 calls for an increase in virtual capabilities, not just on the clinical side. MEDNAX is an experienced national provider group, expertly skilled at deploying and leveraging telehealth capabilities across multiple specialties, patient populations and use cases in practices across the country. The MEDNAX Telehealth platform is simple to use, with a variety of virtual care services, including robust video streaming and chat capabilities, to meet the needs of all provider groups and patient populations. MEDNAX teams complement the software platform with expertise in evaluation, onboarding, workflow optimization, and configurations. Additionally, MEDNAX supports the installation and configuration of the telehealth platform to meet each practice's unique operational needs and provide insights and leading practices from our industry experience. Finally, MEDNAX supports physician and staff on-boarding onto the platform, enabling a rapid deployment of precision-guided solutions.

A wide network of clinicians also provides communication of best practices and learnings beyond a single hospital or practice. Forty years of expertise give MEDNAX a solid foundation of support, while still offering customization across multiple specialties, patient populations and use cases.

## Continued access to care during a crisis and beyond

MEDNAX's range of telehealth capabilities cover NICU, MFM, cardiology, audiology and ROP. Services support the patients but are also beneficial to the practice and include clinical management and staffing, equipment and supplies, local clinician training, data management and tracking, quality assurance programs, and billing and coding staff training and support. MEDNAX combines telecommunication and information technology to expand the reach of our women's and children's and radiology subspecialty expertise.

## Future support for telehealth

The expansion of MEDNAX's telehealth capabilities doesn't end with this rollout. There are benefits to telehealth that support its continued use post-pandemic. Convenience, safety, lack of geographic barriers and access to experts nationwide will make telehealth a patient need far into the future.

Learn more about MEDNAX's telehealth solutions: [mednax.com/ATA2020](https://mednax.com/ATA2020)



*Take great care of the patient, every day and in every way.™*

## Telehealth benefits



### REDUCED HEALTH CARE SPENDING

MEDNAX telehealth allows for better patient management and can help prevent costly hospitalization or other unnecessary spend down the road.



### QUALITY CARE

Via telehealth, care is provided with confidence knowing patients have access to proven expertise. Telehealth supports doctor-patient relationships and improves patient engagement and satisfaction.



### MANAGED COSTS

Operational efficiencies and retention of patients are gains MEDNAX has seen with the implementation of telehealth. A telehealth program meets the needs of patients without the costs of supporting in-house services.



### IMPROVED ACCESS

Patients are kept near their home. Telemedicine reduces geographic and time barriers associated with limited subspecialty trained physicians and under-supported communities. It also allows specialty physicians expand their reach beyond their geographic location, matching optimal efficiency and specialist access.



### SUPPORTED CLINICIANS

With the aid of telehealth, collaboration with leading specialists is possible, allowing expansion of a care team's capabilities with bedside support. Telemedicine programs can improve provider satisfaction thanks to increased work-life balance.