

AnMed Health Cannon Memorial Hospital: Telemedicine Improves Overnight Care for Local Patients

The Need: Night Coverage Issues

AnMed Health Cannon Memorial Hospital (AnMed Cannon) was experiencing a challenge that many rural hospitals around the country face – physician shortage. When resources are limited, it places inordinate stress on hospital physicians and staff. Daytime physicians are often needed for night calls after a full shift at the hospital, contributing to low work-life balance and burnout. The cost and recruiting difficulties of adding additional full-time physician resources for night coverage was becoming increasingly preventative, driving the need for a new option to fill the gaps.

Due to the shortage of available physicians, AnMed Cannon struggled to have the same level of service at night as they had during the day. To solve this need, it was determined that virtual physicians covering the night-shift would help overcome the hospital's staffing challenge.

The Challenge: Finding the Right Tailored Telemedicine Solution

AnMed Cannon's first attempt at using a telemedicine service didn't go very well. Many patients were still being transferred to other facilities instead of being admitted. This high amount of patient transfers was not up to par with the level of care the South Carolina hospital aimed to provide their community. They needed a more dedicated team of physicians that could guarantee patients would receive the same level of care, day or night.

Determined to overcome the challenges they faced with their previous provider, AnMed Cannon knew they needed a telemedicine partner that was more equipped to deliver personalized care and ensure patients were retained. Their search led them to Eagle.

"It wasn't sustainable to continue denying admissions or transferring patients out," said Brandon Clary, CFO, AnMed Cannon. "It is important to us that we continue to care for our community equally well at night as we do in the daytime. We needed a telemedicine provider that would support that goal."



Reduced patient transfers by
35% per month



60 patients
per year now receive
care closer to home



8 TeleNocturnists
are part of the
internal team



The Solution: Dedicated Eagle Telemedicine Team Improves Care and Reduces Transfers

After AnMed Cannon began working with Eagle Telemedicine, they saw an almost immediate improvement. Eagle became a seamless part of the hospital's team. Onboarding was well managed by Eagle's Operations team using strategies refined through over a decade of program implementations.

To simplify the process for the hospital, Eagle aligns with the systems a hospital already has in place, integrating seamlessly into the established clinical workflows of each facility. As a result, Eagle TeleNocturnists have full access to the hospital's EMR and are able to view charts, provide documentation, and enter orders directly. This allows for smooth handoffs between the telemedicine provider and on-site staff.

"I have been auditing the documentation done by several Eagle virtual hospitalists ... and their History and Physicals (H&Ps) have been excellent," says Jean Marie Russell, Retired Medical Coordinator at AnMed Health Cannon. "I've yet to see an item excluded that is considered essential."

"Eagle's TeleNocturnist team hit the ground running and quickly became an integral part of our clinical team. They are proving true to the estimates they provided about transfer,"

- **Brandon Clary**, CFO of AnMed Health Cannon

With virtual care, patients in rural communities don't have to stress about commuting to larger cities – they are able to receive high-quality care where they are. This means that they can have more support from their families and communities, locally.

"Eagle's expertise is making an enormous contribution to the quality and consistency of care at AnMed Cannon," said Brandon Clary, CFO, AnMed Cannon. "This solution supports Dr. E. Gaine Cannon's founding mission to bring medical care to the people of Pickens County."

As a result of using the Eagle TeleNocturnists service, AnMed Cannon has dramatically reduced patient transfer rates by 35% per month, allowing almost 60 additional patients per year to receive care closer to home.

Eagle can help you elevate your patient care and enhance hospital and health system revenues with the dedicated telemedicine support that provides expert care, anywhere.

Contact Eagle today.

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AnMed Health Cannon Memorial Hospital

Located in Pickens, South Carolina, AnMed Cannon offers care to a small rural community at their 55-bed Hospital. Today, the hospital utilizes Eagle's TeleNocturnist services.

Use Case

On-call physician expertise for night shift support to minimize patient transfers

Solution

Eagle TeleNocturnists

Benefits

- Fewer patient transfers to tertiary hospitals
- Seamless integration with AnMed Cannon's systems
- Improved local provider retention and work-life balance
- Better patient care for high acuity patients