

4 Reasons Rural America Needs Virtual Healthcare

Rural Health and Critical Access Hospitals play a vital role in our communities. Not only do individuals in these communities need timely access to quality care, healthcare facilities in rural areas also serve as the primary economic engine. When rural hospitals close, patients are left without access to primary and specialty care and are forced to find healthcare outside of their community. **West-Com's digital solutions are uniquely designed to be inside every patient room to enable safe and effective communication, optimize care delivery, display clear and accurate patient care plans, all while improving access to quality care—including specialist visits—within the communities where patients live.**

1

Access to quality care WITHIN the community.

Access to quality healthcare means patients feel confident receiving care within their hometown and reduces the need to transfer to urban hospitals for specialist consults. Local hospitals can utilize state-of-the-art digital technology to access any specialist worldwide.

2

Specialist consults without patient transfers.

Patients are more likely to keep follow-up appointments with specialists and primary care physicians when they can receive care at their home clinic or healthcare facility. Continuing with follow-up care contributes to overall patient health and recovery.

3

Connecting with family, near and far.

When family members participate in a patient's recovery, patient outcomes improve and readmission rates decrease. Many patients in rural communities don't have family close by. In other instances, even when family is close by but the patient is in an isolation environment, it can be incredibly difficult for family members to participate in a patient's care.

4

Automated workflows for care teams.

Automated processes enable caregivers to provide safer and more efficient care. Virtual rounding, and scheduled turning and medication delivery optimize the predictable part of a caregiver's shift, reducing the risk for errors while improving quality time spent at the bedside.



ACTIVITY: 1 person assistance Favors left leg Ambulate in hall 2X a day or as tolerated Leg pumps every hour when in bed	COMFORT GOAL:     LAST PAIN MED TAKEN: Norco, 12:00 PM
SAFETY PLAN: FALL RISK. Request help to get up. Leave compression boots on while in bed. Ask nurse to remove boots before you get out of bed.	NEXT PAIN MED AVAILABLE: 4:00 PM NEW MEDICATIONS: Norco for pain
DIET: Carbohydrate controlled diet	EXPECTED DISCHARGE DATE: Sept. 18

The skill to heal. The spirit to care. 

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The technology is nothing short of life changing. It connects people in a way that other modalities do not come close to matching... Seeing the tears of happiness of patients and families when they can connect during one of the most difficult times in their lives, across so many miles, is beyond words and is absolutely priceless.

*Ellen Lane, Chief Nursing Officer
Kiowa County Hospital District*

With the implementation of West-Com digital Patient CareBoards™ with Virtual Care, patients can interface directly with specialists from the comfort of their local hospital, and friends and family can participate in their recovery, from anywhere.



A PATIENT'S STORY

Kearney County Health Services

When we were looking at products to enhance the care of our patients, we were really focused on being able to provide the same care to our patients that patients in larger facilities receive, while maintaining the small-town touch that fulfills our motto, "Pride in Caring."

We had a local patient that had been to a specialist hours away for surgery, and had come back to his hometown to recover in our facility. When it came time for his post-op visit, we were unable to find a transport service that he could afford or that his insurance would pay for. Our facility does not have a way to transport a patient laying down, and in the midst of COVID, acute transport services were scarce and were not able to dedicate 8 hours to the transportation of one patient. We needed a way for this patient to see his specialist without having to travel long lengths, but the specialist's office did not have telehealth capabilities. As a medical team, we knew we needed to be able to provide better for patients like this, so when I saw the technology behind West-Com's CareBoards, I knew this was a great solution to our problem. We could easily share a secure link with the specialist on his phone and he could actually visualize the patient's wound bed, while minimizing travel time for our patient and decreasing the risk of further harm and discomfort due to long hours of immobility.

We're excited to partner with West-Com in order to provide a better patient experience. We want patients to feel like their entire medical team, including specialists and their family, can be with them at every point in their care at KCHS.



Kendra Brown, MSN, RN, PCCN
Chief Nursing Officer



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