AmplifyMD®

CASE STUDY: Outpatient TeleNeurology Clinic

Midwest hospital's partnership with AmplifyMD improves access & reduces wait times for neurology services

Challenge

A 96-bed hospital with an adjacent outpatient clinic needed additional neurology support. The hospital's two neurologists on staff struggled to balance a heavy inpatient caseload with the demand for outpatient clinic appointments. As a result, **local patients experienced waits of 4 months or more to see a neurologist in the hospital's outpatient clinic.**

The situation placed a significant burden on the hospital's neurologists, created leakage for the hospital, and left many patients with no option but to seek care outside the health system, often hours away.

96-bed independent hospital and adjacent clinic serving a rural county of 55,000

Solution

In August 2022, the hospital partnered with AmplifyMD to implement inpatient TeleNeurology cross-coverage and launched a new TeleNeurology outpatient clinic to expand its outpatient appointment capabilities.

Initially, the hospital piloted the program one morning a week. Within a few months, they expanded the service to five mornings per week. As demand for the program continued to grow, the clinic further extended services to a full-day schedule, Monday through Friday, beginning in December 2023.

The outpatient clinic, which is staffed by a highly experienced, board-certified AmplifyMD neurologist, has improved timely evaluations, diagnoses, and treatment for patients in the outpatient setting.

Outcomes

- **Increased timely access to Neurology services in the outpatient setting**
- **Supported appropriate utilization of onsite diagnostics and imaging**
- **Improved patient satisfaction and clinical outcomes**
- **Decreased the caseload backlog for onsite neurologists**
- **Provided better management of disease progressions**
- **Reduced system leakage**

<2 days

wait for an outpatient TeleNeurology appointment

3,350+

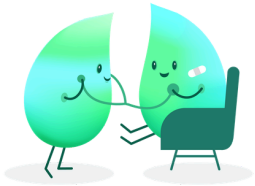
additional appointments available to the community annually

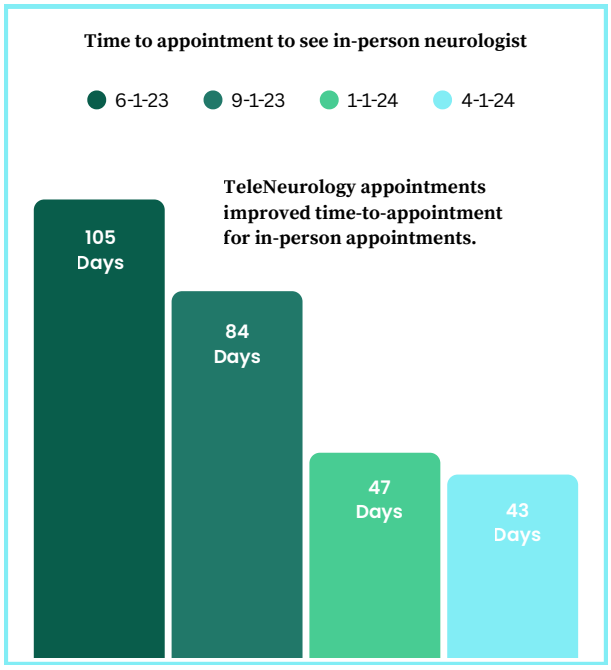
~40%

reduction in backlog for in-person appointments

BENEFIT: Faster Access to Care

- **<2 days** wait for a patient to be seen by TeleNeurology provider
- Significant **reduction in backlog** for in-person appointments





> *Our patients appreciate every opportunity to receive their health services close to home. The virtual care clinic has added additional appointments so patients can see a specialist more quickly.*
>
> - VP Physician Services & Clinic Operations

Staffing the TeleNeurology Clinic

The hospital leveraged its existing clinic space and schedulers, along with a dedicated RN to facilitate each virtual appointment. **The total operating overhead for the clinic has remained low, even as patient volumes have increased.**

> *There really was no difference in seeing the neurologist virtually. In fact, I feel like my care was much more personal. It was a great experience!*
>
> - Outpatient clinic patient

How the Clinic Helps

TeleNeurology Outpatient Clinic Capabilities

- Concussion
- Memory loss, confusion, or dementia
- Headaches and migraines
- Spells or seizures
- Sleep conditions/sleep disturbances
- Secondary stroke prevention
- Post-stroke follow-up/outpatient stroke workup
- New onset and management of movement disorders, including PD and tremors
- New onset and management of MS spectrum
- Back and neck pain
- Weakness/numbness, including myopathy, neuropathy, ALS, spinal cord, neuromuscular conditions

About AmplifyMD

AmplifyMD is a seamlessly integrated virtual care solution connecting hospitals, clinics, and medical facilities to a network of leading specialist providers practicing in 15+ fields. The company provides both the clinical team and the virtual care platform to deliver streamlined virtual specialty care across inpatient and outpatient settings.

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