



Equitable Care Anywhere

A partnership that is untethering care from place,
at system scale

Longwoods

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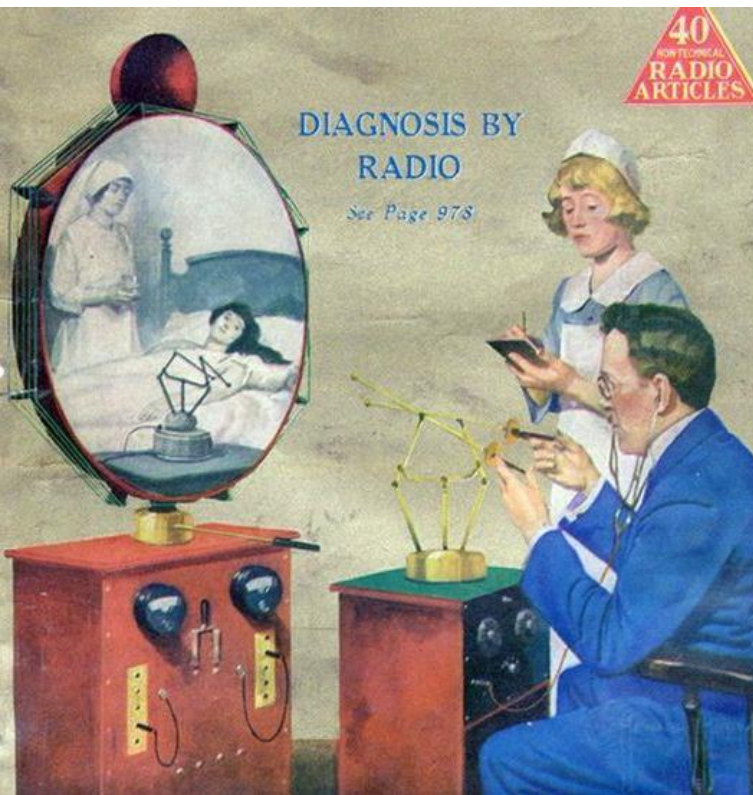
Healthcare Industry Leader
on the World Wide
Commercial Team
Microsoft





Virtual Care Remote Presence

“Radiomedicine”
(1925)



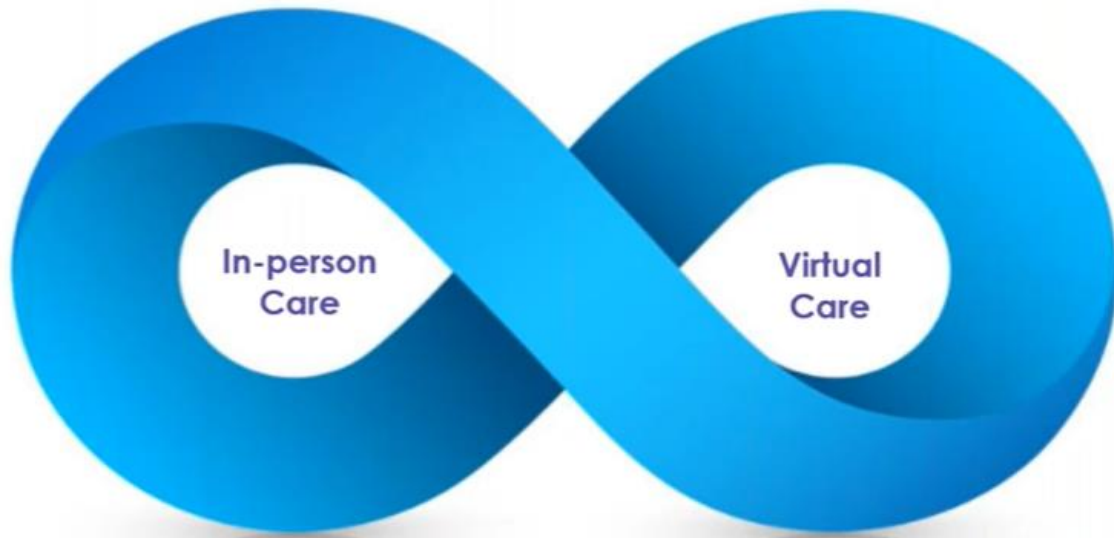
The Jetsons
(1962)



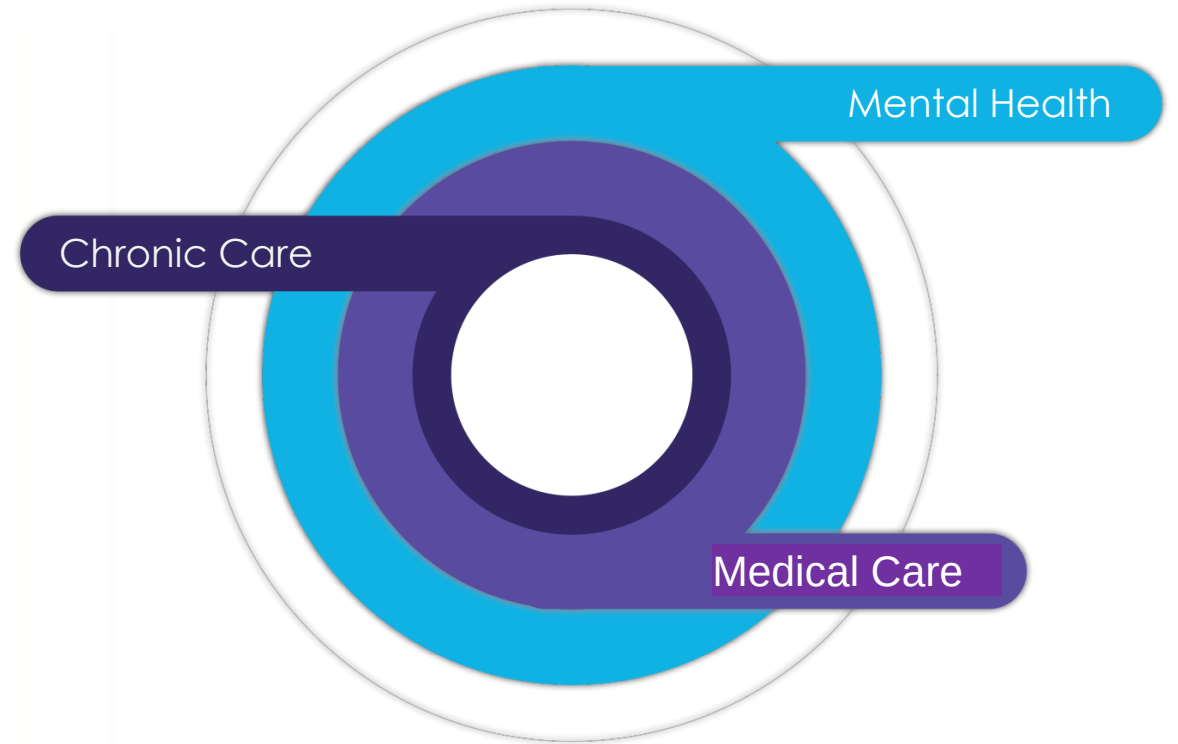
Teladoc™ (2002)
HEALTH



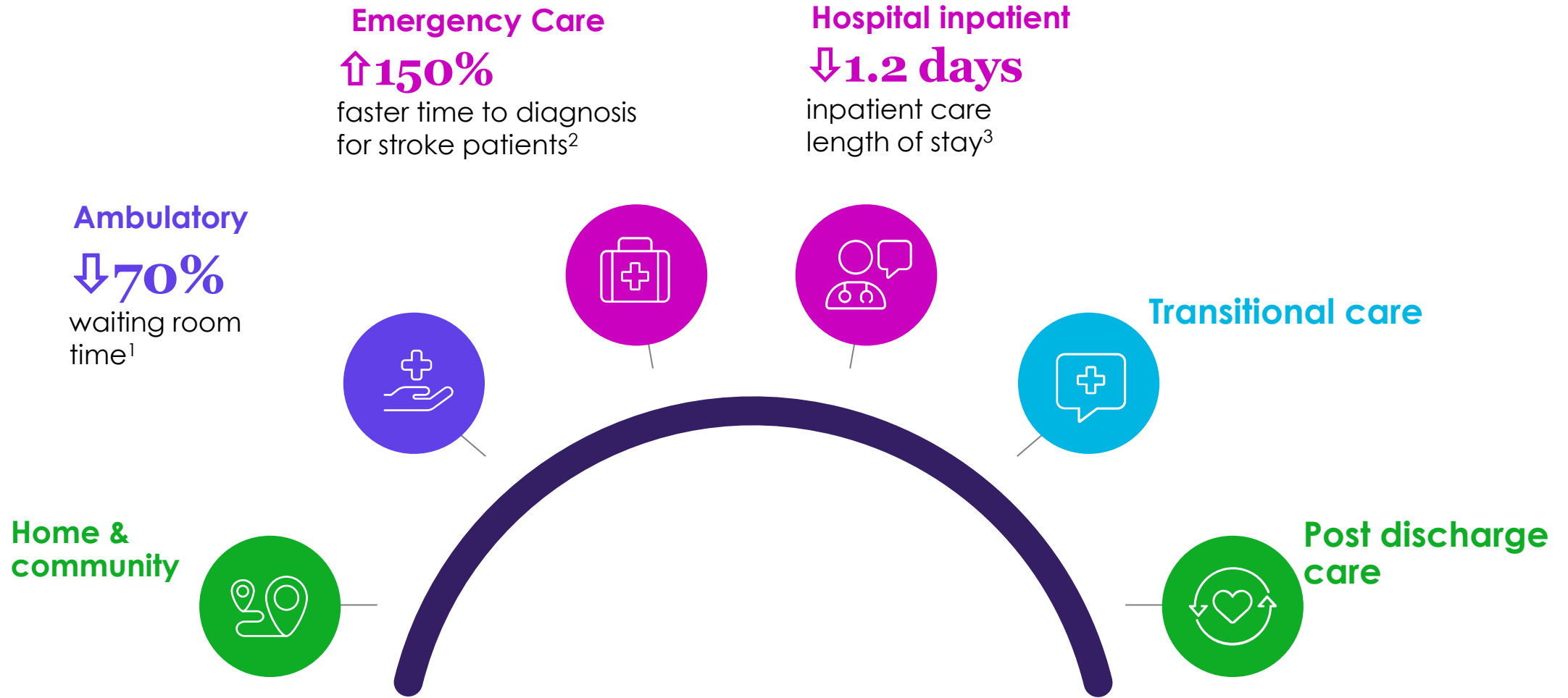
Thesis



Focus areas

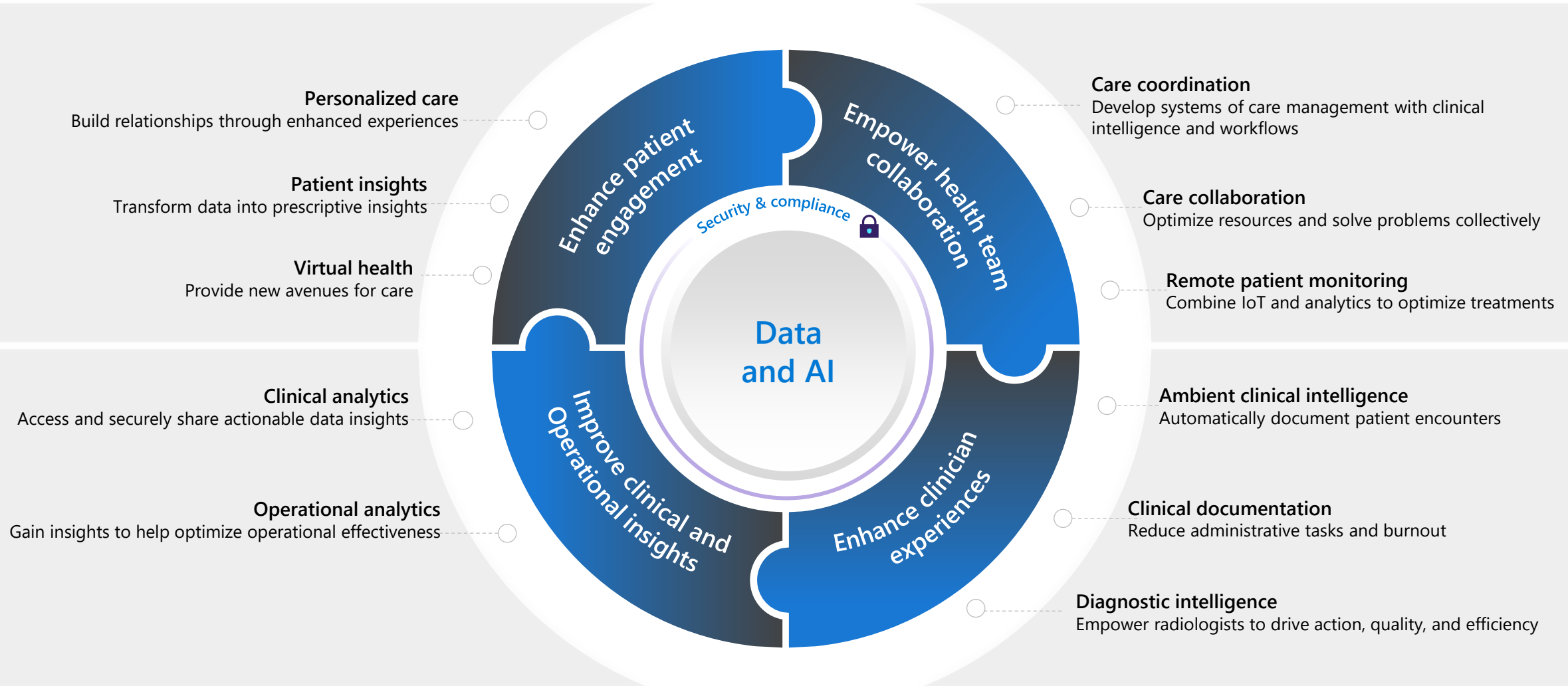


Solo – single virtual care platform, any context or setting



Microsoft Cloud for Healthcare

Capabilities enabling better experiences, better insights, better care



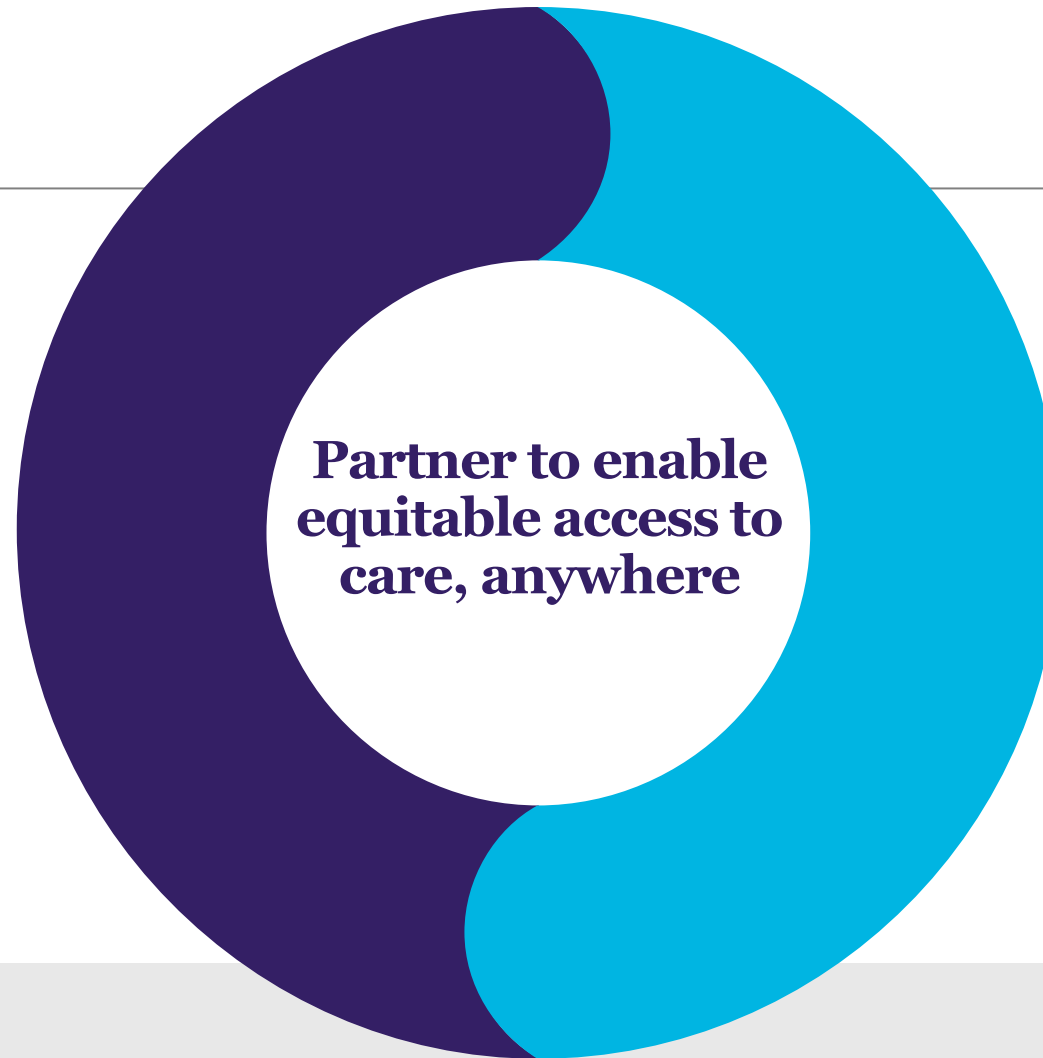
Virtual Health

connects clinicians, patients, families, care teams and health professionals to provide health services, promote professional collaboration, support self-management, and coordinate care across the care continuum

Virtual care leader in any care context X 177 countries

Enabling next practices & care models that improve efficiency, simplify experience and expand access

R&D in virtual care for the world – 30%+ of workforce



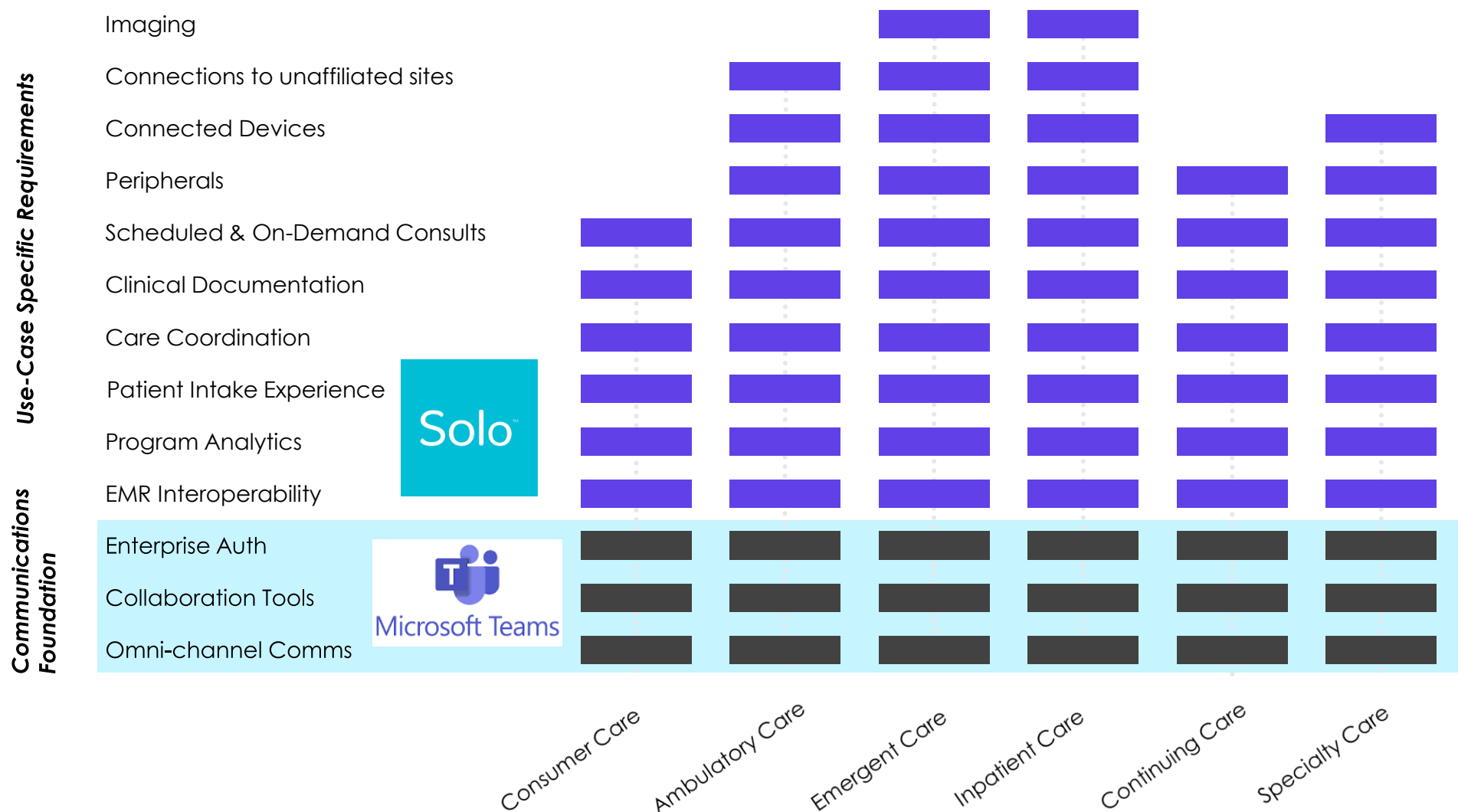
Trusted enterprise platform leader globally

Partner-first healthcare strategy and ecosystem

Deep pool of leverageable technology assets for today and the future

Remove complexity, extend existing investments, create a more efficient and satisfying care experience at system scale, strategically future-proof

Extending the Teams platform to wide range of clinical uses



Value to health systems and hospitals – in Canada & globally

Digital backbone

Proven partners with deep resources and staying power that delivers an integrated platform to advance the overall enterprise technology strategy

One platform to control and manage digital communications and collaboration

Clinical leadership

Wide range of value propositions and clinical use cases on a single Teams tenant

Ecosystem approach attracting a constantly expanding set of Apps and Tools

Patient & Clinical UX

One UX for clinicians to learn how to navigate, one login.

One cutting-edge tool to communicate and collaborate with the full circle of care

Streamlined tech stack

Reduce number of independent solutions, simplify admin & support, reduce overall cost

Do more with less

Joint roadmap: health systems' R&D engine for hybrid care

WHAT'S NEXT

2022

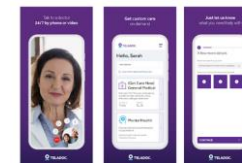
- Solo + Teams
- Teladoc devices + Surface

2023

- Live caption in patient UX
- Solo + Teams + DAX
- TDH Med Group + DAX
- Virtual Sitting + MSFT AI

2024+

- Live language translation
- Virtual Nursing + Nuance
- New consumer engagement models
- Advanced data analytics and insights



Largest health system in New York with 20+ hospitals, serving 2+ million patients

Challenge

Convert an existing siloed, point solution-based approach with an enterprise wide, fully integrated virtual care platform that **supports ambulatory software-based and hospital-based device workflows and se cases.**

The new platform needed to deliver better performance, reliability, enhanced data and reporting capabilities and integrate with existing systems and tools.

Solution

Fully integrated, purpose-built virtual care solution combines with the leading communication and collaboration platform to enable the delivery of **ambulatory and in-patient care** across the care continuum. The highly configurable, user-friendly platform seamlessly connects with multiple systems — including EMRs, language interpretation applications and in-room devices, to efficiently support 6,000+ providers across 135+ clinical specialties and subspecialties.

Results

6,000

physicians support ambulatory workflows

126

in-patient devices

On demand

language interpretive services

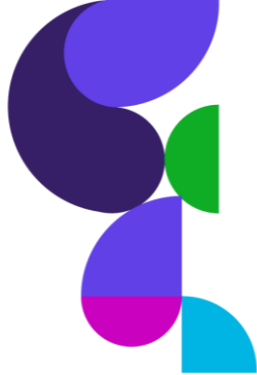


“

This relationship with Teladoc Health will allow us to optimize our **direct-to-consumer telehealth programs** to provide the highest quality care and access for all; just as we want and expect for ourselves.”

DR. MARTIN DOERFLER
SVP Clinical Strategy and Development and Assoc. CMO

Hospital in an 18-facility, not-for-profit system



Challenge

Patient volume surge, nurse shortage



Solution

Inpatient virtual nursing unit that provides full, real-time, two-way audio and video connection to the patient room with full EHR access.

Results

44%

increase of patients discharged before noon

2,340

average virtual visits per month in the unit

20%

Faster discharge in virtual unit compared to traditional unit

Credited improvements



Falls, CAUTI, HAPI, CLABSI, C-diff, mortality



Hours per patient day (HPPD), salary cost/HPPD, engagement, turnover, vacancy



Adverse event reduction, improved oversight



HCAHPS, responsiveness

In summary: equitable access to care, untethered from place



<http://www.thecomicstrips.com/object/The-Collaboration-Comic-Strips.php>

Teladoc
HEALTH

 **Microsoft**



Teladoc
HEALTH

 **Microsoft**

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