



Preserving Patient Access with 100% Virtual Nephrology Coverage



Roxborough
Memorial Hospital



AmplifyMD



Challenge: Loss of inpatient nephrology coverage

Roxborough Memorial Hospital, a 131-bed facility in Northwest Philadelphia, faced a critical gap when its local nephrology group could no longer provide inpatient coverage. Without specialists onsite, patients requiring dialysis and advanced kidney care would have to be transferred to other hospitals—disrupting families, lowering satisfaction, and draining hospital revenue.

Solution: Dedicated TeleNephrology services

Rather than rely on locums or wait months to recruit, **Roxborough partnered with AmplifyMD for 100% virtual nephrology coverage, including dialysis management.** AmplifyMD provided both the physician and the hardware-agnostic technology, **giving the hospital a comprehensive solution for initial consults, follow-ups, daily rounding, and acute patient escalations.**

Immediate impact

(first 90 days of the program)

628

patient
encounters

50+

transfers
avoided

3x

return on
investment

Top 5 reasons for a consult

- Acute kidney injury (AKI)
- Acute tubular necrosis (ATN)
- Hemodialysis needs
- Hyponatremia
- Fluid overload



This program has exceeded our expectations. It's opened our eyes to the fact that 100% remote nephrology coverage can not only be an option, but it can also be highly successful.

—Chief Executive Officer
Roxborough Memorial Hospital

From skepticism to trust

At first, skepticism loomed large. Nephrology is order-intensive, and dialysis requires hands-on support. Hospital leaders had never tried TeleNephrology and had been satisfied with their previous provider group. Yet concerns quickly gave way to confidence. **Staff saw the impact almost immediately, and the remote nephrologist soon became an indispensable part of the team—always “in the building” through AmplifyMD’s technology.**



Even though I’m hundreds of miles away, I’m part of their team. They can always reach me, and that builds trust and improves patient care.

–TeleNephrologist
AmplifyMD



Of all our telemedicine programs, this one has worked out the best. The communication process has been seamless.

–Chief Nursing Officer
Roxborough Memorial Hospital

Five keys to 100% remote dialysis management

- ✓ **Proactive dialysis order management.** TeleNephrologists place orders directly, reducing bottlenecks and keeping treatments on schedule.
- ✓ **Daily coordination with nurses.** Early morning huddles help nurses prioritize patients and avoid scheduling delays.
- ✓ **Structured handoffs with hospitalists.** Sharing treatment details and discharge readiness expedites patient throughput.
- ✓ **Continuous team communication.** Clear channels between TeleNephrologists and onsite providers ensure urgent needs are addressed quickly.
- ✓ **Integration into hospital workflows.** TeleNephrologists join rounds virtually, review labs in real time, and align with care plans to keep the model seamless.

