

EXECUTIVE SUMMARY

Emergency Medicine faces an acute challenge: timely access to specialty expertise for urgent, high-stakes decisions. Staffing gaps in fields like Ophthalmology, Neurology, and Trauma Surgery routinely drive costly transfers, lost revenue, and missed opportunities to strengthen community healthcare. VideoConsults solves this challenge by creating a specialty access fabric - a secure, turnkey technology layer that connects facilities to trusted, credentialed specialists at the tap of a button, with full integration of smart diagnostic devices and structured, audit-logged workflows. Hospitals retain control over credentialing, billing, and care standards, converting consults into billable events while elevating care ratings and eliminating coverage gaps

The Current Landscape of Emergency Medicine

Emergency departments and microhospitals, especially those serving rural or underserved areas, struggle to maintain consistent access to specialty expertise. Fields such as ophthalmology, neurology, and trauma surgery are critical to managing complex emergencies, yet specialists in these areas are often not available on-site. The result is a care environment where urgent specialist input, vital for rapid diagnosis and treatment decisions, can be delayed or inaccessible. Modern clinical workflows in emergency medicine demand fast, seamless collaboration between frontline clinicians

and specialty providers. However, many healthcare systems still rely on fragmented communication channels—phone calls, paging systems, or uncoordinated virtual consults—that hinder efficiency and care continuity. Limited integration of specialty diagnostic tools further compounds the challenge, preventing specialists from fully leveraging clinical data to make informed decisions remotely. This complex landscape creates a pressing need for a reliable, streamlined method to connect emergency teams to specialists on demand

The Consequences of Specialty Gaps

The lack of immediate specialist access in emergency settings leads to far-reaching issues. First and foremost, delayed expert input can compromise patient outcomes. Critical conditions such as acute vision loss, traumatic brain injury, or complex infections require timely specialty assessment—delays increase risks of complications or long-term disability.

Additionally, hospitals often face increased patient transfers to tertiary or trauma centers. Transfers disrupt care continuity, add stress for patients and families, and incur significant costs. From a financial perspective, these transfers represent missed revenue opportunities. Many specialty consults conducted

outside the hospital's own billing systems are non-billable or billed elsewhere, resulting in revenue leakage.

Beyond finances, hospitals also jeopardize trauma center certifications, which mandate verified specialty coverage for certain critical services. Losing certification not only impacts funding but damages community trust and hospital reputation. Finally, emergency staff experience operational strain, managing inefficient consult coordination manually, demanding valuable time and increasing the risk of burnout.

The High Stakes of Unaddressed Specialty Access Challenges

Left unresolved, these problems escalate across multiple dimensions. Patient safety and satisfaction decline as delays and inconsistent specialty input amplify risks. Clinicians face increasing frustration and burnout, balancing complex care demands with cumbersome logistics. Hospitals take on higher operational and administrative costs, losing time and resources to poorly coordinated consults.

Financially, the impact is severe. Revenue loss from avoidable transfers and non-billable consults erodes hospital margins. Facilities also face potential penalties

or reduced reimbursements tied to accreditation compliance failures. At the leadership level, the pressure to manage these risks stresses strategic priorities—balancing financial sustainability, regulatory adherence, and community responsibility.

Most critically, the erosion of specialty access undermines the hospital's mission to deliver timely, excellent care where it's needed most—in emergency situations. The stakes could not be higher for patients, providers, and healthcare institutions alike.

VideoConsults - The Specialty Access Fabric Designed To Solve the Access Problem For Emergency Medicine Teams

VideoConsults answers this challenge by offering a revolutionary specialty access fabric. It is not a typical telemedicine service or staffing firm, but a licensed technology platform integrated by healthcare institutions to connect frontline emergency teams with trusted, credentialed specialists—anywhere, anytime.

Integrated Specialty Diagnostics and Structured Workflows

VideoConsults integrates smart diagnostic devices directly into the consult workflow. For example, slit-lamp cameras for ophthalmology send detailed images to remote specialists in real time. Neurologists can access imaging and clinical data quickly. Customizable, structured intake forms for each specialty ensure rapid and standardized collection of relevant patient information.

Compliant, Secure, and Audit-Logged

All consults are securely audit-logged and documented within a minimalistic, HIPAA-compliant electronic medical record system embedded in the platform. This ensures compliance with privacy regulations and maintains detailed records for credentialing and quality assurance.

Control and Automation for Healthcare Institutions

Hospitals retain full control of credentialing, billing, payer contracting, and clinical decision-making. VideoConsults automates scheduling, call routing, consult documentation, and actionable reporting to minimize administrative burdens on staff. By converting consults into billable events under the hospital's own tax identification number, the platform captures revenue that might otherwise be lost.

Financial and Clinical Impact

By expanding reliable access to specialty expertise, hospitals reduce unnecessary patient transfers—keeping care local and costs down. Trauma certifications are supported through verified specialty coverage, strengthening institutional reputation and funding. Clinical teams benefit from efficient workflows that allow them to focus on patient care rather than administrative complexity.

Emergency Medicine Use Cases

Critical Case Management: Stroke, trauma, and sepsis consults are enhanced by immediate specialist input,

Bridging coverage gaps in Emergency Medicine:

How VideoConsults is empowering healthcare institutions to tap into the future of connected care

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improving treatment timelines and adherence to clinical guidelines.

Behavioral health crises and pediatric emergencies gain timely expert collaboration.

Subspecialty Support: Ophthalmology consults using device integration allow rapid eye injury assessments.

Chronic and Follow-Up Care: Complex cases such as diabetic eye emergencies or chronic neurological disorders benefit from coordinated virtual evaluations.

Conclusion

Emergency Medicine demands rapid specialty access to save lives, improve outcomes, and maintain high standards of care. VideoConsults empowers hospitals to overcome longstanding specialty coverage gaps with a powerful technology fabric that integrates devices, automates workflows, and preserves institutional control.

By licensing VideoConsults, healthcare facilities unlock on-demand access to their own trusted specialists, reduce costly transfers, retain valuable revenue, and meet rigorous certification requirements. This is not merely telemedicine—it is a new standard for specialty collaboration in emergency care, designed to deliver clinical excellence, operational efficiency, and financial sustainability.

For healthcare leaders committed to elevating emergency services, VideoConsults provides the specialty access framework necessary to meet today's challenges and prepare for a healthier, more connected future.

About VideoConsults by HealthOcta

VideoConsults by HealthOcta is not a staffing firm or a generic telemedicine service. It's a specialty access fabric that enables hospitals, ERs, urgent cares, FQHCs, and even post-acute facilities to connect to the right specialist when they need one. We support everything from emergency neurology for stroke, to psychiatry for crisis intervention, to ophthalmology with fundus and slit-lamp integration. Our model is flexible: you can tap into a curated specialist network, or simply empower your own doctors to deliver virtual coverage more efficiently. This reduces patient transfers, improves throughput, and keeps high-value specialty revenue in your system, while giving patients timely access to expert care.

Learn more at <https://videoconsults.healthocta.com>