

Telemedicine: The Reality Of The Most Overlooked Tool Of Healthcare

Challenging The Mandatory Face-To-Face Visit



**For The “Automating Wellness” Conference
By Alan Dappen, MD
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Presentation Overview

- **Introduction**
- **Unchallenged Assumptions of The Traditional Model**
- **U.S. Healthcare Today**
- **Telemedicine In Practice: DocTalker**
- **You Can Make Telemedicine A Success**



Unchallenged Assumptions Of The Traditional Model

1. Every problem needs an office visit.
2. The office-based practice is the most cost-effective.
3. Face-to-face is required for good communication.
4. Full-coverage insurance delivers the best outcomes to patients.
5. Physicians must be preferred providers to stay in business.

The Waiting Room...



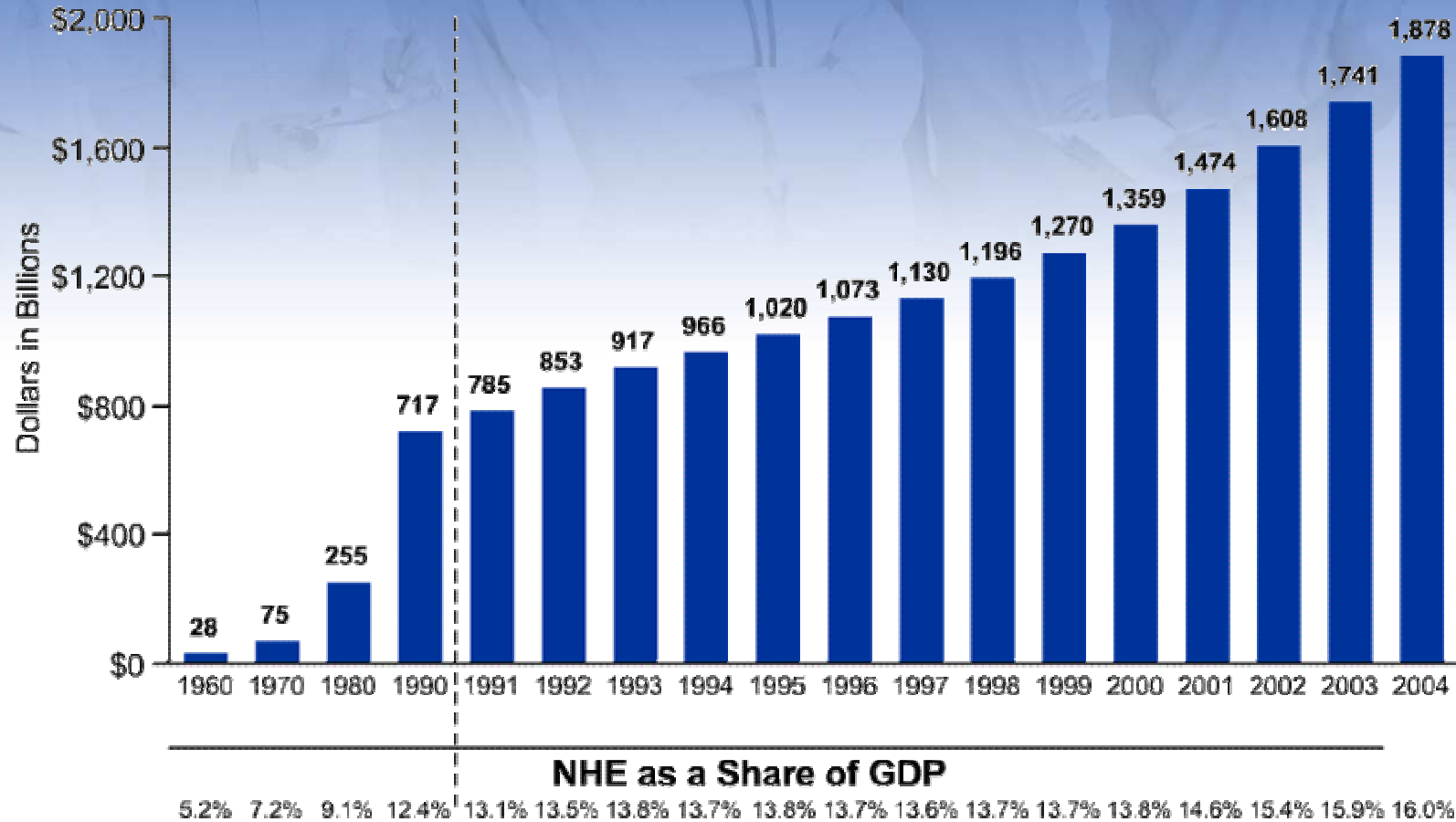
**Imagine...
just calling your doctor
when you need help**

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El Doctor habla Español



National Health Care Expenditures



A Seussian Explanation Of Why Doctors Are Fleeing Primary Care

**Billing and
Collection Demands**

Patient Demands

Business Demands

Insurance Demands

Loss of control

Poor satisfaction



Reduced autonomy

Staff Demands

Family Demands

**Contracts
Demands**

Increased burn-out

Health Care Systems Therapy 101



Findings From Two Week Study

- **66% of office visits were unnecessary**
- **Longest physical needed was 10 minutes**

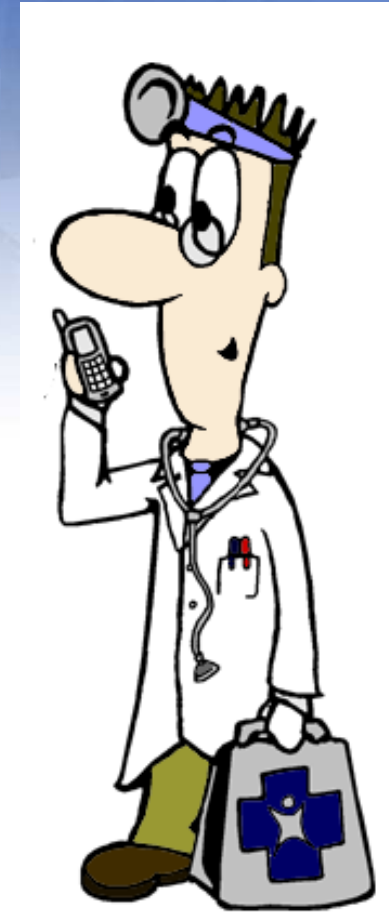
Implications Of Current Model

- **7 office staff needed to process each visit**
 - ✓ Note including the insurance system

- **Fastest time, from start to finish, that a patient can get what they need?**
 - ✓ 4 hours

Cornerstones of Primary Care

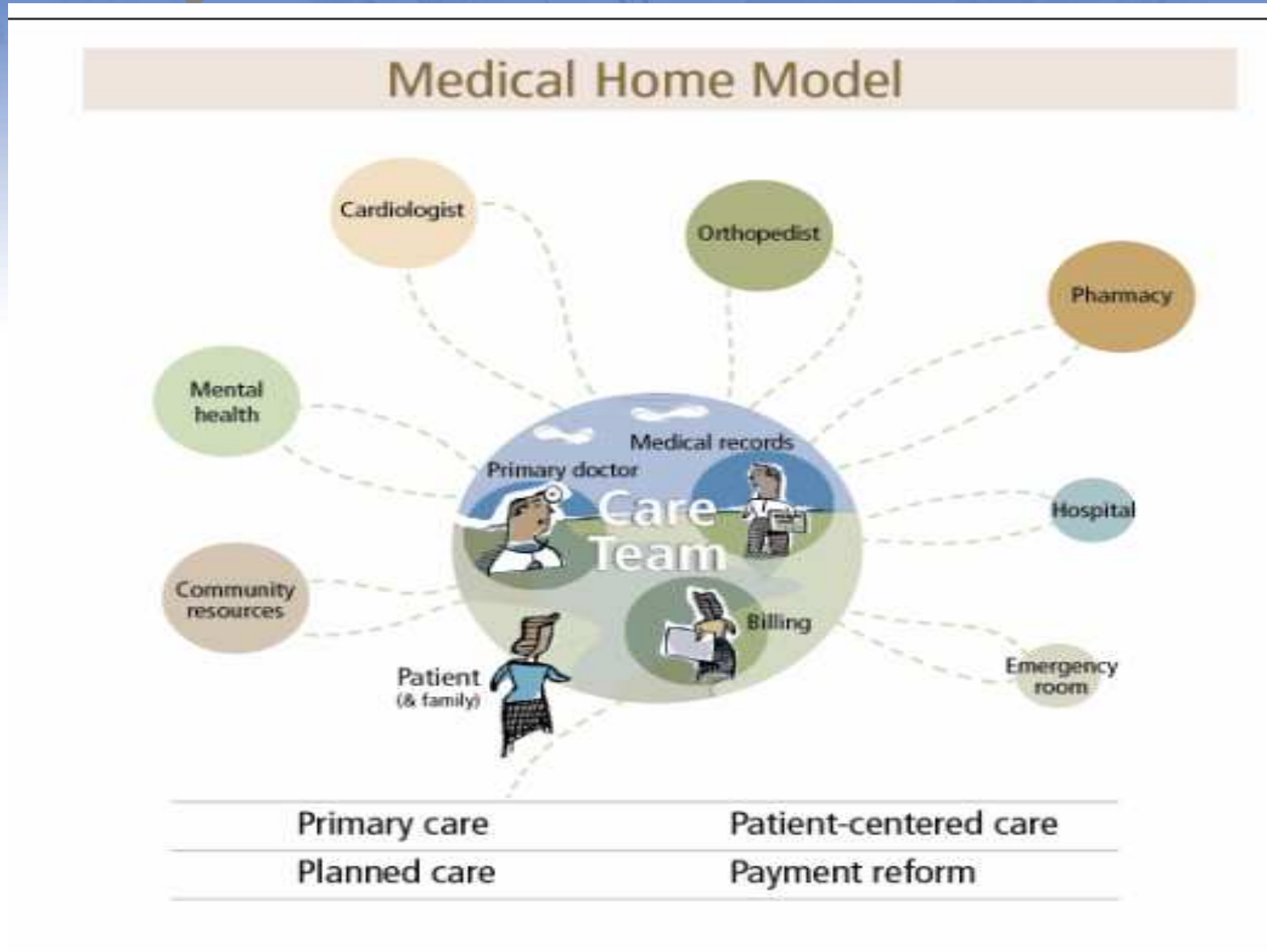
- **Communication**
- **Integrity & Trust**
- **Information**
- **Transparent & Affordable Pricing**



**MDs must be Preferred Providers to stay in business*



The Ideal World: Primary Care As The Medical Home



Imagine: An Empty Waiting Room

The Waiting Room...



**Imagine...
just calling your doctor
when you need help**

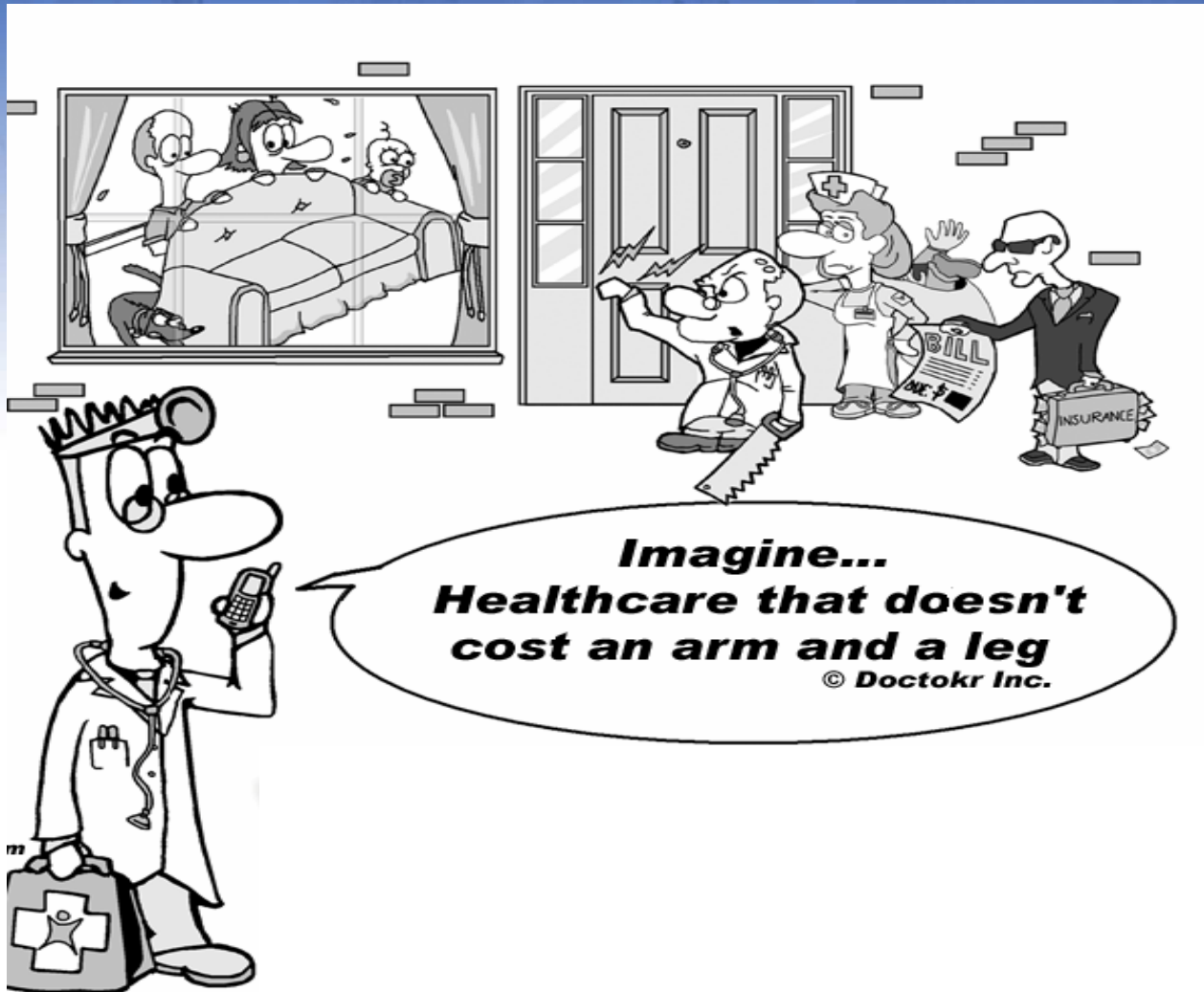
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Imagine: The Patient Controls Quality



Imagine: Lower Cost Healthcare



Major Endorsers of Telemedicine

- "Patients should receive care in many forms, including over the Internet and by telephone."

-- Institute of Medicine

- The AMA, ACP, AAFP, and the ATA all endorse the idea of compensation for phone & e-mail for healthcare visits.
- Office visits are not needed for 66-88% of primary care issues.



An Answer?

Telemedicine is a cornerstone to the future of affordable, accessible medicine.

Be a part of that future.





Thank You!

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