

Success Story:

Launching full-time ID telehealth in 9 weeks

In June 2025, Catholic Medical Center (CMC) partnered with LT Telehealth, powered by LocumTenens.com, to rapidly stand up a full-time inpatient infectious disease (ID) telehealth program in response to an urgent coverage gap — launching in just nine weeks without disruptions to patient care.

The situation

CMC experienced the sudden loss of onsite inpatient ID coverage while simultaneously navigating an acquisition, creating significant operational and patient-care risk if coverage was not restored immediately.

Challenge

- Impeding loss of inpatient infectious disease coverage
- Risk of patient transfers due to specialty access gaps
- Licensing, credentialing and enrollment timelines under extreme pressure
- Implementation during an active health system acquisition
- Need for sustainable, full-time weekday coverage — not short-term patchwork

Solution

CMC and LT Telehealth executed a focused nine-week sprint to design, launch and operationalize a dedicated inpatient ID telehealth service. A five-physician MD panel was built to provide Monday–Friday, 8 a.m. – 4 p.m. coverage, with workflows aligned to existing hospital operations. Close coordination across licensing, credentialing, IT and clinical leadership ensured a seamless transition from onsite to virtual care without interruption.



Results

- 0 patient transfers due to infectious disease coverage gaps
- 5-MD telehealth ID panel supporting full-time weekday coverage
- Consistent daily consult volume averaging 7–12 patients per day
- Sustained utilization across six months, including peak volume of 266 consults in December (12 consults/day average)
- Continuous inpatient ID coverage maintained throughout acquisition period