

The virtual health impact on back office operations and frontline experiences

A side-by-side view of how virtual health solutions positively impact healthcare organizations, providers, and patients

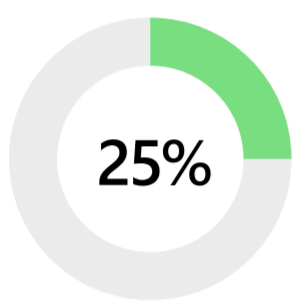
From administrators and executives to frontline healthcare providers and their patients, virtual health tools have been revolutionizing the entire healthcare journey as we know it—but opportunities for advancements remain.



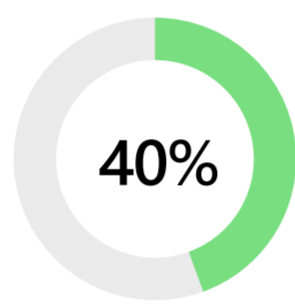
Expanded healthcare accessibility and convenience

Virtual care tools help bridge the distance between patients and their healthcare providers, eliminating the barriers of distance and time.

Back office operations:

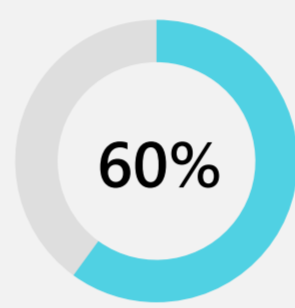


Patient engagement tools like text and email reminders help prevent missed appointments by 25%.¹

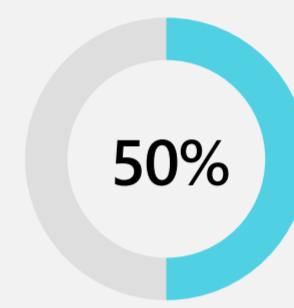


Over 40% of eligible cancellations were filled through the wait list with automated outreach.⁵

Frontline experiences:



60% of consumers are interested in digital-first solutions like online scheduling, digital registration, and virtual communications.²



Highest utilization was among 60-70 year old patients at 50% where digital functionalities such as mobile check in and post care summary and education were being used.⁵

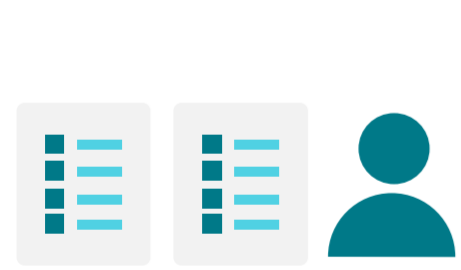
[Learn more about using virtual health tools to eliminate gaps in care and reduce healthcare spending >](#)



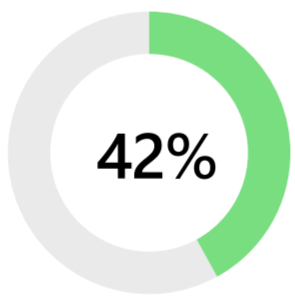
Preventing frontline healthcare-worker burnout

By integrating virtual tools along the entire care continuum, administrators help frontline staff structure more efficient workflows, facilitate on-the-job training, and provide high-quality care to patients without sacrificing their own well-being.

Back office operations:



For every hour spent in direct patient care, doctors spend two hours on administrative tasks.⁴



Administrative tasks and long work hours have driven 42% of doctors to burnout.⁴

Frontline experiences:

1,000
New Vaccine Appointments

FollowMyHealth has alleviated healthcare-worker burnout by reducing visits that were preventable due to vaccinations.

Practices that did wellness initiatives through FollowMyHealth's On Demand messaging have seen 1,000 new vaccine appointments.⁵

[Learn more about how virtual health solutions ease clinician workloads without sacrificing quality of care >](#)

The future of virtual health

The boom in healthcare tech due to COVID-19 has helped expand access to care and streamline operations, but innovation is needed to narrow gaps in the care continuum.

\$636.38B

Predicted telehealth market size by 2028.³

¹ Wearables prove reliable in determining mortality risk in adults | Healthcare IT News
² Patients love telehealth—physicians are not so sure | McKinsey & Company
³ Telehealth Market to Reach \$636.38 Billion by 2028; Surging Cost to Propel Market Growth Worldwide | Fortune Business Insights
⁴ Physician Burnout is Widespread, Especially Among Those in Midcareer | The Wall Street Journal
⁵ Source: Veradigm