

## A PATIENT'S STORY

# Timely virtual care and follow-up care avoided a trip to the ER



**One patient turned to UCM for care when experiencing a severe UTI while traveling over the holidays, avoiding a trip to the ER.**

Leigh took a trip out of state to visit her daughter for the week between Christmas and the New Year's holiday. They were looking forward to spending time together and had plans to do some winter activities like ice skating and roasting marshmallows!

## Getting sick while away from home

Unfortunately, Leigh started feeling ill just a few days into the trip. She was experiencing the painful symptoms of a urinary tract infection (UTI). Leigh had UTIs previously, so she thought she'd be able to keep it from getting worse with the conventional remedies like as cranberry juice, over-the-counter medicines, plenty of water, and rest.



*When Leigh's daughter checked-in on her, she was alarmed to see how her mother looked and felt much worse, "I could see that her color was off and that she was really uncomfortable. It was apparent that we needed to speak with a medical professional," she explained.*



It was 8pm at night during a holiday week and the roads were covered in snow. Her only good option was to head to the Emergency Room. **She worried that it could cost hundreds – if not thousands – of dollars to go to the ER.** And, she would have to wait to see a doctor and potentially be exposed to other illnesses while in the waiting room.

**Leigh's daughter remembered that her mother has access to UCM Digital Health through her employer. She decided to avoid the ER and try UCM first.**

## A virtual consult and a prescription ordered

Using UCM's mobile app, Leigh provided information on her condition and requested a consult. A Care Coordinator from UCM called to confirm that a medical provider would reach out to her and shortly thereafter, the doctor called. The doctor asked about Leigh's symptoms and her pain level, including if she was experiencing nausea, back pain, or had a fever.

*"We can assess the level of care needed for a UTI through a series of specific questions," the doctor explained. "Based on those questions, we can guide care and call-in prescriptions as needed." For Leigh, the doctor determined that she needed a round of antibiotics that her daughter was able to pick up that night.*

The next afternoon, despite having two doses of the antibiotic, Leigh was not doing much better. In a follow-up call with a nurse practitioner from UCM, Leigh shared that her level of discomfort and need for frequent urination had not improved. The nurse practitioner felt that adding another prescription would help reduce the spasms related to a UTI. "The antibiotic, in this case, was most likely already working to clear the infection, but it was not helping with the spasms," the nurse practitioner explained. "By prescribing a stronger version of what can be purchased over the counter, Leigh's body would get relief from those spasms."



## When lab work indicates important follow-up care

The nurse practitioner also recommended that Leigh go in for lab work the next day, just to confirm the UTI and to make sure there were no other medical issues. Early the next morning, a UCM Care Coordinator called Leigh to set-up an appointment at a nearby lab.



Because Leigh was feeling better, she was able to make her scheduled return flight home. "There is no way I could've traveled feeling as bad as I'd felt," said Leigh.

**The evening she arrived home, she received another follow-up call from the UCM team with the lab results, confirming the UTI.**

With the lab results, and because Leigh still wasn't feeling 100% back to normal, the UCM provider added another round of antibiotics to make sure the infection was completely clear. And, that was just what Leigh needed to feel better!

## Value delivered to the patient

Leigh was able to get **immediate access** to a virtual team – including an ER provider and a Care Coordinator - who provided her with **high-touch service and compassionate care** immediately, when she needed it most. The Care Coordinator handled all of the follow-up work for her, including writing her prescription, scheduling an appointment for lab work, and checking-in on her progress. Leigh **saved time and avoided added exposure to illness in the ER and the extra cost of an ER visit.** And, she got her issue resolved.

## Value delivered to the employer

Leigh's employer **avoided the ER cost and any lost days of productivity since she did not have to miss any days at work.** Leigh got timely, immediate treatment, so that she had less acute conditions, avoiding future inpatient admissions and potential associated higher costs of ongoing care. And, she was highly satisfied with her experience and the value that her employer delivered by providing access to UCM Digital Health.

## UCM Digital Health Experience

### PATIENT

- Easy access to care: mobile app, online, phone
- Care anywhere: at home, away from home, or while traveling
- Minimal wait time to see a provider, 7 minutes on average
- 100% follow-up: ongoing support for the patient
- Low cost: patient only pays for prescriptions
- No time away from work

### EMPLOYER

- Employee doesn't miss any days of work due to illness
- Minimal cost per employee per month to add UCM Digital Health benefits
- Highly satisfied employee, with 95% patient satisfaction

## Traditional Healthcare Experience

- Difficult to access:

- No access to primary care office while traveling away from home
- Emergency Room only viable option

- Long wait time to be seen by a provider
- No follow-up care provided
- High cost: patient pays ER and pharmacy costs, potentially hundreds of dollars
- Time away from work: issue isn't resolved quickly, resulting in necessary in-person follow-up visits and time away from work due to illness

- Employee misses days of work due to illness. Overall productivity suffers.
- High cost ER claims incurred
- Less satisfied employee