

# Piedmont Healthcare Solves Specialist Shortage with Tele Infectious Disease Program from AmplifyMD



## Background

**Piedmont Healthcare** is a Joint Commission accredited, not-for-profit health system serving 3.7 million Georgians at its 23 hospitals, 72 urgent care clinics, and over 1,800 Piedmont Clinic physician practices across the state.

## Challenge: shortage of infectious disease physicians

Just two local infectious disease specialists supported the entire Columbus, Georgia area, covering three acute care hospitals and a busy outpatient clinic. As a result, Piedmont Columbus Regional Midtown, a 583-bed tertiary care hospital, and its affiliate, 100-bed Piedmont Regional Northside, needed more infectious disease (ID) support for their hospitals than they could get locally.

## Solution: AmplifyMD Tele-ID program

Beginning in April 2021, Piedmont Healthcare's Columbus hospitals partnered with AmplifyMD for **Tele Infectious Disease** (Tele-ID) coverage to support the hospital's ED, ICU, IMCU, and med-surg units.

Tele-ID consults and rounding 7-days a week enabled **faster assessments, diagnoses, and treatment** for patients needing specialist care. Patients benefited from:

- **Expedited treatment plans**
- **Appropriate utilization of diagnostics**
- **Fewer unnecessary transfers**
- **Improved ED throughput**
- **Shorter length of stay**
- **Enhanced quality outcomes**

## Program expansion

Based on the positive outcomes at Columbus Midtown and Northside, Piedmont Healthcare expanded the service to four more locations in 2022, and two additional hospitals in early 2024.

**Today, AmplifyMD covers 30% of Piedmont's hospitals virtually**, delivering top-quality infectious disease services when and where they are needed.

## 2023 Tele-ID Program Impact

**5**

hospitals

**10,000+**

Tele-ID encounters

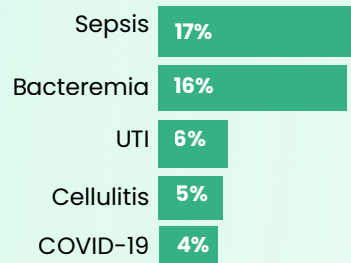
**6.3%**

of hospitalized patients received Tele-ID services

**95%**

of patients treated avoided transfer to another acute care hospital

### Top 5 reasons for consult



\*based on data available to AmplifyMD

## Leadership for antibiotic stewardship and infection control

In addition to direct patient care, AmplifyMD's infectious disease specialists play a key role in antibiotic stewardship and infection control at each of the hospitals with a Tele-ID program. With AmplifyMD's support, the hospitals have been able to:



- **Optimize antibiotic regimens** so patients receive the most appropriate treatment while minimizing the risk of antibiotic resistance
- Strategically **transition patients from intravenous antibiotics to oral medications** to reduce costs and length of stay, while improving patient experience
- **Reduce healthcare-associated infections (HAIs)** through improved infection control practices and protocols.

Our medical staff appreciates how timely, fast, and responsive the AmplifyMD physicians are and how good they are with patient care, documentation, and communication. Their availability and timeliness help improve our throughput.”

—Christopher Edwards, MD  
CMO, Piedmont Columbus Midtown and Northside Hospitals

## Positive Impacts from Tele-ID coverage

- ✓ Addresses local infectious disease specialist shortages
- ✓ Standardizes services across multiple sites
- ✓ De-escalates antibiotic/antifungal use
- ✓ Reduces unnecessary treatment costs
- ✓ Expedites diagnoses and reduces errors
- ✓ Helps reduce length of stay and prevent transfers

