

### EXECUTIVE SUMMARY

Microhospitals have emerged as a dynamic, cost-efficient care model, delivering 24/7 emergency services and limited inpatient care within compact facilities strategically placed in communities. Yet, their lean operational footprint brings a distinct set of challenges, chief among them, access to timely specialty expertise. Without onsite specialists in critical fields such as ophthalmology, orthopedics, or cardiology, microhospitals risk patient transfers, revenue loss, and strained community trust.

This whitepaper explores how VideoConsults, the specialty access fabric designed for healthcare institutions - enables microhospitals to overcome these specialty coverage gaps. Through secure, HIPAA-compliant integration of diagnostics, structured specialty consult workflows, and seamless automation of scheduling and documentation, VideoConsults allows microhospitals to connect instantly to trusted in-house or contracted specialists anywhere.

By empowering microhospitals to retain patients locally, enhance clinical decision-making, and maximize billing under their own tax identification numbers, VideoConsults supports both better patient outcomes and sustainable operational growth. This transformative technology aligns with the unique realities of microhospitals, enabling them to deliver "big hospital" care quality on a smaller scale-without sacrificing control, compliance, or community trust.

## The Rise and Reality of Microhospitals

Microhospitals are redefining acute and emergency care access across many U.S. communities. Typically 8 to 15 beds in size, these hospitals offer emergency services, observation, basic inpatient care, and diagnostic capabilities. They serve as convenient, community-based alternatives to larger hospitals, promising timely care closer to home.

However, this model carries inherent challenges. Microhospitals rarely sustain a full complement of on-site specialists due to staffing costs and limited patient complexity. Instead, these facilities rely heavily on access to specialists via on-call or contracted

arrangements and must coordinate specialty consults efficiently to avoid delays in care.

The patient population at microhospitals often includes emergent cases requiring specialist evaluation for eye injuries, orthopedic trauma, cardiovascular events, or neurologic crises. The facility's ability to deliver credible specialty input shapes clinical outcomes, patient satisfaction, and reputation critical to growth and reimbursement.

## Specialty Gaps Threaten Care Quality and Financial Stability

Microhospitals face specialty coverage gaps manifested as:

- Delays in urgent specialty consults impacting clinical decision-making speed and accuracy.
- Patient transfers out to tertiary centers for specialties unavailable on site, leading to revenue loss and disruption of care continuity.
- Administrative inefficiencies caused by fragmented workflows, manual

scheduling, and inconsistent documentation.

- Difficulty meeting trauma or emergency service certification criteria due to specialty availability requirements.
- Loss of community trust as patients and families perceive gaps in local specialty care quality.

These issues add operational complexity and risk undermining the core value proposition microhospitals offer: convenient, high-quality acute care near home

## The Long-Term Consequences of Specialty Access Failure

If specialty gaps persist unaddressed, microhospitals must contend with growing challenges:

- Worsening patient outcomes from delayed or unavailable specialty assessments.
- Increased financial strain from lost revenue due to avoidable transfers and consult leakage to external providers.
- Threats to facility certifications and accreditations, risking future funding and reputation.

- Clinician burnout and frustration managing complex consult coordination without streamlined tools.
- Declining patient and community confidence, limiting utilization growth and competitive standing.

Without a tailored, scalable solution, microhospitals risk plateauing or declining in the increasingly competitive healthcare landscape.

## How VideoConsults Enriches Specialty Access for Microhospitals

VideoConsults delivers a specialty access fabric thoughtfully built for microhospitals' unique environment.

- **Instant Specialty Access:** Emergency and inpatient teams connect at the tap of a button to trusted specialists anywhere-on-site, on-call, or remote-accelerating consult timeliness and improving decision quality.
- **Integrated Diagnostic Devices:** Support for specialty-specific diagnostic tools like slit lamps, portable ultrasounds, and advanced imaging streamlines clinical data capture and sharing during consults.
- **Structured Workflows and Audit Trails:** Specialty-specific, customizable intake forms ensure rapid, standardized consults. All activities are audit-logged within a secure, minimalistic EMR for compliance and quality assurance.

- **Full Institutional Control:** Credentialing, billing, payer contracting, and clinical governance remain fully managed by the microhospital. VideoConsults automates scheduling, routing, and documentation to reduce administrative burden without sacrificing oversight.
- **Revenue Maximization:** Consults are billable under the microhospital's tax ID, capturing revenue that might otherwise be lost to external telemedicine or transfers.
- **Certification and Accreditation Support:** VideoConsults helps meet specialty coverage requirements needed for trauma and emergency center certifications.

## Real-World Impact of VideoConsults: Transforming Microhospital Care

**Emergency Ophthalmology:** Remote slit lamp imaging and consults reduce unnecessary transfers for acute eye injuries, enabling immediate onsite treatment.

**Orthopedic and Trauma Support:** Virtual orthopedic consultations facilitate fracture management and surgical triage decisions with real-time expert input.

**Cardiology and Neurology:** Rapid consult access improves triage and management of cardiovascular and stroke patients, shortening time to critical interventions.

**Operational Efficiency:** Automated scheduling and documentation cut administrative delays, freeing clinical staff for direct patient care.

## An Honest Invitation to Microhospital Leaders

It's tempting to believe that limited size means limited capability. But the truth is, technology can level the playing field. VideoConsults offers a specialty access fabric that enables microhospitals to provide robust specialty collaboration on their terms, with confidence and control.

This is your opportunity to reimagine care delivery-keeping patients closer to home, growing clinical reputation, and securing financial health. VideoConsults isn't a sales pitch; it's a new possibility, crafted for microhospitals that refuse to compromise on quality or community trust.

### 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>