**CASE STUDY**

How a leading FQHC created a single-solution virtual care strategy using Innovaccer's Virtual Care Network solution

Executive Summary A leading federally qualified health center (FQHC) providing care to the underserved community regardless of their ability to pay sought to improve engagement and facilitate better access to care. The idea was to gauge the gap between available healthcare resources and the medium to reach them. With the lack of a comprehensive exhaustive virtual care solution, the organization was strained in its attempts to serve the community to its full potential, and as a result, many suffered negative health consequences.
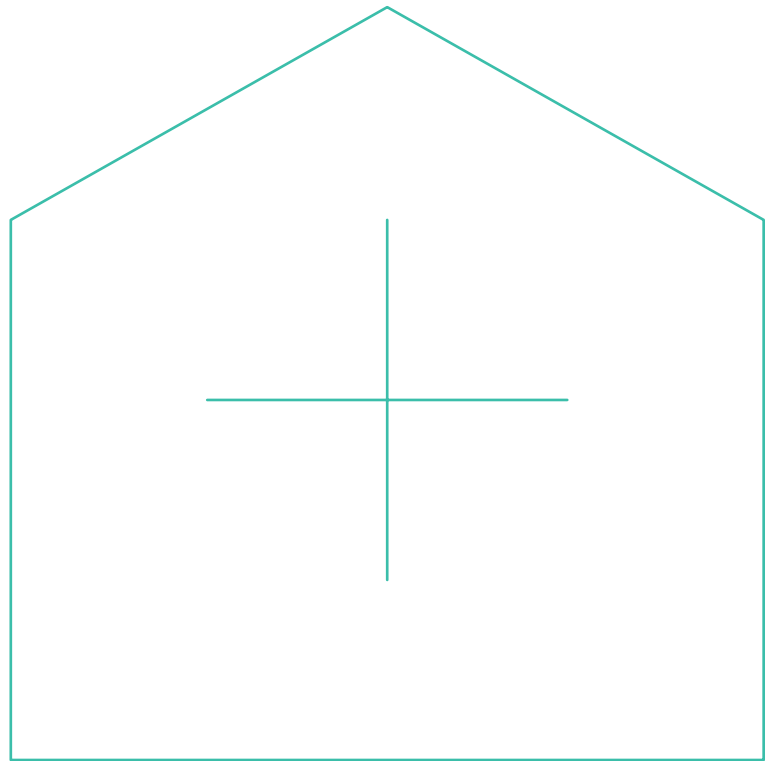
Challenges

Patients struggled to download the mobile app required for participating in a virtual visit with their providers.

Even though their existing telehealth solution offered HD quality video, it didn't work well in a low bandwidth situation, which forced users to switch to a phone call instead.

It was hard for providers to coordinate care with other care team members, patients, and family members over a generic video-conferencing application.

The FQHC found the cure to its concerns with Innovaccer's Virtual Care Network (VCN), an end-to-end virtual care platform that enables easy access anytime, anywhere. The solution facilitates booking appointments, walk-ins, EHR integration, remote patient monitoring, and audio/video calling to make healthcare access easier, especially during challenging times like the pandemic.

Innovaccer's Virtual Care Network is a state-of-the-art virtual care solution that resolved these challenges and improved the FQHC's virtual care performance. With features like live chats, audio/video calls, analytics dashboards, and secure payment options, the VCN solution works in any network environment and on any device with no mandatory app download.

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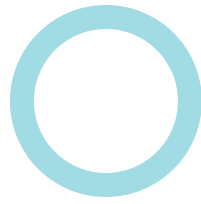
Features aligned to needs

The VCN solution does not require the user to download an app to access the service, though there is an app for use if desired. The solution is available for use both on the app and on the browser.

With mostly older adults and the underserved population using the solution, easy access from any device anywhere is sure to provide a hassle-free virtual care experience without any complexities.

Its non-intrusive healthcare-oriented workflow blends with the existing organizational workflow to streamline the processes.

The solution allows the booking of virtual consultations without a scheduled appointment and even without insurance in place due to its upfront payment facility.

The VCN extends the HD video calling feature with an adaptive AI algorithm that automatically adjusts video quality based on the available bandwidth for a smoother virtual visit experience.

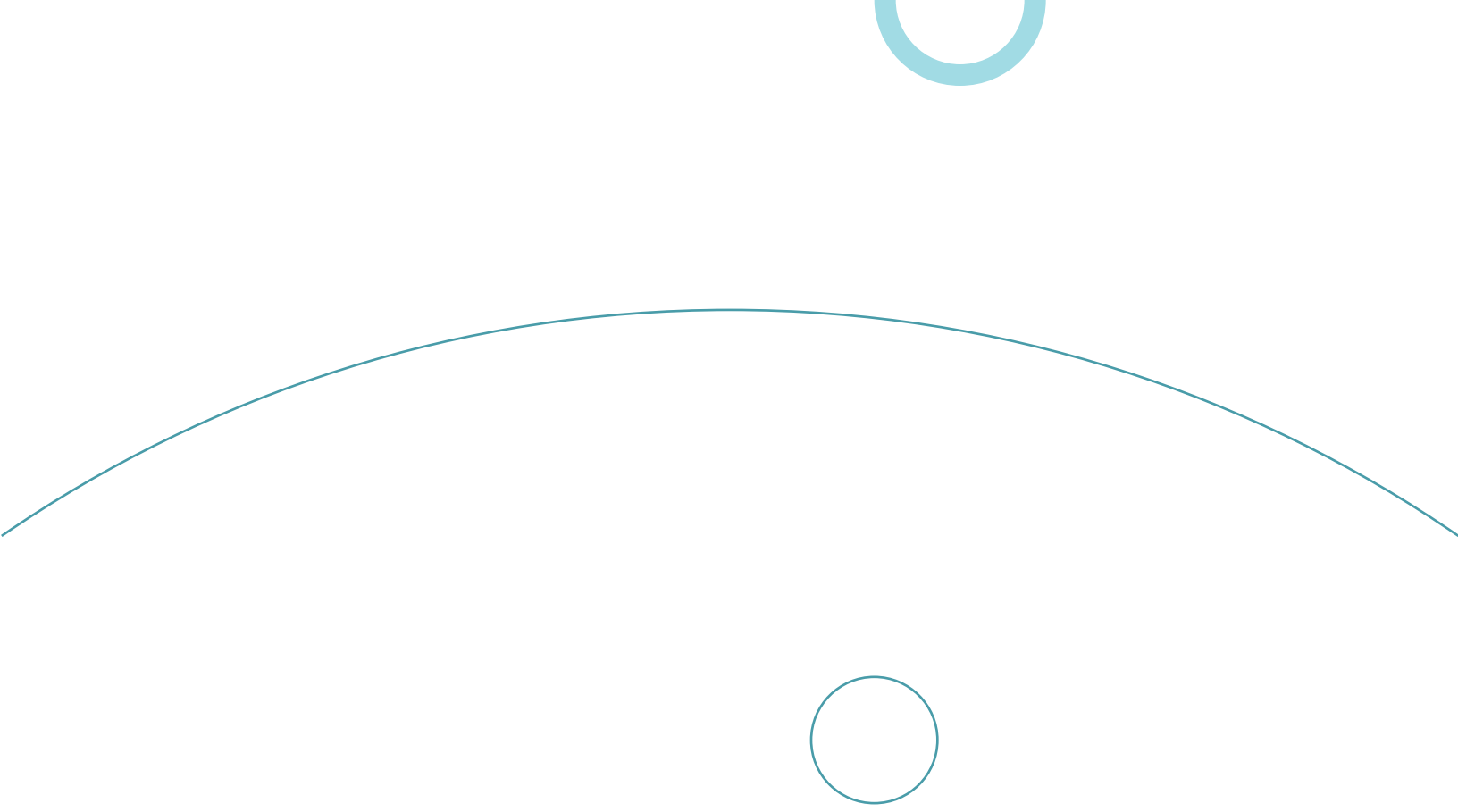**innovaccer**

Features aligned to needs cont'd

Having video call clarity is essential for enabling an interactive, empathetic conversation with patients. Moreover, it allows providers to gain key information about patients' problems and symptoms. Our HD video calls are powered by intelligence that automatically detects bandwidth-related issues and switches to SD or voice calls when necessary. But where internet bandwidth isn't a constraint, we deliver the best video quality one could ask for.

Our cloud-based architecture keeps all servers that store PHI in a private subnet not accessible from the internet. All web requests are routed through a proxy server, which lies in a public subnet behind a firewall. Only authorized connections are allowed over port 443 via SSL/TLS (Transport Layer Security). The subsequent layer is a firewall implemented to ensure the security of the application and systems.

With all these facilities, as patients get more comfortable consulting virtually, and as there are more data points around the advantages and effectiveness of virtual care over the next couple of years, we believe that virtual care is destined to continue in the long haul. As virtual care gains traction, we wanted to be sure to lay a secure foundation that helps it chart the right course.

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Innovaccer Inc., the Health Cloud company, is dedicated to accelerating innovation in healthcare. The Innovaccer® Health Cloud unifies patient data across systems and care settings, and empowers healthcare organizations to develop scalable, modern applications that improve clinical, financial, and operational outcomes.

Innovaccer's solutions have been deployed across more than 1,600 care settings in the U.S., enabling more than 96,000 providers to transform care delivery and work collaboratively with payers and life sciences companies. Innovaccer has helped its customers unify health records for more than 39 million people and generate over $1B in cumulative cost savings.

Innovaccer is the #1 rated Data and Analytics Platform by KLAS, and the #1 rated population health technology platform by Black Book.

For more information, please visit innovaccer.com