Importance of Telehealth Post-COVID
Marketing, Education & Rapid Rollout

David Darr
Senior Care National Director

Avera eCARE®
25+ years of Delivering Telehealth Services

Over 600 sites in 32 states

Serves 15% of all Critical Access Hospitals

Preparing our Partners across the U.S. for COVID-19
Partnership with WestHealth

- Participated in Post-Acute/LTAC Workgroup
- Contributed to Telehealth Guide
How eCARE Served COVID Efforts

- Virtual COVID-19 Command Center
  - COVID Hotline, Testing Centers and Virtual Visits
- Avera eCARE Senior Care
  - Skilled Nursing Facilities and Assisted Living
- Avera eCARE Emergency
  - CAH Emergency Departments
- Avera eCARE Hospitalist
  - CAH admitted patients
- Avera eCARE ICU
  - Regional CAH ICU’s
- Avera eCARE Behavioral Health
  - Evaluation of BHS patients in Multiple Settings
- Avera eCARE Indian Health Services
Virtual COVID Command Center

- 1-800 COVID Hotline to triage patients according to risk
  - **Over 1,000** calls a day
- AveraNow Virtual Visit platform:
  - **1,000 trained** providers
- Multiple COVID-19 testing sites with Drive Through Testing
- Supporting Specialty clinics with virtual practices to reduce travel and exposure
Approximately 80 educational videos
• COVID-19-specific webpage with resources including:
  • Airway COVID Checklist
  • COVID-19 Intubation Algorithm
  • ARDS tools / Vent Management
  • COVID Drill Mock scenarios
  • COVID expert panel interview
  • Weekly updates
  • PPE instructional videos
  • PPE conservation tips
  • Service Line Specific guidelines
Summary of Equipment Distributed by Avera eCARE (as of 6/1/20)

<table>
<thead>
<tr>
<th>Item</th>
<th>Qty Deployed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple iPad</td>
<td>345</td>
</tr>
<tr>
<td>Logitech/Sony Headset</td>
<td>107</td>
</tr>
<tr>
<td>Logitech Webcam</td>
<td>68</td>
</tr>
<tr>
<td>Phoenix Speaker</td>
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</tr>
<tr>
<td>Polycom HDX Cart</td>
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<tr>
<td>Lenovo Laptop</td>
<td>7</td>
</tr>
<tr>
<td>TytoCare Equipment</td>
<td>27</td>
</tr>
<tr>
<td>iPad Stand</td>
<td>93</td>
</tr>
<tr>
<td>ICU Equipment</td>
<td>9</td>
</tr>
<tr>
<td>iPad Holders</td>
<td>75</td>
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</tbody>
</table>
Why we have the scale…and experience.

Needs for senior population:

• 24/7 access to geriatric-trained specialists
• Virtual nursing home rounds
• Behavioral Health support
• Advance Care planning
• Pharmacy support
• Creation of COVID nursing home isolation wings
• Assistance with transfers to COVID specific nursing homes
• TytoCare units to perform full virtual exams

Avera eCARE Senior Care
Serves 8,500+ beds
COVID-19 proved value of telehealth with increase of in-home visits

Telehealth Benefits

• Patient and Staff safety
• Timely access to Providers
• Conserve PPE
• Filling coverage gaps
• Providing access to collaborate with specialists
• Empowering Providers
  • eCARE there for support – site is still primary provider
• Gets people comfortable interacting on camera

Discover
Senior Care Site Growth

<table>
<thead>
<tr>
<th>Month</th>
<th># of Sites</th>
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<tbody>
<tr>
<td>End of 2019</td>
<td>64</td>
</tr>
<tr>
<td>January</td>
<td>70</td>
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<tr>
<td>February</td>
<td>79</td>
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<td>March</td>
<td>88</td>
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<td>April</td>
<td>127</td>
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<tr>
<td>May</td>
<td>163</td>
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<tr>
<td>June</td>
<td>174</td>
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</tbody>
</table>
Lessons Learned

- Staffing for Surge and Additional Specialty Resources
- Bandwidth challenges
- Reimbursement hurdles
- Equipment shortages
- Licensure/credentialing
- Expedited delivery of equipment due to vendor relationships
- Ease of Assembly of Equipment
Thank You!

David Darr | Senior Care National Director

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Avera eCARE | Visionaries in Virtual Health