MedNow™

Changing the Way Care is Delivered

Joseph M. Brennan
Senior Director, Med**Now**
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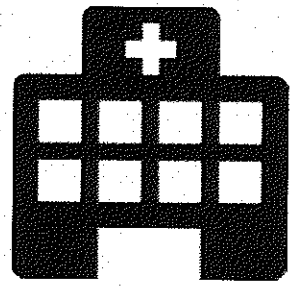
PriorityHealth

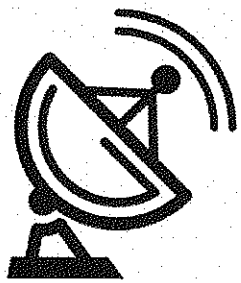
SPECTRUM HEALTH

What is MedNow?



Specialty Med**Now**

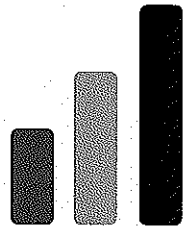
On Demand Med**Now**



Remote Patient Monitoring

Impact

- Improving access throughout Michigan
- Enhancing the patient experience bringing the care to them – convenience
- Each encounter is documented in the medical record and Spectrum Health as a system can direct each patient to the appropriate care setting.
- Lowering the cost of care



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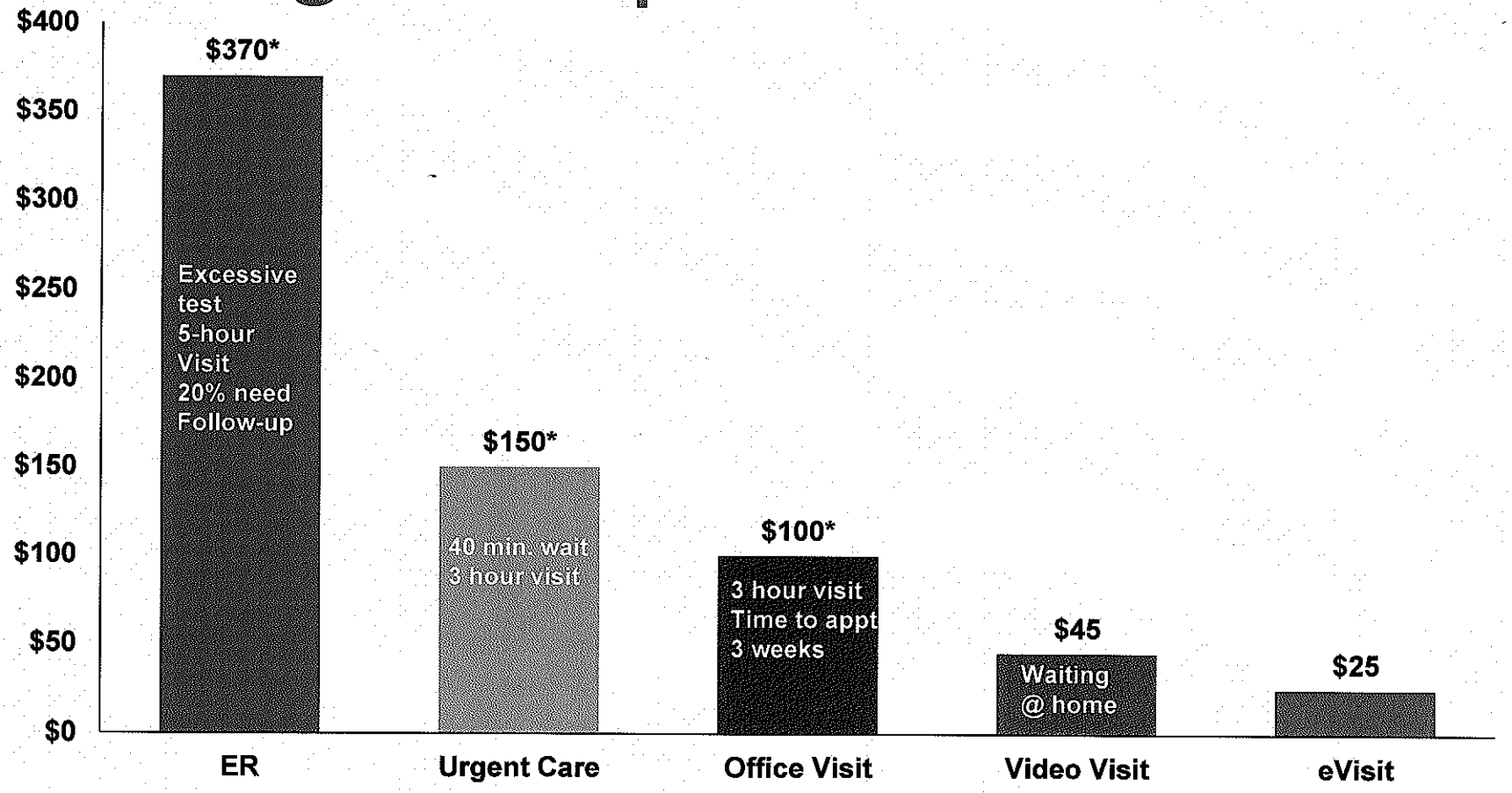
Driving Exceptional Value



* Numbers are approximate

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Current State

Patient Costs

Food Expense: $9.00
Total Gas Expense: $46.14
Wages Lost: $85.65

Total Patient Costs **Excluding** Any Medical Expenses:

$140.79

Patient Lives in Ludington, MI

Patient's Household Income is $40,957

Patient Owns Vehicle That Gets 16 MPG

Patient's Appointment is with Specialist in Grand Rapids, MI

Patient Must Take Time Off of Work to Attend Appointment

88 Minutes-Patient Travels to Grand Rapids (if traffic, construction, or weather allow)

Patient Locates Correct Parking Ramp of Specialist's Facility

10 Minutes-Patient Parks and Locates Building Elevator

10 Minutes-Patient Walks to Specialist's Office

20 Minutes-Patient Waits in Waiting Room

15 Minutes-Patient Waits in Exam Room

15 Minutes-Patient Meets with Specialist

10 Minutes-Patient Leaves Office and Returns to Vehicle

88 Minutes-Patient Travels to Ludington (if traffic, construction, or weather allow)

Total Time: 5.27 Hours

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Future State

Patient Costs

Food Expense: N/A
Total Gas Expense: $1.43
Wages Lost: $13.78

Total Patient Costs **Excluding** Any Medical Expenses:

$15.21

Total Time: 0.7 Hours

Patient Lives in Ludington

Patient's Household Income is $40,957

Patient Owns Vehicle That Gets 16 MPG

Patient's Appointment with Specialist at Spectrum Health Ludington Hospital via Telehealth

Patient Must Take Time Off Work to Attend Appointment

5 Minutes-Patient Travels to Spectrum Health Ludington Hospital

5 Minutes-Patient Parks and Locates Specialist's Office

5 Minutes-Patient Waits in Waiting Room

2 Minutes-Patient Waits in Exam Room

15 Minutes-Specialist Meets with Patient via Telehealth

5 Minutes-Patient Leaves Office and Returns to Vehicle

5 Minutes-Patient Travels Home

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Share Remember my changes

MedNow Main | Payor Savings | Encounters | Patient Experience | Provider Experience | Use Case Encounters | Use Case Charts | Provider E

*Documentation and Links

Spectrum Health MedNow

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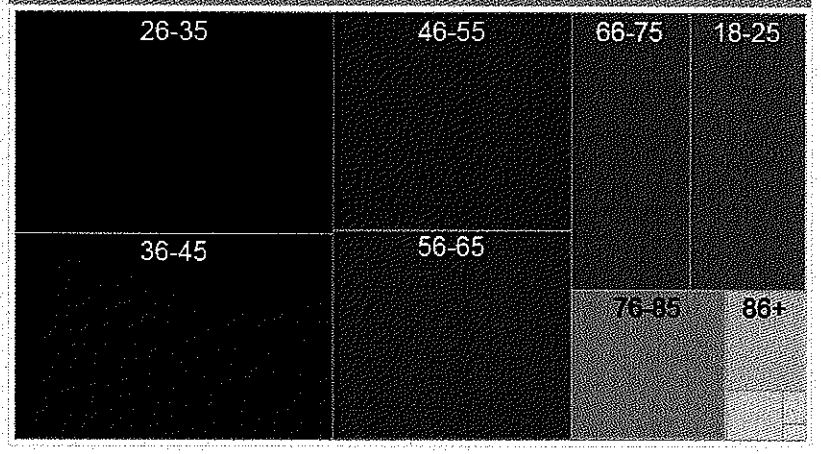
Encounter & Value Add Uses	FY 2016 Total					FY Goal	% of FY Goal	% PH
	DTC	eMonitoring	Specialty	Value Add	Total			
	1,056	214	615	481	2,366	31,000	7.63%	67% Program to Date

Patient Experience	LTR - CG-CAHPS (future)	Patient Stories	FY 2016 Patient Miles Saved			FY 2016 New PC Patients	Provider Experience	FY 2016 Q2 LTR
			DTC	Specialty	Total			
			15,011	8,680	23,691	284		86%

Cost Savings for Payors	FY 2016 Total	
	Priority Health	$259,704.20
	Other	$556,800.10
	Total	$816,504.30

FY 2016 Encounters by Age



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MedNow™ Demonstration

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