Rapidly expanding urgent care network boosts capacity with clinically-enabled virtual care solution.

Our client is one of the fastest-growing providers of urgent medical care, telehealth, and occupational medicine services in the United States. With 180+ urgent care clinics across Illinois, Ohio, Indiana, Pennsylvania, Michigan, and New York, our partner offers walk-in and on-demand virtual treatment for illnesses, injuries, rapid testing, and other health needs.

The Challenge

Our urgent care partner's leadership found that its providers were dissatisfied with its legacy synchronous virtual care platform and considered it a "hindrance" to providing care due to its poor user experience and inefficiencies. To address these "significant complaints" from providers, the organization sought a platform that offered a seamless experience for providers and patients.

Our partner's objectives:

• Offer a seamless consumer-grade experience to patients and providers

• Reduce administrative and technical burden on clinicians

• Maintain current reimbursement rates for synchronous (video) visits

• Load balance patient volumes across clinics, maximizing peak volume and available capacity

• Treat 250 patients virtually per day by the end of 2022 without additional staffing

The Solution

Asynchronous & Synchronous Experiences
Fabric's virtual care suite offers traditional synchronous visits (video, phone, and chat) as well as asynchronous visits in the form of intelligent adaptive interviews. Intelligent adaptive interviews use clinical protocols that mimic the questions a provider would ask a patient or another provider during a consultation. After each response, the subsequent questions adjust to collect more information on symptoms and aid in diagnosis. The net result:

• A standardized approach to data gathering that is more thorough than a conversation

• Standardized documentation that's easier for a clinician to read

• Time savings by reducing patient follow up questions

• A reduction in documentation due to automated SOAP note and care plan creation in just a few clicks

The Solution (cont.)

Clinically-Enabled Virtual Care

Combining intelligent adaptive interviews with traditional synchronous virtual care in the same encounter creates a seamless care experience for both the patient and provider. With this approach, patients experience increased convenience and faster treatment. Providers see up to a 99% reduction in documentation time due to Fabric's documentation automation with our evidence-based clinical decision support system, which exceeds 90% adherence to clinical guidelines. "Stepping up" asynchronous visits to synchronous ones (i.e., moving seamlessly from adaptive interview to a video visit) allows our urgent care partner to take advantage of the clinical capacity and efficiency improvements while meeting requirements for reimbursement.
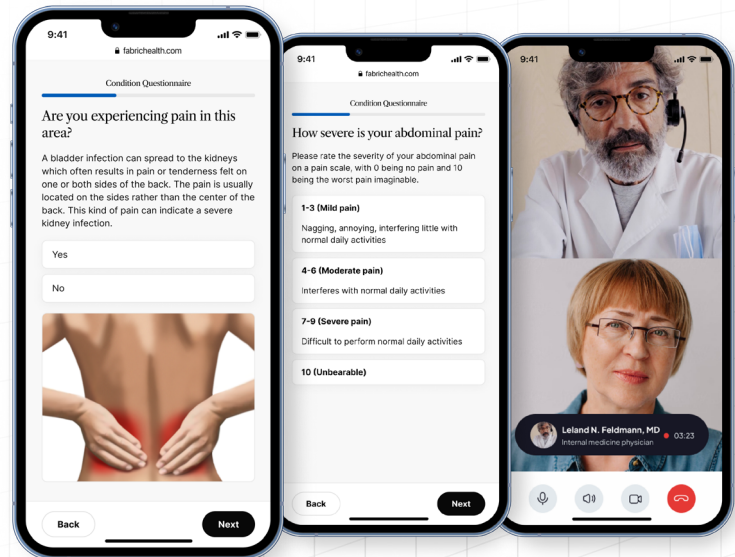
The Results

This client's new clinically-enabled synchronous visits offer substantial clinical efficiencies and a seamless consumer-grade experience for patients and providers, all while maintaining prior reimbursement rates.
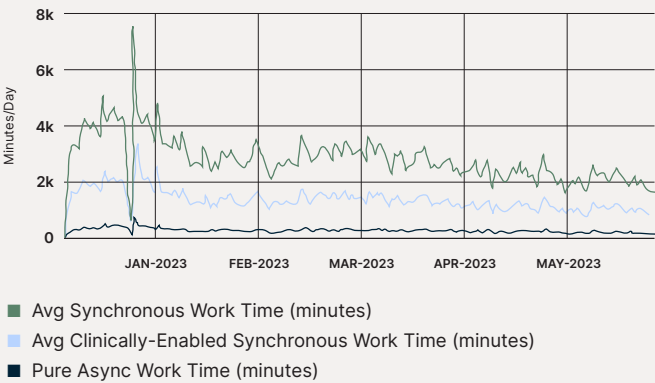
Time Savings & Provider Productivity
In this organization's first six months of visits using Fabric, 29,000+ visits were completed with an average clinical work time of 7 minutes and 52 seconds. Compared to its previous platform's average clinical work time of 16 minutes and 36 seconds, **the urgent care chain is seeing an average savings in clinical work time of 8 minutes and 44 seconds per visit.**

Average savings in clinical work time per visit

8:44

Clinical work time per day

- ■ Avg Synchronous Work Time (minutes)
- ■ Avg Clinically-Enabled Synchronous Work Time (minutes)
- ■ Pure Async Work Time (minutes)

Visit Volume

This client increased its average visits completed per day from 156 to 219 in its first month on the platform, with as many as 443 visits completed in a single day without additional clinical staff. **Our partner's goal of 250 visits completed per day was first surpassed just 11 days after implementing Fabric.**

Completed visits per day
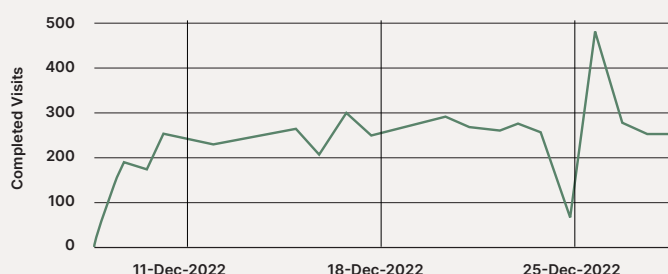
Cost Savings

With an average clinical time savings of 8 minutes and 44 seconds per visit, our client saves over 24 hours of clinical work time per day. These cost savings prevent the need to dedicate three full-time employees (FTE) to managing virtual visits without reducing quality, speed, affordability, or visit volume.

Assuming an average combined cost of salary and benefits for an NP in New York sits around $160k, **we estimate our partner met its visit volume goals while preventing more than $484k in additional clinical staff cost dedicated to managing virtual visits.**

	Avg. Cost of FTE*	Avg. FTE Shifts Saved**	Avg. FTE Cost Savings
Annual	$160,000	1,204.5	**$484,793**
Per Day	$438	3.3	**$1,328**

* NP in NY including salary, benefits, etc
** Based on 8-hour day

Clinical Capacity

A hybrid approach that combines intelligent adaptive interviews and video (clinically-enabled synchronous visit) allows this urgent care chain to achieve an average clinical work time of only 7 minutes and 52 seconds. Adaptive symptom collection during the patient intake process and automated creation of the visit summary and care plan allows providers to complete 56 clinically-enabled synchronous visits per 8-hour shift, compared to only 26 video-only visits. **That's a 2.11x increase in the number of patient encounters that can be seen without hiring any additional staff.**

	Max Number of Visits/8 Hour Shift/ Provider	Max # of Sync Visits/ Year/Provider*
Synchronous Visits	29	6,940
Clinically Enabled Synchronous Visits	61	14,644
Improvement	**+32 visits/day/provider**	**2.11x more capacity**

*Assuming 240 working days per year

Staffing & Growth in Urgent Care

The challenge for urgent care is that supporting on-demand care makes it difficult to predict volume. Adding a clinician to a clinic means that you have to grow enough volume to support that new hire cost. As volume increases, this leads to an upward hiring spiral, with a delicate balance between new patient volume and additional staffing to support it.

With Fabric, urgent care clinics can absorb excess volume without hiring additional staff in addition to making time for the in-clinic patients who need it most.

Results Summary

- **2.11x greater virtual visit capacity** without additional staff

- **8-minute 44-second** average clinical time savings per visit, compared to its previous virtual care platform

- **Virtual visit volume goals met within 30 days** (~250 visits/per day) with peak volume of 443 visits

- **9 providers treated 90% of peak volume** with an average of 45 visits per physician

- **Seamless consumer-grade experience** for both patients and providers

Greater virtual visit capacity

2.11x

Minute average clinical work time saved per visit

8:44

"Fabric has the best telemedicine product I've used in my career.

Video visits don't make sense because they use the same amount of time as in-person visits. Doctors still have to write notes and interviews aren't as comprehensive as Fabric.

We also use Fabric to load balance across our 200+ locations, shifting provider capacity from less busy sites to patients in higher volume locations.

Patients can start a visit from the waiting room and be treated before patients waiting for in-person visits. Fabric enabled us to handle the increased volume in our growing clinic without having to commit to hiring additional clinicians."

- CHIEF CLINICAL OFFICER, LARGE URGENT CARE CHAIN