

Bridging the gap between primary care & specialty care

RubiconMD & Access to Specialty Care Task Force

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40%

of specialty referrals are **avoidable**

150+ Specialties



CME



EHR Integration



RubiconMD

Care Teams



Instant Insights



Responses in < 4hr



Mobile



Over 150+ Specialties & Subspecialties*

Allergy and Immunology

Anesthesiology**

Cardiology

Clinical Pharmacy

Dentistry

Dermatology

Endocrinology

Gastroenterology

General Surgery

**Geriatric Medicine / Geriatric
Psychiatry****

Hematology / Oncology

Holistic / Functional Medicine

Infectious Diseases

Nephrology

Neurology

Neurosurgery**

Nutrition

Obesity

Medicine

Obstetrics / Gynecology**

Occupational Medicine**

Ophthalmology

Orthopedic Surgery

Otolaryngology (ENT)

Pain Medicine

Palliative Care

Pathology

Physical Medicine & Rehabilitation

Plastic Surgery

Psychiatry / Behavioral Health

Psychology

Pulmonology

Radiology

Rheumatology

Sleep Medicine

Transgender Health

Urology

Vascular Surgery

Women's Health**

**** Adult and pediatrics specialists***

***** Specialty only offering adult coverage***

Common Cases Across Top 8 Specialties

Dermatology

- Rash diagnosis and treatment advice
 - Management strategies for acne vulgaris
- Mole evaluation
- Plaque psoriasis treatment options

Cardiology

- EKG evaluation
 - Resistant hypertension management
- Treatment advice of refractory hyperlipidemia
 - Arrhythmia evaluation

Endocrinology

- Evaluation of hormonal abnormalities (thyroid, parathyroid, testosterone, etc)
- Treatment options for patient with uncontrolled diabetes
- Osteoporosis management

Gastroenterologist

- Colorectal cancer screening based on risk
 - IBD workup and treatment advice
- Investigation of liver enzyme abnormalities
- Evaluation of fatty liver disease

Hematology

- Acute/chronic leukemia workup
 - Anemia investigation
- Incidental routine lab abnormalities evaluation
 - Anticoagulation therapy/prophylaxis recommendations in various conditions

Neurology

- New onset seizure evaluation
- Refractory migraine treatment and prophylaxis
 - Peripheral neuropathy investigation
- Memory loss evaluation

OBGYN

- Infertility workup and treatment
 - Amenorrhea investigation
- Vaginal bleeding workup and diagnosis
- Management of pregnancy complications

Orthopedics

- Management options for fractures
 - Operative indications for low back pain
 - Knee ligament/meniscus tears treatment options
- Treatment advice for hip/knee arthritis

Step 1 Present Case

12:30

← New DELETE SAVE

Attach images

+

First name (optional)

Last name (optional)

Date of birth (MM/DD/YYYY)

Sex

Male

Female

Specify

Specialty

Step 2 Specialist Response

12:30

RubiconMD

FOR REVIEW ALL DRAFTS

Jacks, Catherine FOR REVIEW 8:17 AM

#5T6LK CARD - Electrophysiology
She may have a degree of sinus arrhythmia...

New eConsult

Step 3 Proceed with Care

12:30

← Catherine Jacques

BACKGROUND DISCUSSION

Me 7:30 AM

What are your thoughts on this patient's initial rhythm and subsequent EKG?

Specialist (CARD - Electrophysiology) 8:17 AM

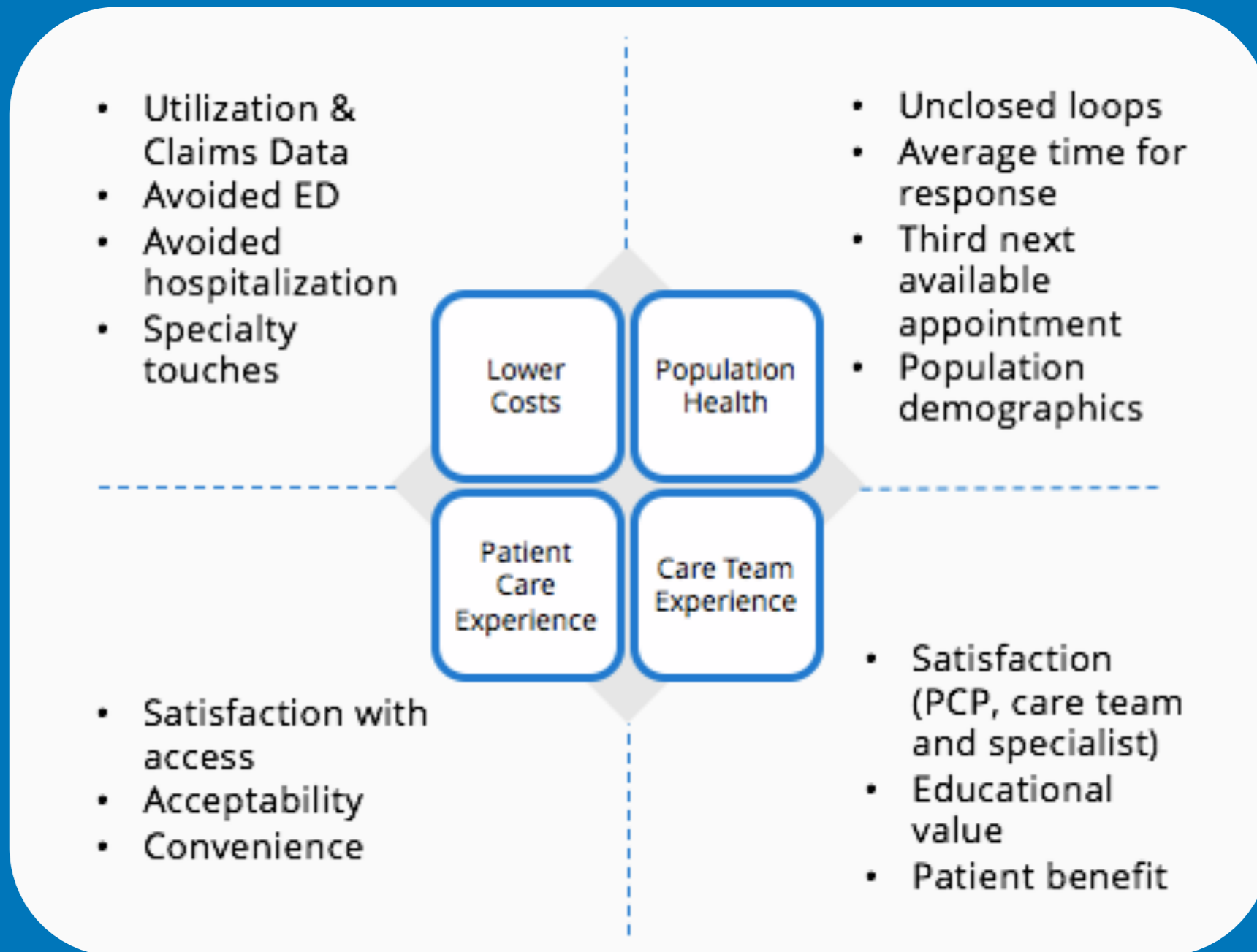
She may have a degree of sinus arrhythmia, a normal variant in young folks where the hr rises and falls with respiration. You see some of that on the ecg. I don't think this is fib or flutter. If you are concerned you can place a 24 hr monitor. Don't think you need to though. Also to note is that fib, flutter tend to be rapid at baseline. Her rate of 60-75 even with carvedilol would be unusually slow in a young woman.

RATE RESPONSE

Did this help?

Type your response SEND

Quadruple Aim Metrics in Medicaid Populations



eConsults & the Quadruple Aim

69% of specialty referrals resolved w/o face to face; lower ED utilization

(Olayiwola, Anderson, *Ann Fam Med*, 2016)

Average wait times dropped from 112 days to 49 days after 9-months post-implementation

(Chen, *NEJM* 2013)

eConsults for Cardiology demonstrate significant total cost savings

(Anderson, Olayiwola et al, In press)

6 days for eConsult vs. 24 days for visit

(Olayiwola, Anderson, *Ann Fam Med*, 2016)

Lower Costs

Population Health

Patients perceive improved communication between their providers

(Olayiwola, Tuot et al, in press)

Patient Care Experience

Care Team Experience

Better specialist understanding of clinical questions

(Kim-Huang, *JGIM* 2010)

Significant system efficiencies gained for clinics and patients

(Chen et al *Health Affairs* 2010)

71% of primary care providers report high quality specialist communication

(Tuot, *Healthcare*, 2015)

CO eConsult Pilot

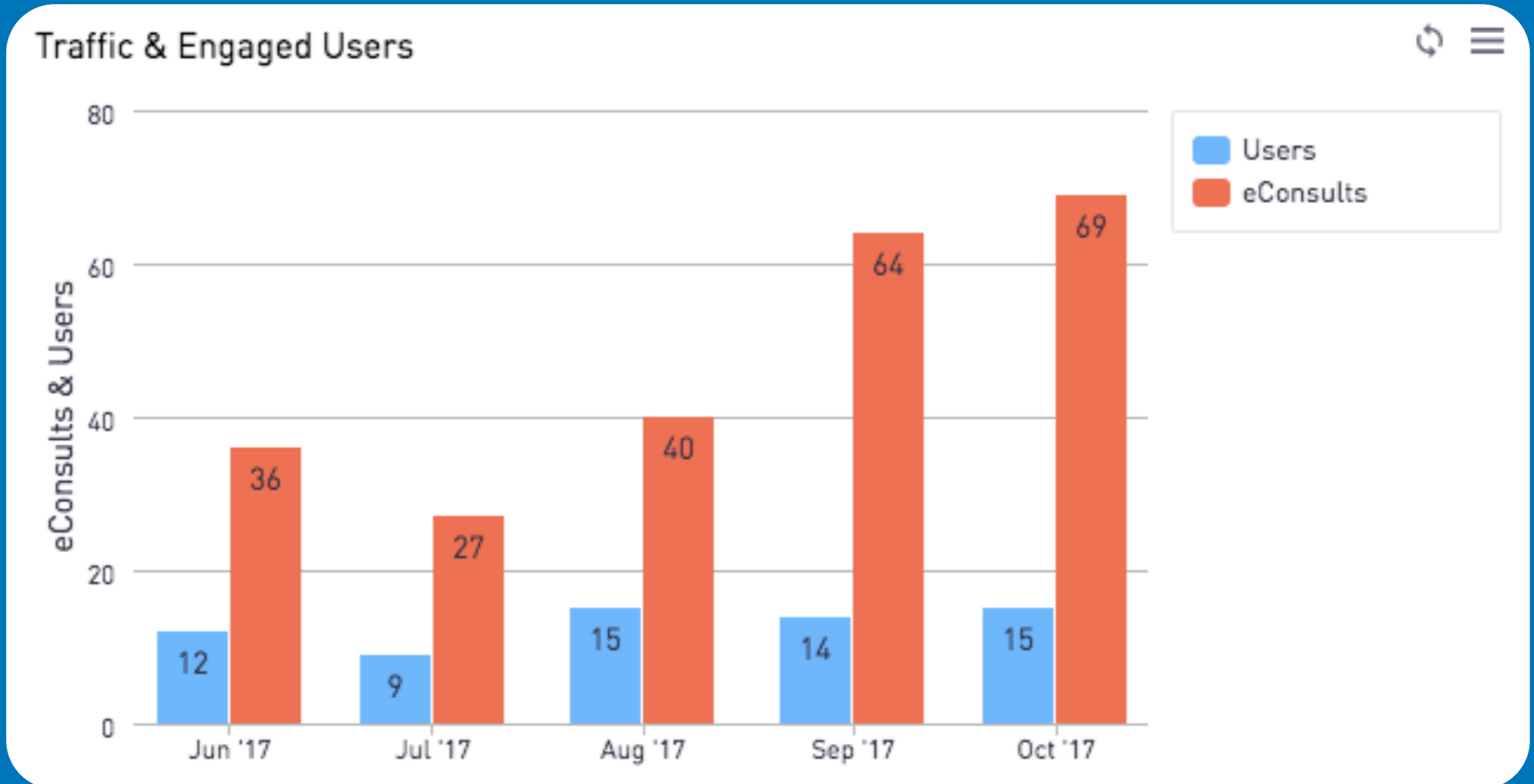
- ❑ Study Goals: Understand potential and impact of RubiconMD eConsults on users in the Denver-metro area
- ❑ Time Period: June – October 2017
- ❑ Participants: 20 engaged users across FQHCs, Direct Primary Care, and Employer On-site clinics
- ❑ Metrics: Traffic, Utilization, PCP reported outcomes, ratings, qualitative experience

CO eConsult Pilot Findings

eConsult metrics reviewed:

- ❑ Traffic
- ❑ Ratings
- ❑ Turnaround Time
- ❑ Top utilized specialties
- ❑ User feedback

Engagement and Traffic



Participants: 20 engaged users across FQHCs, Direct Primary Care, and Employer On-site clinics
Traffic: 236 eConsults submitted

Rating & Response Time

4.92

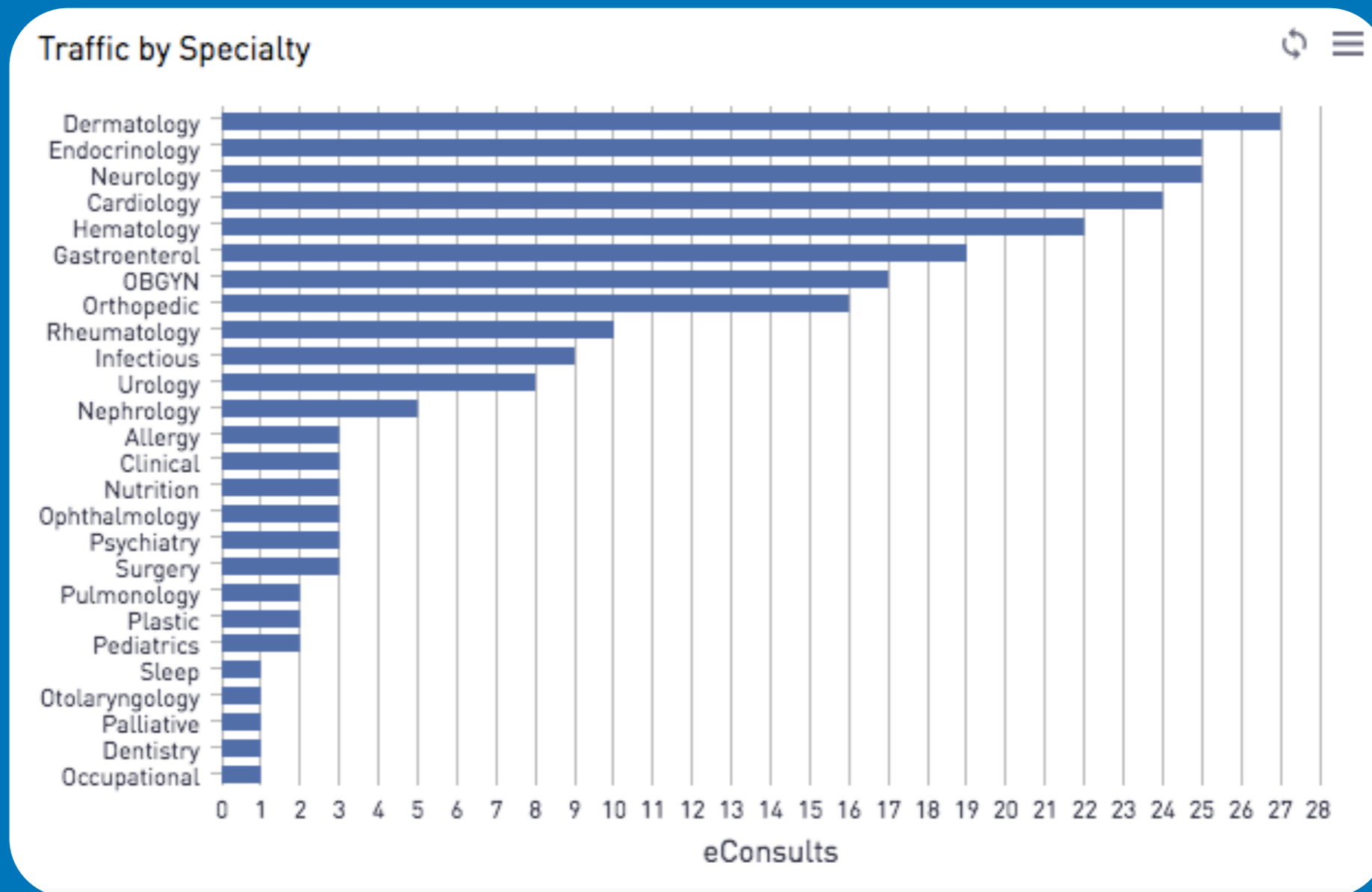
Average Rating

03:56:00

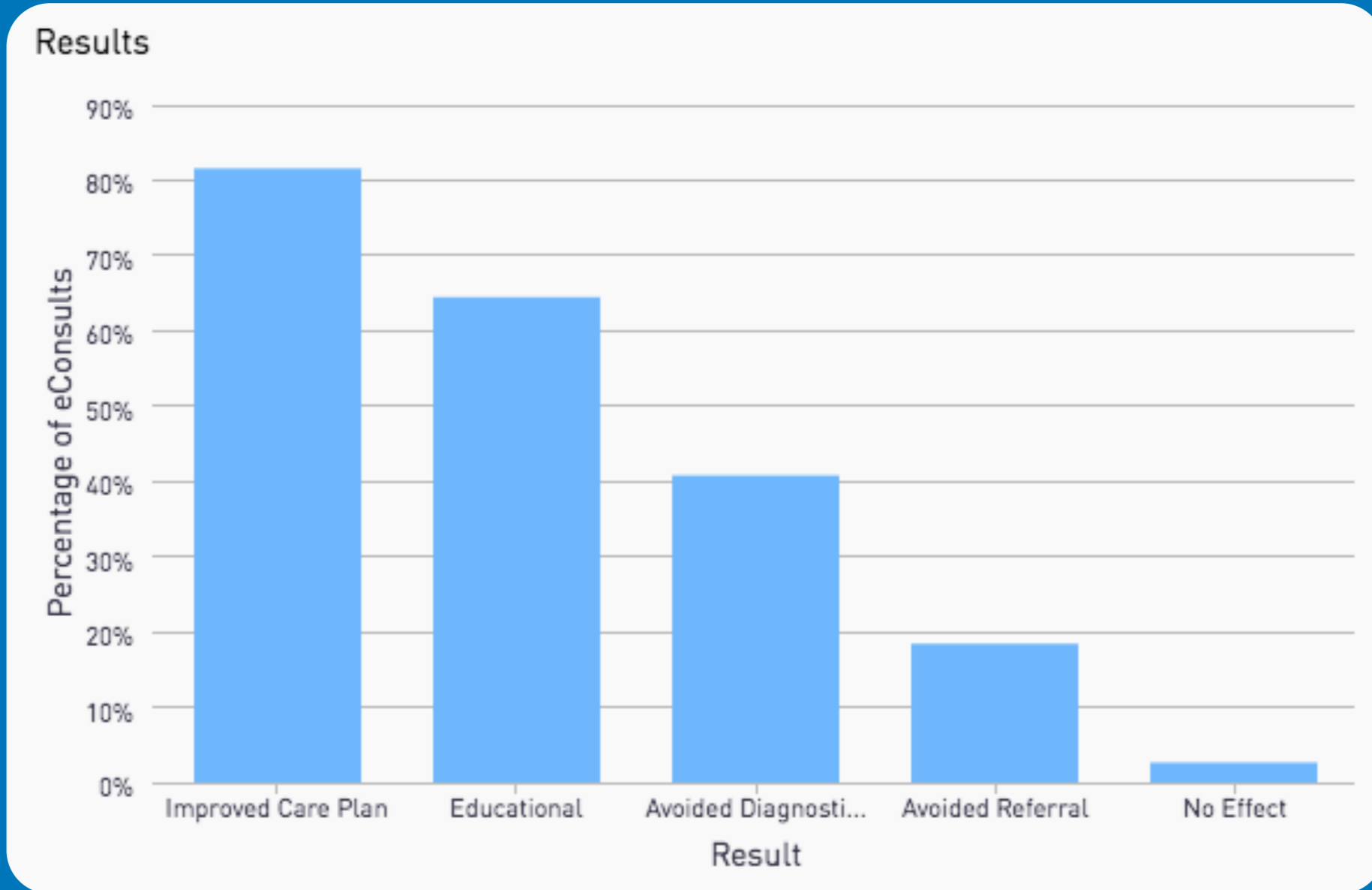
Median Turnaround Time



Top Utilized Specialties



eConsult Impact



User Feedback

- ✓ Educational Value

"eConsults have been very educational and have helped guide my plan of care so that we do not have to seek out specific support"

- ✓ Patient Satisfaction

"My patients were appreciative that there was a resource that allowed us to gather further insight into their care"

- ✓ Empowerment & Referral Utilization

"RubiconMD is a great resource to improve our medical knowledge to let us know what we should be doing and when we should be referring."



Health Plans

Employer/On-site Clinics

Corrections

Direct Primary Care

Community Health

Health Systems

Thank you!