

## Avizia Case Study:

### University of Virginia Medical Center – Office of Telemedicine

#### BACKGROUND

Since 1994, the University of Virginia Office of Telemedicine has grown to become an international leader in telemedicine as it improves patient outcomes and makes clinical specialties available across Virginia into surrounding regions and even internationally. Providing more than 40,000 consults in over 40 specialties, telemedicine services provided by the Office of Telemedicine range from clinical consultations to medical education for providers and patients to local and international outreach projects. The UVA Office of Telemedicine and The UVA Center for Telehealth house the Mid-Atlantic Telehealth Resource Center, serving Virginia, Washington DC, Maryland, Delaware, Pennsylvania, North Carolina, West Virginia and Kentucky. Through its network of over 125 sites within the Commonwealth, UVA first introduced the Avizia Clinical Assistant mobile telemedicine cart in the Neonatal Intensive Care Unit for pediatric care.

#### CHALLENGE

Within its broad geographic region of care, The UVA Medical Center serves the Coalfields of Southwestern Appalachian Virginia, one of the largest medically underserved populations in the Commonwealth, with few doctors to support the patient need. Because access to care is extremely limited in the region, and travel time and costs are real issues for patients, UVA needed to find a way to care for patients and their families without the negative impact of having to move people great distances or displace them from their homes in order to provide care. Specifically, in cases of stroke, because every second waiting to receive care can directly impact the outcome, UVA needed a solution that could connect the right patient to the right doctor at the right time.

“The coalfields in Southwestern Virginia have some of the worse outcomes in the country. We needed a way to provide care to patients in these regions without making them travel.”

- David Cattell-Gordon  
Director Office of Telemedicine,  
University of Virginia



David Cattell-Gordon is the Director Office of Telemedicine at the University of Virginia and co-director of the Healthy Appalachia Institute.

#### SOLUTION

By incorporating the Avizia Clinical Assistant into a comprehensive telemedicine program, UVA has been able to extend its services into hard-to-reach areas, improve the quality of patient care and reduce costs for both patients and the UVA.

“Avizia has helped us break down distance barriers, giving us the chance to provide advanced, specialty care to those patients that have been hard to reach in the past,” says Mr. Cattell-Gordon.

UVA uses its Avizia Clinical Assistants for a wide range of care including specialties such as endocrine, high-risk obstetrics, oncology, dialysis, emergency psychiatry, intensive care, and wound management for remote patients such as diabetic patients with foot ulcerations. One key usage is for Telestroke which is rapidly becoming the standard of care in the industry. Strokes are extremely time sensitive, and driving great distances can dramatically impact the severity of the brain trauma. When a stroke occurs in a rural area, the Avizia Clinical Assistant allows board certified stroke neurologists at UVA to see patients, review the CT images, and help make the decision to use life saving medication. Pediatric specialists can also now see children in hospitals where their specialties are not available. Further, UVA is preparing to put the Clinical Assistant into its rehab hospital to assist with a broad number of specialties.

“With Avizia, the technology disappears, and the patient and doctor relationship emerges to make the difference.”

“Avizia didn’t just help deliver the right product, their team took the time to understand our needs completely and consult with us on use cases. Then they

“Working with Avizia, we have improved outcomes by providing greater access to areas with health care disparities.”

trained our team on how to use the products effectively in order to get us up and running quickly,” adds Mr. Cattell-Gordon.

Currently UVA has acquired many Avizia telemedicine carts and is expanding rapidly to keep up

with the growing demand. Many of the Avizia Clinical Assistants have stethoscopes, examination cameras, and other peripheral devices integrated into them, which is a key requirement for the carts to be effective in use. Repeatedly, the medical staff remarks on the ease-of-use of the Clinical Assistant solution.

“Doctors and nurses don’t have time to fiddle with technology,” says Mr. Cattell-Gordon. “One of the key attributes of the Avizia Clinical Assistant is its simplicity and reliability. The profile of the cart, the way it moves, and the quality of the audio and video have all been proven in many of our medical environments.



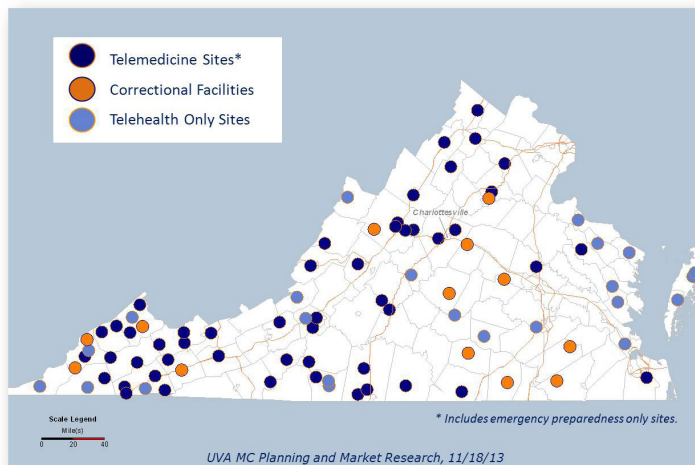
## RESULTS

The success of UVA’s telemedicine program has generated impressive results:

- 30% increase in satisfaction from patients living in remote areas where travel is an issue
- 40,000 consults via telemedicine across 40 specialty and subspecialty areas
- Telemedicine has saved Virginians 8.9 million miles of travel to see a health specialist
- 73 new clinical projects under development across a wide range of specialties
- 4.6x growth in the volume of telemedicine encounters

The Avizia Clinical Assistant solution was provided to UVA through SyCom, one of the largest systems integrators in the mid-Atlantic region.

Expansion of telemedicine in Virginia



# Avizia

## About Avizia Telemedicine

Avizia Telemedicine is the use of electronic information and telecommunications technologies to support distance clinical health care, patient and professional health-related education, public health and administration. Technologies include videoconferencing over secure Internet, store-and-forward imaging, streaming media, and terrestrial and wireless communications. By removing barriers of time, distance, and provider scarcity, telemedicine delivers medical, health and education services to remote, rural areas and medically underserved communities. With the Affordable Care Act, telemedicine has become important for expanding the reach of healthcare organizations, keeping patients out of hospitals, improving the quality of care that leads to better patient outcomes, and ultimately reducing the per capita cost of care.