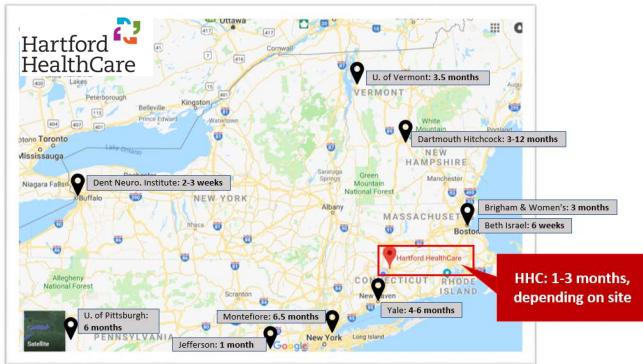


Telemedicine at Hartford HealthCare will enable more patients to connect to healthier

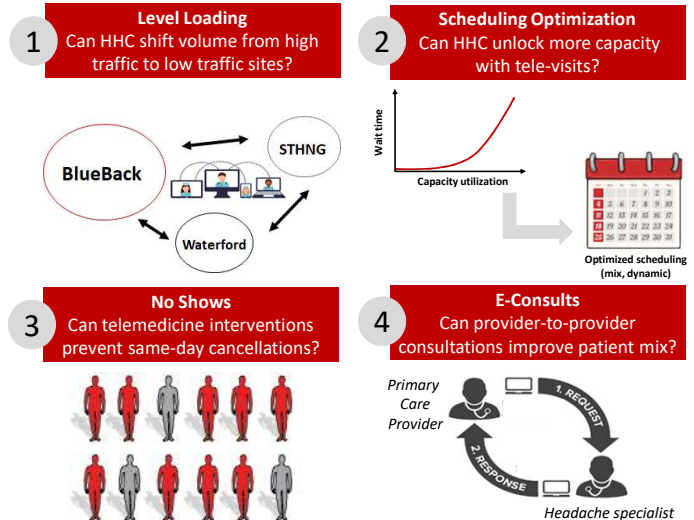
How can telemedicine be used to improve access (as measured by new patient appointment wait time) at Hartford HealthCare's Headache Center?

New patient wait time is high & while in-line with others, it can be better



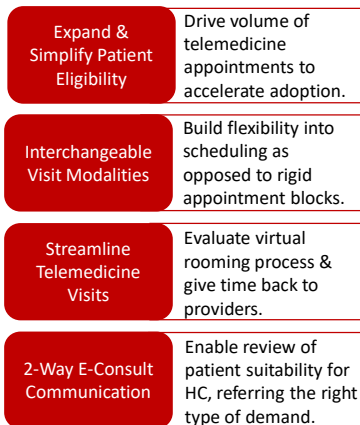
Chronic headache and migraine impacts **1 out of 6** Americans. The Headache Center is **nationally recognized** for providing comprehensive care, generating **strong regional demand**.

We examined four ways that telemedicine could be used to shorten new patient wait times



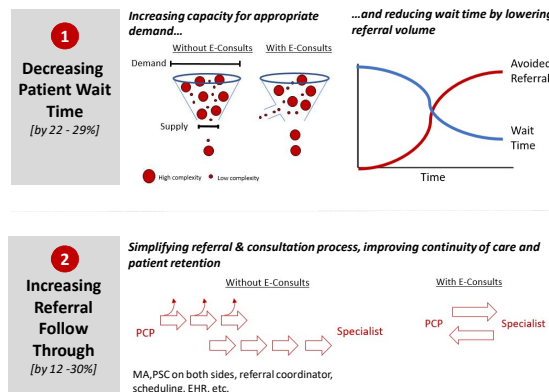
Literature Review • 20+ interviews • Data Analysis

4 recommendations for the Headache Center

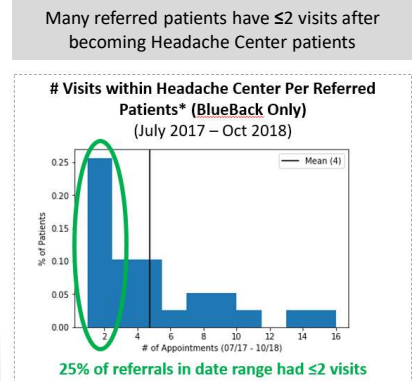


A deeper dive into e-consults – asynchronous communication between providers

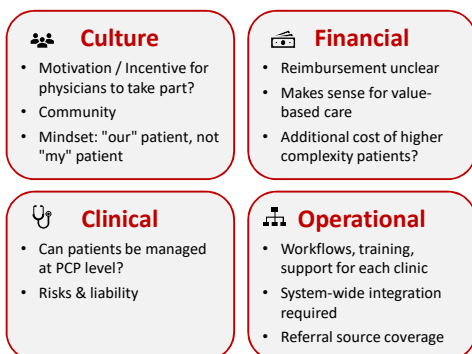
Research suggests that e-consults can improve patient access in two ways



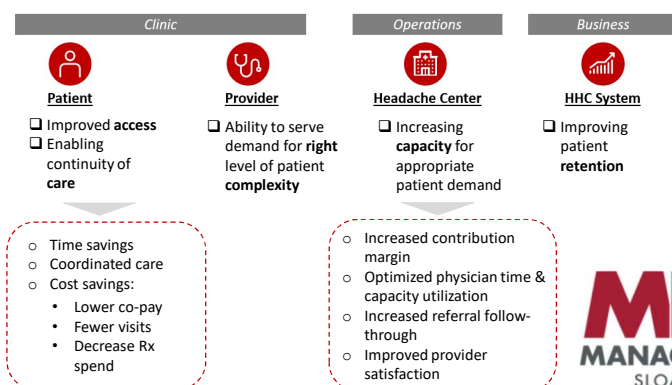
Preliminary data suggest opportunity to improve patient suitability



Barriers to e-consult rollout that must be considered...



...But alignment among stakeholders demonstrates clear value & reinforces HHC's goal of #123: being No. 1 in customer service in the region by 2023



Healthcare Lab

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