



Telehealth App Expands Patient Access to Marriage and Family Therapy Practice

 **ABILITY**[®]
An Inovalon Company

The challenge

Providing patient access during a pandemic

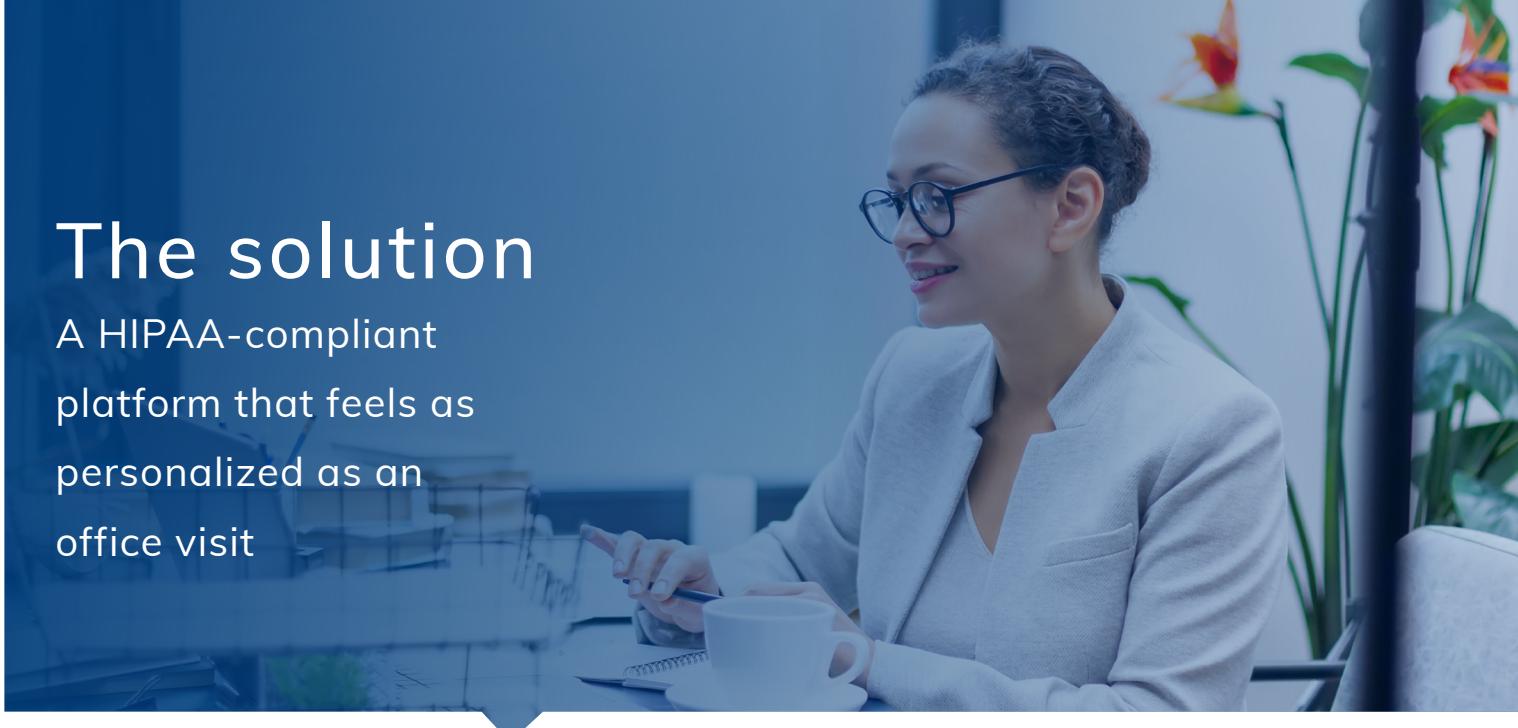
Like all healthcare providers across the country, Dawn Theodore faced a once-in-a-lifetime challenge in the worldwide COVID-19 pandemic: how to provide patients with access to care when they couldn't meet her in person. "People were stuck at home," she said, "unable to travel or meet in person. Even before the pandemic, some of my patients had trouble driving long distances and finding parking near my office. With social distancing and shelter-in-place orders, it felt like an impossible situation."

Using legacy video conferencing software helped her see her patients when they could not come to her office, but it left a lot to be desired. Some patients had trouble logging in, and limitations on meeting times caused headaches for the therapist and her patients. She needed an application that would ensure flexibility and a means to help her patients access care, while maintaining HIPPA compliance.



The solution

A HIPAA-compliant platform that feels as personalized as an office visit



Patients in marriage and family counseling need a safe environment where they feel comfortable enough to share intimate and sensitive details about their lives – so they can overcome trauma and improve their mental and emotional health.

The ABILITY telehealth application provided that environment: a virtual space that patients trusted and felt as comfortable in as they would in a traditional, face-to-face conversation.

Now, many patients actually prefer to meet virtually. “Patients love it. I practice in Los Angeles, where driving and parking can be a massive headache. Telehealth appointments remove that barrier to care.”

ABILITY Virtual Care has also helped the practice resolve another issue with patient access: radius of care. Insurers often refer patients who live 50-100 miles away from the practice. Before adopting ABILITY Virtual Care, that commute would be practically impossible for patients in need of one or more appointments per week. With an innovative telehealth application designed specifically for healthcare, the practice can now help patients who were physically beyond its reach before.

The results

Cross-country expansion,
enhanced patient access
and greater revenue

Using ABILITY's telehealth platform has significantly increased patients' access to the ongoing therapy they need. As a result, Dawn has seen improved patient outcomes, as well. Patients who were unlikely to book an appointment and drive to her practice are eager to schedule online and log in for a telehealth appointment.

And, because Dawn is licensed to treat patients in New York as well as California, she's been able to expand her practice and treat patients across the country. A steady flow of patients has helped her maintain and increase revenue through a difficult economic downturn. With insurers embracing telehealth as a long-term service, her practice is poised for continued growth.

"I practice in Los Angeles, where driving and parking can be a massive headache. ABILITY Virtual Care removes that barrier to care."

At a glance

Business name:
Dawn Theodore, MA, MFT

Website: www.dawntheodore.com

Location: **Los Angeles, CA**

Services: **Family and Marriage Counseling**

Success with ABILITY: Reached more patients and increased radius of care with ABILITY Virtual Care

