



# How Prime Healthcare's Community Hospitals Benefit from Integrated Virtual Specialists



Prime Healthcare



AmplifyMD

## Background

Founded in 2001, Prime Healthcare and the not-for-profit Prime Healthcare Foundation serve more than 600 communities across 14 states, with nearly 45,000 employees and affiliated physicians, from California to New Jersey.

**Prime Healthcare is dedicated to the mission of saving hospitals, ensuring access to quality care, and serving communities.** To this end, Prime has intentionally invested in many hospitals located in traditionally underserved communities where recruiting specialist physicians has become increasingly difficult. Needing an innovative solution to address specialist gaps, Prime looked to AmplifyMD for virtual specialty care.

## Telehealth Partnership

Prime initially engaged with AmplifyMD during the COVID-19 pandemic to solve an immediate need for virtual heme/onc and neurology coverage at Southern Regional Medical Center, a not-for-profit community hospital in Riverdale, GA. Within a few months, **Prime realized AmplifyMD was much more than a stop-gap solution.**

## Building on Success

Today, Prime and AmplifyMD have built a strategic partnership with **integrated virtual specialty care that connects remote providers to multiple facilities, EHRs, and programs across six states.**

When patients can be treated locally, the hospital benefits financially, helping Prime fulfill its mission. Throughout its history, Prime Healthcare has never closed a hospital.

*"As new challenges arise, AmplifyMD continues to meet our virtual specialty care needs. They cover multiple specialties and their hardware-agnostic platform integrates with our EHRs, simplifying our telehealth expansion efforts."*

—Harsha Gopinath  
Corporate Director of Telemedicine, Prime Healthcare

### AmplifyMD's current impact



- Cardiology
- Heme/Onc
- Infectious Disease
- Nephrology
- Neurology
- Psychiatry
- EEG

6

states

11

hospitals

22

programs

7

service lines

6,000+

annual consults



## Partnership Outcomes

- Improved access to specialists
- Faster diagnoses and treatment for complex conditions
- Fewer transfers away from community hospitals
- Reduction in recruiting/locum expenses
- Faster specialist post-discharge follow-ups
- Faster time to outpatient appointments
- Patient and family satisfaction with local services

## Technology Makes a Difference

Streamlined workflows and intelligent automation reduce administrative tasks and technology burnout. Data integrations create **a seamless experience for remote providers who support Prime facilities with different EHRs (EPIC, Meditech, CPSI, etc.).**

AmplifyMD helps Prime's telehealth leaders make informed, data-driven decisions and use encounter-level metrics to drive continuous process improvements.

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holistic solution,  
integrated into  
multiple Prime  
EHRs

## Keys to Success

- ✓ Visionary telehealth leadership from Prime Healthcare
- ✓ EHR-integrated workflows and streamlined telehealth processes
- ✓ Breadth of services available with one platform (15+ specialties)
- ✓ Low technology cost/lift; no cart purchases or contracts
- ✓ Engaged specialists committed to serving Prime's communities
- ✓ Strong communication between AmplifyMD and hospital leadership

*"AmplifyMD has undoubtedly improved clinical outcomes, offering peace of mind to patients, their families, and providers, while reducing costs associated with transferring patients to a larger center."*

—Gretchen Nickel, DO  
Chief Medical Officer, East Liverpool City Hospital

