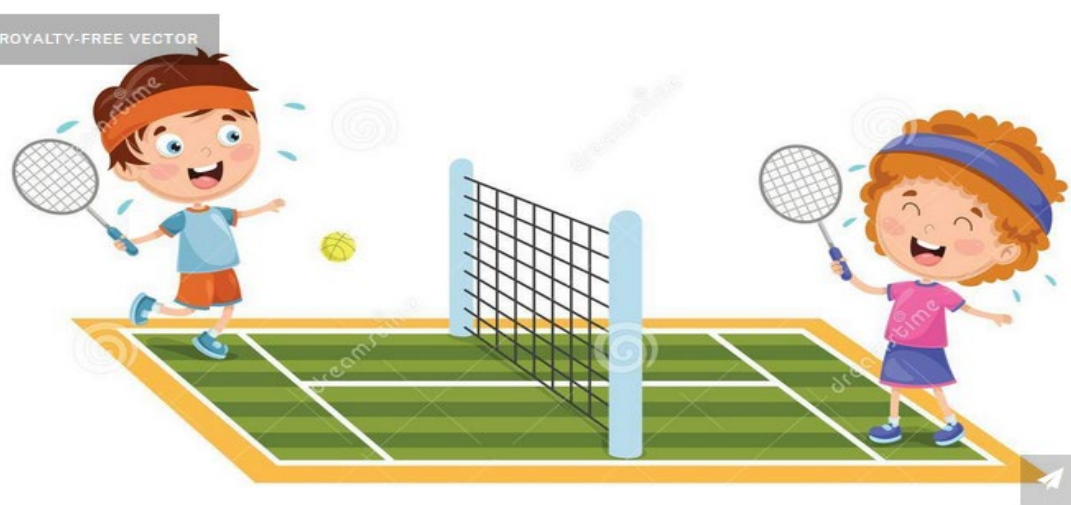


# Disclosure

- Formerly External Advisory Board Member, RubiconMD, which was purchased by Oak Street Health last year for \$170M
  - A market value of >\$1B suggests electronic consultations are no longer novel
  - My personal compensation related to electronic consultation has been ~\$50K, not including salary associated with the 25,000 eConsults that I've reviewed

# Traditional Interface



- PCPs and specialists not on the same team
- Specialists dictate terms of engagement
- Communication is inefficient and insufficient
- Incentives have worked against care & cost
- Care is too often delivered in the wrong way, at the wrong time, in the wrong location, by the wrong person

# eConsult Interface



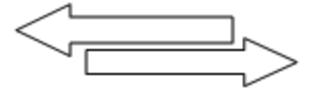
- PCPs and specialists manage together
- Iterative dialog and consistent relationship
- Efficient and sufficient communication
- Remove disincentives to cost effective care
- *Right care delivered in the right way, at the right time, at the right location, by the right person*

- Electronic Consultations Address:

- Long wait times for specialty services



- Lack of coordinated care between County and Community Providers



- High no-show rates to specialty clinics



- Large variations in practice

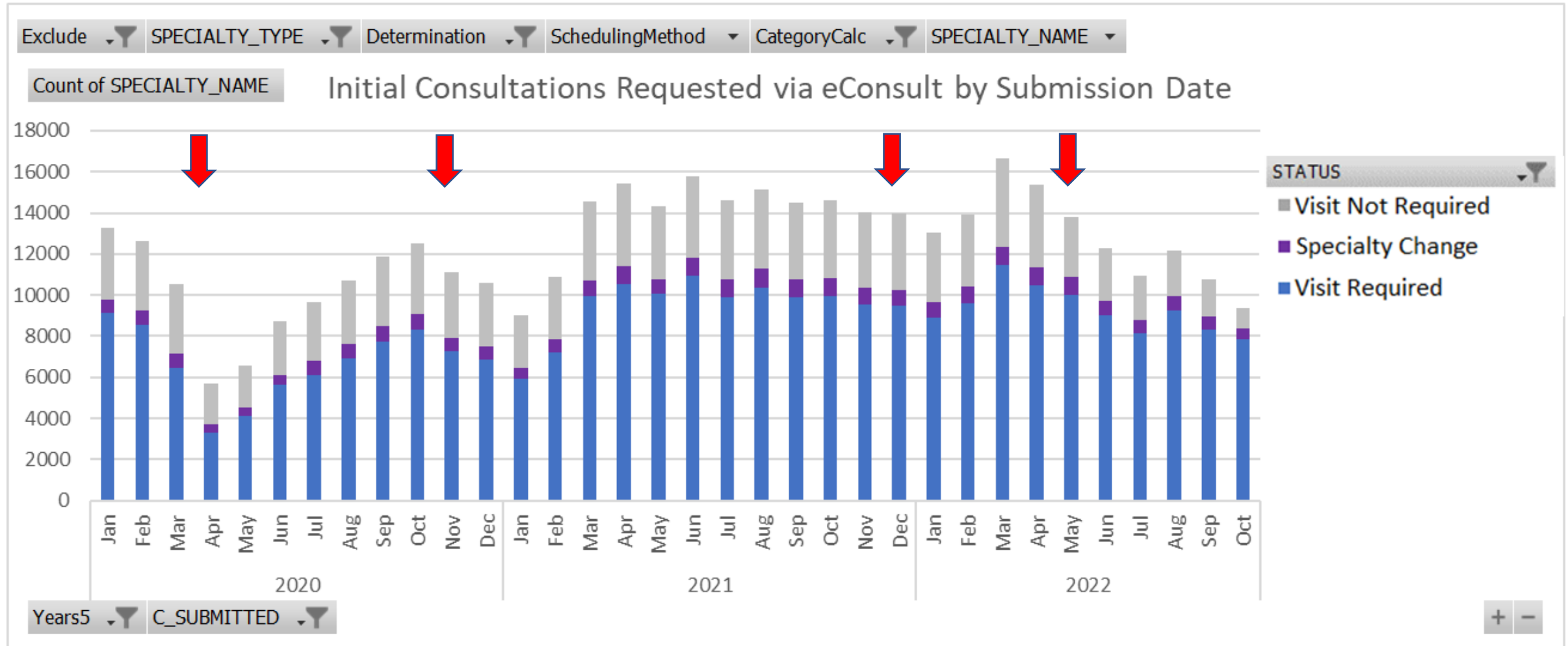


- Insufficient capacity for traditional queued face-to-face visits



"When I said I like face to face meetings,  
I meant on Skype."

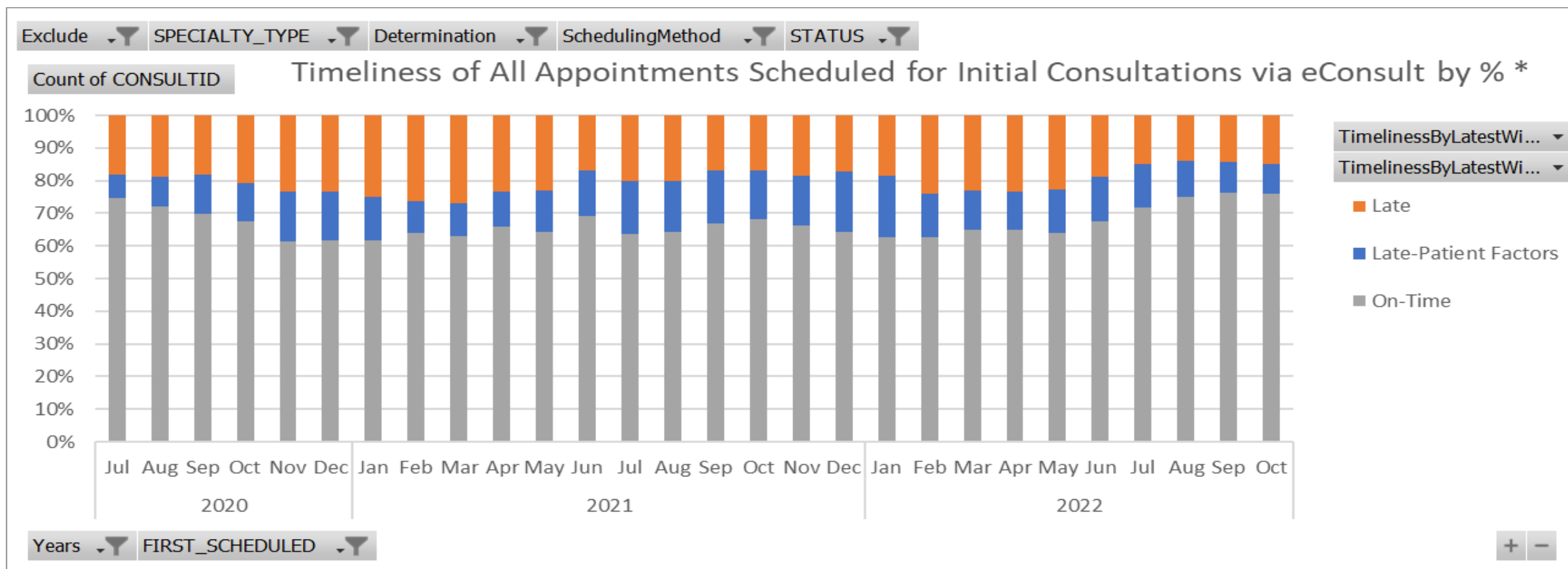
# Monthly Volume and Disposition of outpatient specialty electronic consults



# “Precision Scheduling”\*

a patient is offered an appointment within the timeframe that was recommended after dialog between the PCP and the Specialist about the needs of that patient.

\*MS in review



# “Heat Map” by specialty for Precision Scheduling

(Green = meets precision scheduling; Red = misses precision scheduling)

PRECISION SCHEDULING: % All Appointments Scheduled for Initial Consultations via eConsult that are "On-Time" or "Late-Patient Factors"													
	2021		2022										
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Eye	77%	79%	83%	83%	73%	78%	78%	80%	83%	85%	88%	86%	87%
GI	82%	74%	74%	67%	63%	68%	66%	65%	77%	90%	89%	92%	90%
Orthopedics	82%	77%	80%	80%	75%	76%	77%	80%	77%	80%	79%	78%	83%
General Surgery	79%	76%	75%	75%	67%	78%	83%	81%	83%	91%	92%	92%	93%
Gyn	87%	81%	86%	83%	82%	73%	78%	80%	84%	83%	84%	83%	83%
ENT	89%	92%	89%	90%	84%	85%	83%	83%	82%	87%	92%	91%	86%
Dermatology	90%	89%	90%	86%	83%	79%	69%	70%	75%	79%	85%	88%	87%
Urology	87%	85%	83%	84%	74%	72%	73%	73%	76%	80%	80%	77%	79%
Podiatry	84%	81%	83%	77%	73%	76%	79%	77%	80%	80%	78%	82%	83%
Sleep	76%	79%	80%	88%	79%	95%	92%	91%	94%	94%	91%	99%	98%
Cardiology	83%	80%	79%	80%	76%	79%	74%	73%	75%	84%	89%	90%	90%
Neurology	89%	89%	94%	91%	94%	91%	90%	94%	89%	95%	95%	94%	94%
Endocrine	79%	76%	77%	82%	77%	83%	74%	76%	84%	79%	82%	75%	73%
OMFS	92%	97%	92%	92%	92%	91%	93%	89%	88%	94%	95%	93%	92%
Renal	80%	84%	87%	84%	78%	81%	81%	81%	89%	88%	94%	87%	91%
Rheumatology	75%	82%	85%	81%	64%	49%	54%	70%	77%	68%	58%	68%	73%
Hematology	90%	80%	84%	84%	73%	78%	75%	85%	74%	80%	79%	86%	85%
Pulmonary	80%	79%	81%	81%	85%	74%	70%	64%	70%	88%	86%	88%	73%
Urogynecology	90%	87%	95%	93%	81%	65%	65%	51%	80%	83%	92%	75%	85%
Pain	100%	100%	96%	93%	69%	59%	57%	59%	64%	89%	75%	48%	36%
Plastic	89%	84%	78%	83%	82%	77%	63%	74%	82%	83%	84%	89%	79%
Oncology	92%	78%	93%	97%	92%	87%	89%	82%	85%	95%	97%	95%	89%
Neurosurgery	74%	78%	82%	82%	66%	69%	62%	66%	66%	72%	77%	74%	83%
Spine	92%	94%	95%	88%	88%	86%	81%	80%	84%	86%	71%	88%	78%
Vascular	79%	70%	78%	80%	78%	64%	66%	74%	65%	71%	69%	71%	67%
Bariatric	72%	71%	79%	85%	60%	65%	78%	86%	95%	100%	96%	79%	63%
Hepatology	68%	76%	76%	79%	58%	66%	75%	60%	82%	76%	73%	83%	82%
Pediatric Dermatology	73%	89%	82%	84%	91%	86%	88%	75%	80%	96%	98%	98%	96%
Pediatric Orthopedics	71%	80%	88%	97%	90%	92%	100%	96%	100%	95%	89%	98%	88%
Pediatric Urology	94%	94%	95%	92%	90%	89%	84%	80%	65%	71%	67%	76%	71%
Genetics	62%	57%	66%	55%	89%	53%	52%	61%	100%	62%	100%	65%	100%
HCV	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	86%	76%
Pathology	100%	97%	100%	100%	100%	96%	97%	98%	97%	96%	100%	100%	100%
Pediatric GI/Hepatology	54%	71%	81%	81%	86%	85%	92%	93%	83%	95%	88%	85%	95%
Pediatric Cardiology	95%	94%	100%	96%	95%	96%	90%	92%	92%	100%	90%	78%	71%
PM&amp;R	68%	95%	93%	75%	55%	71%	67%	57%	65%	78%	86%	82%	61%
Pediatric Allergy	95%	95%	84%	82%	81%	60%	50%	81%	57%	73%	69%	45%	65%
Obstetrics	100%	93%	90%	100%	100%	88%	95%	95%	100%	79%	87%	83%	75%
ID	100%	89%	100%	100%	92%	100%	100%	100%	88%	100%	98%	80%	92%
Pediatric Endocrinology	81%	95%	83%	73%	89%	75%	82%	82%	80%	79%	100%	91%	89%
Pediatric Surgery	100%	92%	93%	100%	100%	100%	100%	100%	100%	75%	100%	100%	100%
Pediatric Neurology	82%	80%	78%	83%	75%	92%	100%	100%	100%	100%	100%	100%	100%
Thoracic Surgery	100%	100%	82%	92%	100%	89%	86%	100%	83%	57%	100%	91%	100%
Pediatric Genetics	8%	60%	0%	21%	100%	25%	78%	75%	100%	38%	100%		100%
Pediatric Renal	90%	86%	80%	89%	80%	100%	89%	100%	100%	75%	100%	100%	100%
Cardiac Surgery	100%	71%	71%	100%	100%	83%	100%	100%	100%	90%	100%	100%	80%
Pediatric Pulmonary	100%		78%	50%	100%	25%	33%	100%	100%	38%	0%	0%	22%
Pediatric Craniofacial	75%	60%	83%	100%	100%	83%	80%	100%	0%	100%	100%	100%	33%
Pediatric Rheum/Immunology	75%	67%	80%		75%	100%	100%	80%	100%	100%	80%	100%	100%
PASC	50%	67%	67%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Pediatric Neurosurgery	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%
Pediatric Spine		100%			100%		100%	100%	100%	100%	100%	100%	100%
Pediatric Heme/Onc	75%	100%	100%	50%	100%		100%	0%	100%			100%	100%
Pediatric Development		50%					100%	100%		100%		100%	67%
HIV	100%	100%	100%	100%					100%				0%
Pediatric ID									0%				

