Success Story: Virtual urgent care for overnight needs

Challenge

A regional health system in Oklahoma struggled to maintain a reliable 24/7 virtual urgent care program. Overnight coverage relied on emergency department physicians already managing full in-person caseloads, leading to:

- Long wait times
- Physician burnout
- Poor patient experience



Solution

The health system partnered with LT Telehealth to establish a dedicated coverage model staffed by experienced physicians and APPs.

Key elements included:

- **Dedicated team**: Two physicians and four APPs providing consistent overnight virtual care with patient requests answered **within 30 minutes.**
- **Regulatory compliance**: A supervising physician ensured alignment with state guidelines.
- **Operational integration**: All care delivered through the system's existing **Epic EMR and embedded video platform.**
- **Financial sustainability**: LT Telehealth enrolled all providers with the health system's payor network, enabling reimbursement for telehealth services.

The LT Telehealth partnership transformed after-hours coverage into a **reliable, patient-centered and revenue-sustaining model** — supporting both the health system's mission and operational goals.

Results

For patients: Rapid access to care within 30 minutes.

For ED physicians: Relief from virtual care responsibilities.

For the health system: Protected market share by keeping patients within the network while optimizing ED operations and improving care delivery.

For operations: Consistent performance meeting SLAs with dedicated project management support.

> "We have appreciated the relationship with LT and the resultant high quality of care we've seen."
>
> *Facilities' CMO*

> "This partnership provided us with what we needed to give our patients reliable 24/7 urgent care, which was met through well-planned collaboration and implementation."
>
> *Program team member*

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