Telehealth Delivers Needed Access with High-Quality Care

CONNECTING RURAL IOWA WITH HIGH-QUALITY CARE

UnityPoint Health provides high-quality telehealth care to Iowans in metro and rural areas.

880
Zip Codes

85%
of Rural Zip Codes

VALUE-BASED CARE IN ACTION

Dr. Clete Younger, UnityPoint Health - Cedar Rapids Family Medicine Physician and Medical Director to multiple local and rural nursing homes in Cedar County, has seen tremendous value in the growth of telehealth adoption. "I drive less and can see more patients" he says. "More importantly, the care is improved when I can meet with the patient and other members of their care team at the same time." Dr. Younger recounted a recent story that exemplifies one of the ways telehealth can keep patients healthy. "One Sunday morning, I received an urgent call on my cell phone while I was on a bike ride," he says. "A Cedar County nursing home resident had fallen and lacerated her head. I was two hours away from the facility and 16 miles from home. Thankfully, I was able to virtually assess the patient using my phone. **I was also able to work with the nursing home's care team to create a treatment plan that kept the patient within the facility and avoided a long and costly transfer to a hospital Emergency Department.**" The value of telehealth is particularly high in Cedar County, where there is not a hospital within the county borders.

Telehealth Creates Savings
Average Nursing Home Patient Emergency Room Visit Costs $672

UnityPoint Health

PATIENTS ARE TAKING NOTICE OF POSITIVE RESULTS

Steadfast High-Quality Care

96%

UnityPoint Health patients surveyed after receiving care though telehealth have rated their experience and quality of care similar to in-person care.

*Averages of UnityPoint Health telehealth patients surveyed between January 2020 and September 2020.

Consistent Patient Satisfaction

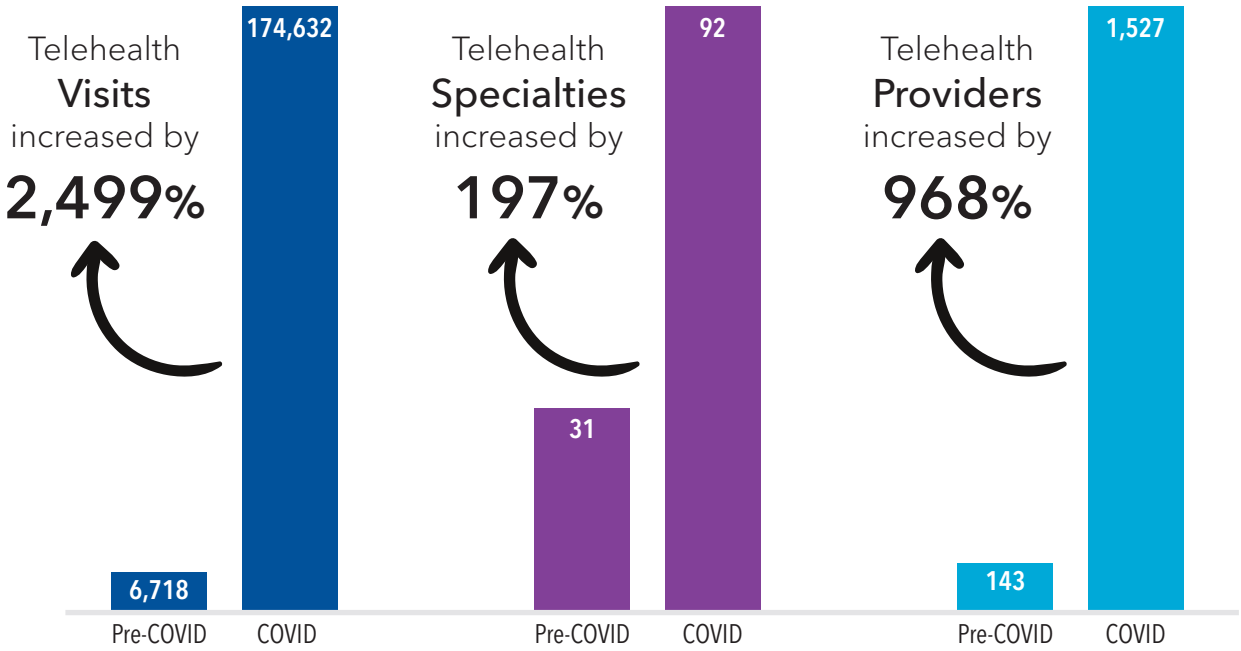
Average Patient Satisfaction Rating 4.8 out of 5 Stars

UnityPoint Health Virtual Care Visits

Improving Lives and Health

Nancy Carlisle is a Certified Diabetes Care and Education Specialist for UnityPoint Health – Trinity Muscatine Hospital and two clinics in Muscatine County that serve as rural health centers. She is currently seeing all her patients using telehealth and often hears how much they appreciate being able to connect virtually.

> *Many times my patients just want an answer for a certain question and this platform works well for that," she says. "Others, like those with limited mobility, for example, have told me how much they appreciate our telehealth visits. But the ones that stand out are my patients that say they would not have been able to meet with me due to things like traveling long distances, finding childcare or the inability to get off work.*

Mark Eggers, 56 of Muscatine, Iowa, is one of Nancy's patients who has benefited from telehealth. Mark has type 2 diabetes and works as a maintenance supervisor at a Catholic school. Being able to meet virtually has worked out great for me," he says. "I've been able to set goals and develop diet and exercise plans just as I would have done in person. As a result, I've lost weight. Also, the convenience has been a big plus. I don't have to get time off work or travel."

ACCESS TO HIGH-QUALITY CARE