

CASE STUDY

Telemedicine Helps Restore Work-Life Balance for Family Physician with 3-hour Commute



Scott Jensen, MD, and his wife Debra founded Jensen Family Medicine in Queen Creek, Arizona, in 2007. Jensen Family Medicine provides high-quality primary care medical services for patients of all ages, including pediatrics, adults, and seniors.

Dr. Jensen strives to stay updated on the latest innovations in medical care while continuing to discover and utilize the wisdom of natural medicine. He practices integrative medicine, which blends the best of old and new approaches to medicine to provide the best-suited care for each patient.



Challenge

Jensen enjoys and is committed to practicing at the clinic he founded with his wife 12 years ago, but maintaining work-life balance presents a significant challenge for a very simple reason: **Jensen and his family live in Lakeside, Arizona, which is a 166-mile, three-hour drive from the clinic.**

Likewise, Jensen is dedicated to living in Lakeside, as he considers it an ideal place to raise his large family, which consists of seven children, five of whom are currently home-schooled.



Solution

With the goal of spending more time with his family in Lakeside, Jensen adopted Medici's telemedicine solution in the summer of 2019. The solution enables Jensen to connect with patients via text message, calls, live video conferencing or photo uploads using nothing more than his smartphone and the Medici app.

Now, Jensen has extended his weekends with his family, designating each Monday as a "virtual care day," which enables him to consult with patients from the comfort of his home. As a relative newcomer to telehealth, Jensen says what impressed him the most about virtual care is the virtually limitless number of use cases for which it is appropriate. Thus far, Jensen has identified the following use cases and expects to discover many more as he continues practicing telehealth.

Labs and bloodwork: It's convenient to send results and handouts to patients using the Medici app.

Busy patients: One of Jensen's patients is in nursing school and too busy for an in-person follow-up visit, but the patient did have time for a virtual consult.

Parents with sick children: The app facilitates conversations between clinicians and parents with sick children, because the children are often unable to articulate their conditions on their own.

Rashes: Due to its real-time capabilities, telehealth enables Jensen to view photographs of patients' rashes before they begin to heal, simplifying and expediting diagnoses.

Social determinants of health: Video consults enable Jensen to view patients' living conditions, helping him develop a more holistic understanding of the issues affecting his patients.



Results

In addition to helping Jensen achieve a better work-life balance, telemedicine has enabled him to increase patient satisfaction and boost his own productivity. In just a few months, 800 of Jensen's patients have created their own Medici accounts so they can participate in virtual visits. **"Patients say, 'This is amazing! I love this!' after they try a virtual visit,"** Dr. Jensen says.

Dr. Jensen typically sees about 26 patients in-person per day, and now able to visit with an additional four each day due to virtual visits. He charges \$27 for a five-minute virtual consult, which enables him to cover the monthly cost

of the app from only around 30 minutes of telehealth visits.

Telehealth has delivered such a substantial benefit to Dr. Jensen's professional and personal lives that **he plans in the future to establish a second weekly "virtual care day,"** which will empower him to spend an additional day at home with his family each week.

Telehealth calculators show that a teleworker in Arizona with an average round trip commute of 50 minutes saves close to \$15,000 a year in oil and gas and wear and tear on the vehicle.