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UNLOCKING VIRTUAL CARE OPTIONS: CONFLUENCE HEALTH LAUNCHES PARTNERSHIP WITH KEYCARE TO BRING ANYTIME VIRTUAL CARE SERVICE TO THEIR PATIENTS ANYWHERE IN THE STATE

Wenatchee, WA: On Tuesday, October 22nd, Confluence Health will roll out its new partnership with KeyCare, a new virtual care option which will allow patients to seamlessly access care 24/7 from their home or while traveling across Washington State while ensuring the visit notes end up in their chart for their care team.

“With KeyCare, Confluence Health can now expand our telehealth options for our patients, allowing us to provide on-demand virtual visits for routine ailments and minor illnesses,” explained Josh Wood, vice president of digital engagement for Confluence Health. “KeyCare is a virtual care platform based in Epic – the same system we use for our patients’ EHR, or electronic health record, for in-person appointments and other care. It offers video visits for on-demand, high-quality, affordable care 365 days a year, 24 hours a day, from anywhere in Washington State.”

This option – alongside other new tools like Care Companion, which is a digital option for patients with chronic conditions such as diabetes to help monitor vitals, manage their health, and communicate with their care team – is a part of Confluence Health’s new Patient Digital Engagement initiative. This suite of new tools and processes dovetails with and expands upon [the Primary Care Redesign efforts](#) which have already led to improvements across the healthcare system such as the recent launch of DirectCare.

This new online option provides yet another route for patients to seek care in the way that works best for them and their schedules alongside more traditional care types.

“The community has told us how much they love DirectCare, which offers the ability to schedule same day/next day visits. We are excited to add another convenient way for patients to get care when, where, and how it works best for them. Offering on-demand virtual visits grows our ability to meet the care needs of the people of North Central Washington,” added Tracy Corgiat, vice president of primary care.

These expanded virtual visit options play an important role in Confluence Health’s overall primary care services. With this change, patients will now be able to receive medical care at home, the office, or anywhere else in Washington State via the internet using MyChart on their computer, tablet, or smartphone.

“Rather than having to re-enter healthcare information each time or share medical chart information, KeyCare providers, as well as the patient’s Confluence Health care team, will have access to patients’ health information automatically within the patient’s MyChart account, assuring they receive high-quality care with all their medical history available,” continued Dr. Beth Avena, core medical director for primary care. “In addition, the provider notes from patients’ virtual visits will go into their medical record directly afterwards, helping to keep all members of the healthcare team up to date and informed.”

In addition to the convenience of receiving care at home or the office, this new option also allows a Confluence Health patient to receive care while on the road without having to establish care with a new organization or trying to find a facility in an unfamiliar place. With the new KeyCare partnership, Confluence Health patients can get their care anywhere in Washington State, and have their doctor back home see those same visit notes automatically in their medical record without any additional work.

“Our primary goal is to continue delivering exceptional healthcare services while prioritizing patient options, convenience, and safety, all while helping staff and providers to better balance and structure patient caseloads,” remarked Dr. Andrew Jones, CEO for Confluence Health. “With these new and expanded components to our primary care services, we will continue providing local care by and for our community while meeting our patients’ needs in the ever-changing healthcare landscape.”

About Confluence Health

Confluence Health serves the largest geographic region of any healthcare system in Washington State, covering over 12,000 square miles of Okanogan, Grant, Douglas, and Chelan counties. Confluence Health is one of only two locally-lead healthcare systems in the state with the purpose of maintaining availability and access to high-quality, cost-effective healthcare services for North Central Washington. The Confluence Health Board of Directors provides governance for Confluence Health and includes nine community board members and six physician board members.

For More Information

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