

## Virtual Care — Convenient, Effective, and Cost-Efficient Transcript

Narrator: Long before the pandemic, we were investing in telehealth to make it easier for our members to connect to convenient, effective, and cost-efficient care options. Each in-person appointment a covered member doesn't need reduces your direct costs and saves work time.

*On-screen:* [\$158 in member savings. 2 hours of work time.]

For decades, our electronic health records system has set industry standards. With virtual care embedded throughout our organization, our care teams work together more effectively. Our virtual primary care reduces follow-up and home health visits, and lowers costs. Members rate our video visits 4.4 out of 5 stars.

End of: Virtual Care — Convenient, Effective, and Cost-Efficient. ©2022 Kaiser Permanente.

Video Duration: 00:46