

Background

Healthcare organizations are navigating a complex mix of challenges from growing patient demand and limited clinical staff to tighter budgets and rising expectations for care quality. In this environment, telemedicine has become more than a stopgap; it's now a core part of how care teams extend their reach, improve efficiency, and maintain high standards across diverse settings.

The Challenge

Many hospitals attempt to fill specialty gaps by contracting with multiple telemedicine vendors across service lines (e.g., TeleStroke, TelePsych, Tele-ICU). This fragmented approach results in:

- **Multiple contracts and higher administrative overhead**
- **Inconsistent workflows and documentation**
- **Limited scalability and increased compliance risk**
- **Reduced care continuity and lower-quality outcomes**

Fragmentation undermines operational efficiency and strategic alignment, two pillars of sustainable hospital performance.

The STeM Solution

Specialist TeleMed (STeM) delivers a unified telemedicine model, consolidating 24+ specialty service lines under a single agreement. Key features include:

- **Customizable coverage** across ED, inpatient, outpatient, and subspecialty care
- **Tech-agnostic integration** with hospital EMRs and Andor Health's consult workflow platform
- **Standardized clinical protocols** and credentialing processes
- **Dedicated onboarding and account management support**

This single-source model streamlines governance, improves care delivery, and aligns with hospital strategic goals.

Results

Hospitals partnering with STeM for all their specialty telemedicine needs report measurable improvements across four key areas:

Strategic Impact

- Unified governance and reporting across specialties
- Scalable service expansion without capital investment
- Enhanced hospital reputation and patient retention

Clinical Outcomes

- Faster time-to-treatment and reduced misdiagnoses
- Improved continuity of care across settings
- Consistent access to board-certified subspecialists

Operational Efficiency

- Reduced ED boarding and improved throughput
- Simplified consult management and documentation
- Seamless EMR integration and credentialing

Financial ROI

- Lower administrative costs via contract consolidation
- Increased case retention and reduced transfers
- Enhanced reimbursement through stroke certification, CMS metrics, and value-based care alignment
- Predictable pricing with shared efficiency gains

Conclusion

A single-source telemedicine strategy is not just operationally sound; it's a strategic growth lever. Specialist TeleMed enables hospitals to:

- **Optimize performance across departments**
- **Strengthen compliance and quality metrics**
- **Drive financial sustainability and long-term innovation**

For hospital executives seeking to future-proof their organizations, STeM offers a proven, scalable, and strategic telemedicine partnership.

Contact us today to learn how our unified specialty telemedicine services can bring measurable improvements to your hospital in ways you never imagined.