

VSee Command Center Workflow Decreases USON Patient Wait Time by 90%

● Non-government

● Direct-to-patient

Use-Cases: Oncology

VSee

McKESSON

US Oncology

Problem

McKesson US Oncology Network (USON) is one of the largest oncology physician networks in the nation with 1,400 physicians, 500+ cancer treatment centers, and more than 1.2M patients treated annually. USON wanted to meet the telemedicine needs of its diverse practices and services. At the same time, it was looking to create a completely virtual patient flow that mimicked the in-person visit experience and that would be triaged by a virtual call center.

Solution

VSee's flexible no-code, low-code platform allowed USON to set up branded clinics with shared and/or individual waiting rooms as desired for its network members. VSee also tailored a Command Center workflow with user access roles to improve patient satisfaction and call center efficiency. VSee key deliverables include

- ✓ **Integration:** SSO from patient portal
- ✓ **Command Center** workflow
- ✓ **Omni-channel communications:** Separate internal and patient-facing chat that can be escalated to phone or video calls for reduced phone tag and higher patient satisfaction
- ✓ **Queuing:** wait queue with filtering and management
- ✓ **Tagging:** Patient and visit tags for quick PSR to MA handoffs and greater patient flow transparency
- ✓ **Automation:** Action triggered notifications to Provider Roles only
- ✓ **Management:** admin access to add/remove waiting rooms, import users, assign providers, schedule across groups of providers, customize data dashboard and call reports
- ✓ **Support:** onboarding and brandable adoption and training materials

Outcomes

Automation



Reduced patient first touch time from 10 min to less than 1 min

Team Coordination



Improved Remote Team Performance -
Reduced internal staff phone tag & communication barriers

Adoption

1800+
APPT/DAY

1000+
BILLABLE PROVIDERS

86%
SATISFACTION

1800+ appointments per day, 1000+ providers with billable charges*, 86% provider satisfaction

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VSee delivers design-focused fully integrated telemedicine, virtual care and device connectivity to improve patient care. We implemented consultations, care delivery, consultations, care delivery, monitoring, and specialty visits including direct to patient, provider-to-provider, tumor boards, triage, F/U visits, social work, genetic counseling, survivorship for 1200 providers and 2000 users, training 350+ in the first week of go-live.



Ibrahim Ali

Associate Director, Portfolio Management, The US Oncology Network

Differentiators



Command Center and Dispatch workflows



Swift remote team coordination



Action triggered automation



Fast time-to-market