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Telemedicine Physician Consultation Service for Extended Care Facilities Cuts Emergency Admissions & Hospitalizations by 35%

Of the 31,500 calls managed by PhoneDOCTORx since 2005, 35% have stopped patients from being transferred to an emergency department or admitted to a hospital from an extended care facility (ECF). PhoneDOCTORx is a telemedicine physician consulting service that works with ECFs, such as skilled nursing facilities, rehabilitation facilities, and long-term care facilities. Of the 31,500 calls managed by PhoneDOCTORx since 2005, 2,342 were urgent calls and clinical encounters, and in 1,385 of the urgent calls and clinical encounters, the patient potentially needed emergency department care. Following the telemedicine consultation, 534 patients were transferred for emergency care, but 851 patients were able to avoid being transferred to an emergency department, representing a 35% diversion rate for the 2,342 urgent calls.

More than 15 extended care facilities in Massachusetts are enrolled with PhoneDOCTORx. The service provides ECF staff with real-time two-way audio and/or video access to physicians for after hours consultations for non-urgent, urgent, and emergency patient care issues. The physician can diagnose and treat all non-urgent and emergent cases from the ECF, admit new patients, and treat pain and other conditions in real time. The service also provides pharmacological and non-pharmacological management of acute psychiatric or behavioral conditions that may arise at the ECF. In the future, PhoneDOCTORx plans to offer psychiatric consultations.

The PhoneDOCTORx service costs ECFs \$4,500 per month for unlimited urgent, emergent calls, and non-urgent calls. The company offers a service package of unlimited urgent and emergency calls for \$2,500 per month. The service is also available for a monthly access fee of \$1,500, plus \$40 per call for urgent or emergency calls and clinical encounters or \$20 per call for non-urgent calls and clinical encounters. PhoneDOCTORx has also partnered with Senior Whole Health, which reimburses for the telemedicine consultations for its members in one of the 15 participating ECFs.

PhoneDOCTORx was founded by Paul Bulat, M.D. to provide telemedicine consultations and serve as the "covering physician" for a patient's primary care physician under the "covering physician model." Services include reviewing laboratory and radiology test results; reviewing new facility admissions; managing patients behavioral and pain control issues; providing family consultation and staff education. PHoneDOCTORx pays its consulting physicians an hourly rate. The service can be used by skilled nursing facilities, rehabilitation facilities, and long-term care facilities.

For more information, contact: Sam Shen, Vice President of Corporate Development, PhoneDOCTORx, 200 Mill Road, Suite 350A, Fairhaven, Massachusetts 02719; 866-539-7379; E-mail: sshen@adoltelemed.com; Web site: www.phonedoctorx.com.

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