

Connecting Long-Term Care:

Leveraging VideoConsults to Expand Specialty Access, Reduce Hospitalizations, and Enhance Resident Care in SNFs and ALFs

EXECUTIVE SUMMARY

Long-Term Care (LTC) providers, including Skilled Nursing Facilities (SNFs) and Assisted Living Facilities (ALFs), face a growing imperative: delivering high-quality specialty care to increasingly complex and medically fragile residents, while controlling costs and preventing avoidable hospitalizations. Specialty coverage in LTC settings is often fragmented, limited by scarce on-site expertise and inefficient consult workflows.

This whitepaper explores how VideoConsults - a HIPAA-compliant, integrated specialty access fabric - empowers LTC facilities to connect rapidly and seamlessly with trusted specialists, leveraging structured virtual consult workflows and specialty diagnostic devices. Unlike traditional telemedicine or staffing solutions, VideoConsults preserves institutional control over credentialing, billing, and clinical decisions, while automating scheduling, documentation, and compliance.

By adopting VideoConsults, LTC providers can reduce unnecessary hospital transfers, improve clinical outcomes, enhance resident and family satisfaction, and optimize reimbursement under value-based care models. This transformative technology platform is designed to meet the clinical, operational, and financial realities of LTC settings, enabling facilities to reposition themselves as connected, capable, and patient-centric care hubs in an evolving healthcare landscape.

The Growing Complexity of Long-Term Care

The landscape of long-term care is evolving rapidly. SNFs and ALFs are now caring for residents with increasingly complex medical needs—aging populations with multiple chronic diseases, cognitive impairments, and frailty. The average resident requires coordinated specialty input, from cardiology and endocrinology to wound care and behavioral health.

Yet, many LTC facilities struggle with specialty access. Geographic isolation, workforce shortages, and limited on-site clinician availability challenge their ability to provide timely expert care. Existing telemedicine solutions often lack workflow integration, device

support, or the customization necessary to address specialty-specific nuances in LTC.

These gaps manifest in frequent hospital transfers and emergency department visits, which residents and families often dread, disrupt continuity of care, and drive up costs. For LTC medical directors and CMOs, this situation threatens not only clinical outcomes but also regulatory compliance and financial viability amid the shift to value-based care.

The Consequences of Fragmented Specialty Access in LTC

When specialty care is fragmented or delayed, residents suffer. Wounds worsen without expert input. Chronic conditions destabilize. Behavioral health crises escalate unnecessarily. Transfers to hospitals

multiply—adding risk, patient discomfort, and financial strain.

For LTC providers, these episodes spotlight a broken system. Transfers are costly and do not always lead to better outcomes. Documentation and consult workflows are inefficient, leading to care delays and communication breakdowns among multidisciplinary teams.

Furthermore, reimbursement structures increasingly emphasize quality metrics, readmission avoidance, and efficient care coordination—criteria that fragmented specialty access jeopardizes. Poor specialty access is an invisible drain on clinical staff who struggle to compensate, using piecemeal technologies that increase administrative overhead and risk compliance failures.

The High Stakes of Inadequate Specialty Collaboration

Ignoring these challenges means accepting worse outcomes and higher costs. Residents risk avoidable complications and loss of dignity due to hospital transfers. Families become anxious and lose confidence in the care facility. Clinical teams face burnout and frustration as they fill specialty coverage gaps manually.

Financially, avoidable hospitalizations threaten revenue and jeopardize participation in value-based payment models. Regulatory penalties loom where care

coordination and documentation fall short, and reputational damage can impair referrals and occupancy rates.

Without a systematic, integrated solution, SNFs and ALFs remain hostage to fragmented specialty care, perpetuating clinical inefficiencies and financial vulnerabilities that threaten facility sustainability and resident wellbeing.

How VideoConsults Enriches Long-Term Care Specialty Access

VideoConsults offers a transformative specialty access fabric designed to meet the complex realities of long-term care. It is not “telemedicine” as traditionally understood—VideoConsults integrates directly into your workflows and devices, enabling LTC clinical teams to engage trusted specialists instantly, from any location.

Specialty-specific, structured consult workflows guide comprehensive yet efficient data collection. Integrated diagnostic device support—such as wound imaging and behavioral health assessment tools—streams critical clinical information live to specialists, enhancing decision quality.

Full audit logging, documentation, and a HIPAA-compliant secure minimal EMR ensure regulatory compliance and clear consult trails. VideoConsults automates scheduling, call routing, and reporting, reducing administrative burden for clinical and operations staff.

Critically, LTC facilities retain complete control over credentialing, billing, payer contracts, and clinical decisions. Consults become billable events under your own tax identification number (TIN), promoting revenue optimization and reducing dependence on third-party staffing or telehealth vendors

Real-World LTC Use Cases Driving Impact

Reducing Readmissions: Timely specialty input on wound care, cardiology, or diabetes prevents exacerbations leading to hospital transfers.

Behavioral Health Crisis Management: Instant consult access enables rapid intervention, reducing emergency visits and improving resident quality of life.

Chronic Disease Monitoring: Coordinated virtual specialty care for complex cases supports stability and prevents costly acute episodes.

Regulatory Compliance and Documentation:

Structured workflows and audit logs simplify meeting stringent reporting requirements under CMS and private payers.

The Opportunity for LTC Leaders

For too long, LTC providers have been told technology can't fully solve specialty coverage woes or that trade-offs on control and customization are inevitable. VideoConsults challenges that narrative by offering a solution that respects LTC facility autonomy, workflows, and clinical culture.

This is an invitation to reimagine long-term care—where specialists are always within reach, resident care is coordinated and proactive, and financial sustainability grows from highly efficient operations.

VideoConsults empowers LTC leaders to build connected communities of care that enhance resident wellbeing, satisfy families, and meet the increasing demands of modern healthcare

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>