

What Engaging Medical Staff Can Teach You About Your Own Employees?



Some of the critical questions and issues we will be answering today

- What outcomes to expect from virtual expert medical opinions
- How combining meaningful incentives and thoughtful employee engagement leads to increased savings, high employee usage, and satisfaction
- How to yield higher total program utilization and savings with thoughtful plan design decisions
- How to use informed guidance to empower members to make better decisions during pivotal moments of their health care journey





What Engaging Medical Staff Can Teach You About Your Own Employees

Baylor
College of
Medicine

 2nd.MD



Speakers



Monica G. Williams
Executive Director of Benefits
Baylor College of Medicine
(Speaker)



Courtney Richardson, M.B.A
Sr. Communications Associate, HR – Benefits
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(Speaker)



Morgan McHugh
Vice President of Client Success
and Growth Operations
2nd.MD
(Speaker)



Jody Pire
National Account Executive
2nd.MD
(Moderator)



About 2nd.MD



PURPOSE

To save and improve lives,
every day.

VISION

Connect everyone affected by pain or
disease with the best healthcare
resources the world has to offer.



Why are second opinions so important?



Goals For Second Opinion Solution



Reinforce savings and improve outcomes.



Actively engage high-risk & high-impact employees for second opinion service to manage risk.



Provide a comprehensive tool across all conditions.

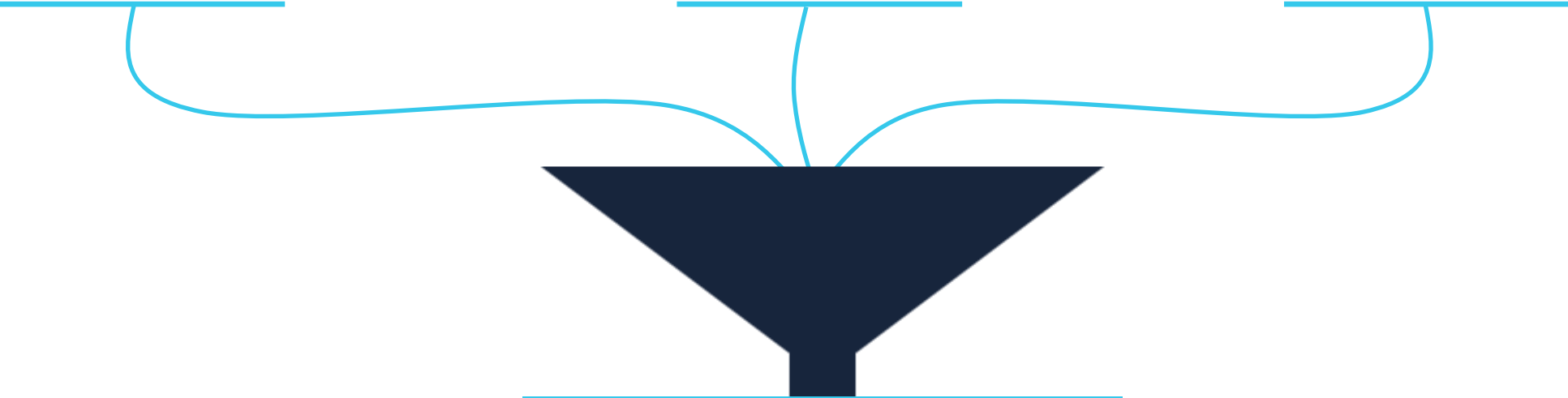


2nd.MD Makes a Difference

A solution that is easy to implement and provides effective clinically focused programs.

Expert led care that is live and interactive with employees.

A great consumer experience to connect vendor partners together as a collaborative group.

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- A funnel diagram with three input lines from the text blocks above and one output line leading to the list below.
1. Improving clinical outcomes
 2. Lowering healthcare costs
 3. Elevating employee satisfaction



2nd.MD makes it easy to integrate and implement with our partners

- Very focused employee communication and user engagement.
- Important to have multiple partners together at the table during implementation to provide great connectivity and working relationships.

Connected all our different vendor partners together to deliver:





Member Experience

“[The 2nd.MD Specialist] was very thorough. He took the time to listen to all my concerns and give his thoughts on my condition.

Many times, during the consult he stopped to make sure I understood and to ask if I had any questions.

He covered all the issues I was concerned about and took the time to talk through them all. Never did I feel rushed! It was a very good experience, thank you!”

“[The 2nd.MD Specialist] explained my situation thoroughly, helped me to think through my treatment options, and gave me excellent options for ways I might approach my issue.”

“After 2-3 years of chasing a possible solution to my health condition I see a glimmer of hope! I knew when I read through the recommended physician that she was the right person to address my concerns. I am overwhelmed with gratefulness.”

“[The 2nd.MD Care Team Nurse] went above & beyond to put me in touch with the right person.”

“Very easy process and this benefit is something people should take advantage of.”

“[My 2nd.MD Care Team Nurse] is amazing! So compassionate and smart and really on top of my case! She had such a good understanding of my condition, my concerns, and my questions and was incredibly thoughtful in pairing me with my specialist. She has truly gone above and beyond for me in terms of helping me get all the answers I needed! I have never felt so cared for, empowered, and important in a medical context before.”



The Human Touch 2nd.MD's Care Team

- Nurses and records staff work together focused on specific medical specialties
- Records staff are highly trained health information managers and healthcare administrators.



Why 2nd.MD

- Get people access to expert medical guidance
- Make healthcare more efficient and engaging
- Reduce costs





Results Implementing 2nd.MD

100%

consults resulting
in improved
treatment plan

53%

consults resulting in
alternate diagnosis

60%

consults resulting in
canceled surgeries

\$13,376

average saving per
consultation



Q & A

QUESTIONS?



THANK YOU!

Download Whitepaper:

Using Data to Drive Virtual Expert Medical Opinion Utilization
3 Ways to Harness the Power of Data To Lower Costs & Improve Outcomes

2nd.md/lowercosts

For questions on how 2nd.MD can help,
email busdev@2nd.MD, call 1.866.410.8650





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Nov. 18-19
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This event is Complimentary for
The Conference Board members.

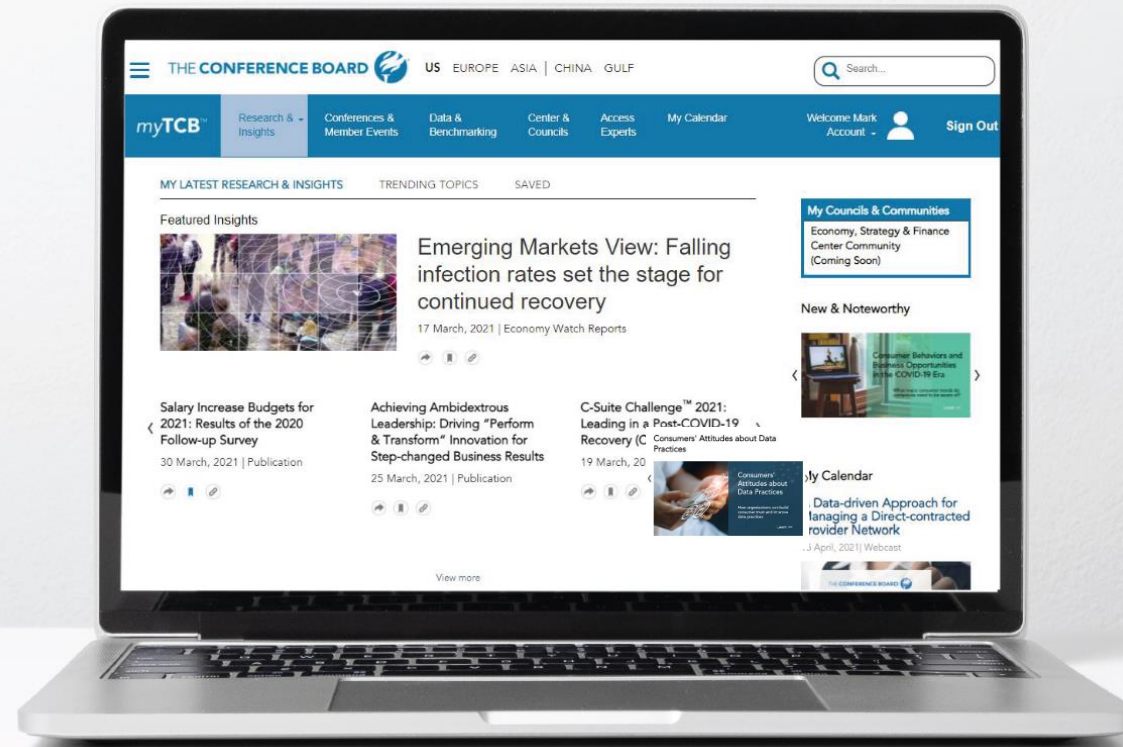
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