

# Telehealth Support

Emplify Health by Gundersen, La Crosse, Wisconsin  
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## ORGANIZATIONAL OVERVIEW

Gundersen Health System and Bellin Health merged in 2024 to form Emplify Health. Our system now comprises many clinics, Critical Access Hospitals, and affiliates across portions of WI, MN, IA, and MI. Our Virtual Care Team currently supports all Emplify Health by Gundersen locations and will be expanding to the Bellin Region this summer. The Virtual Care Department formed and grew rapidly during the COVID-19 pandemic and is responsible for educating and training our providers as well as maintaining all virtual platforms.

## VIRTUAL NURSING & VIDEO VISIT SUPPORT

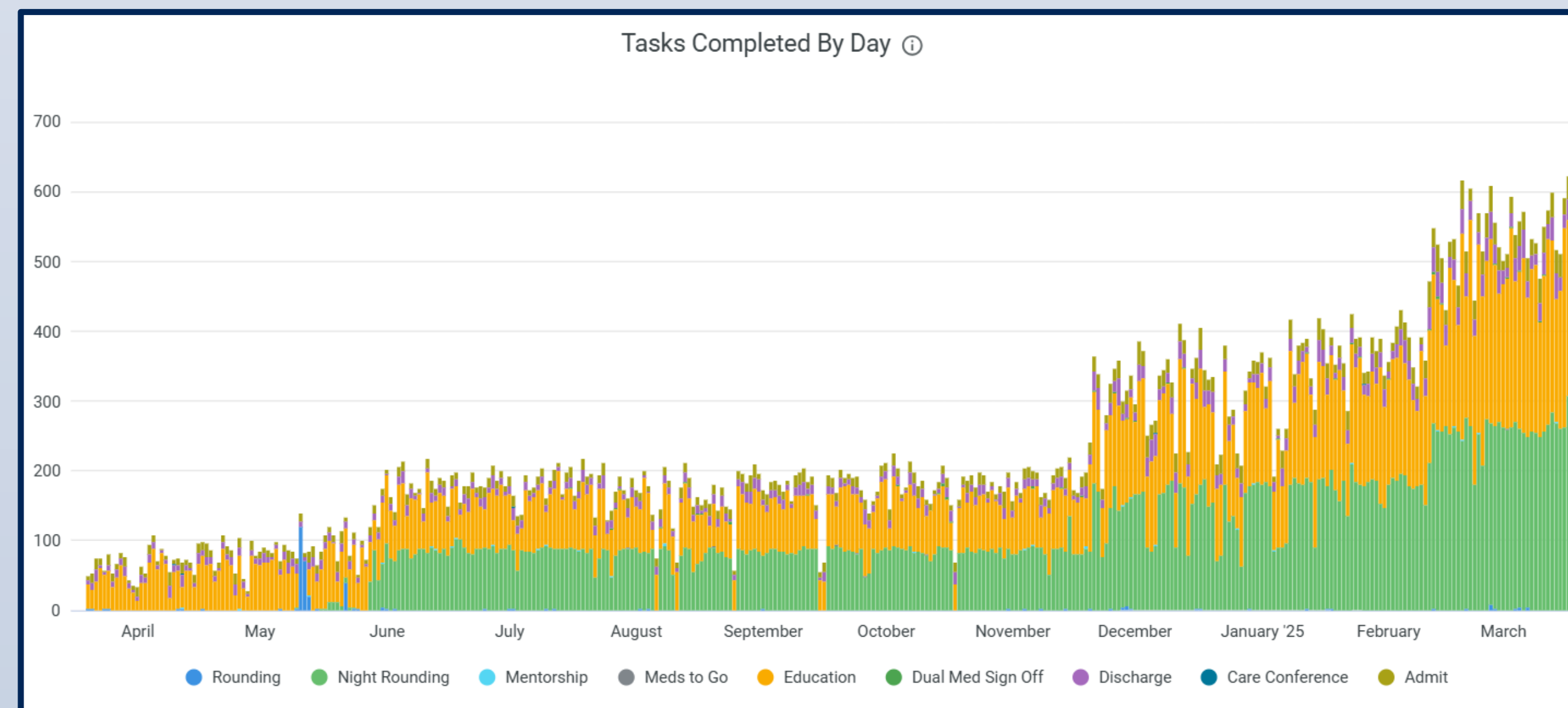
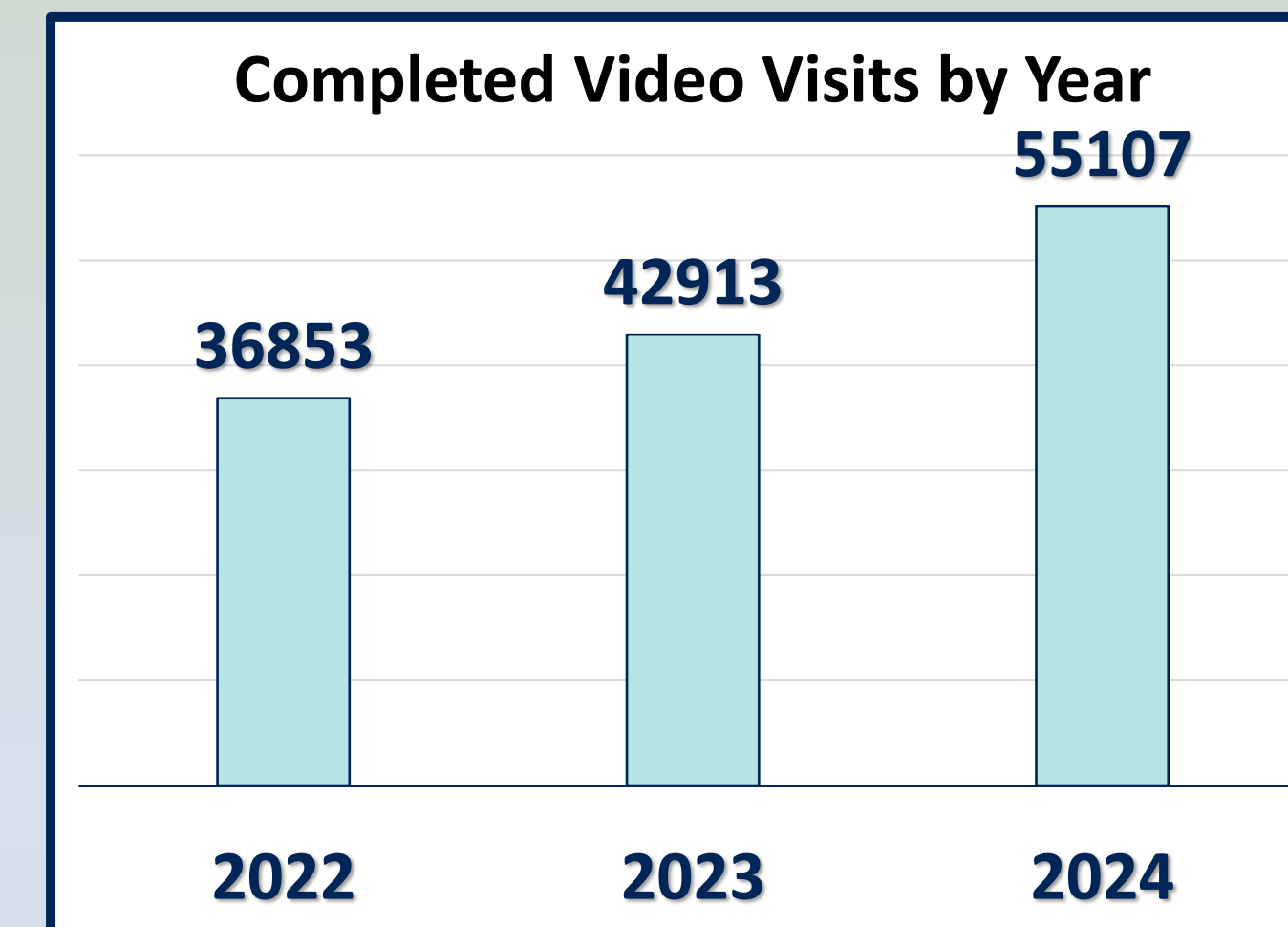
Our Virtual Care Department acts as the first line of support for virtual nursing by assisting with device troubleshooting and communicating problems to our vendor. We have also played an important role in the rollout and implementation of the virtual nursing program.

Our Virtual Care Customer Service support is a unique team, created out of necessity during the COVID pandemic, focusing solely on video visit education and personal device assistance and troubleshooting for our patients and providers.

## PLATFORM EXPANSION, GROWTH & SUPPORT

As our virtual care platforms have expanded and grown, our involvement in and support of our telehealth modes has increased:

- Virtual Nursing support team has served as “boots on the ground” for installations and troubleshooting efforts
- Video Visit support team has added after-hours, holiday and weekend support
- Increased staff and patient education/outreach



Virtual Nursing expansion March 2024 – March 2025

## CONTACT INFORMATION

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## OTHER TELEHEALTH SERVICES

- E-Consults
- MyChart Online Visits
- Telemedicine
- Virtual Nursing
- Video Visits
- On-Demand Video Visits (coming summer 2025)
- Tele-Hospitalist
- Tele-Stroke



## PROJECT FUSION & BEYOND...

Project Fusion is ongoing work to integrate the two regions into one healthcare system. Go-Live will be this summer, and our Virtual Care Department will be the primary telehealth support for the entire enterprise. Our future vision is to expand the Virtual Nursing program and support structure into all our Critical Access Hospitals across both the Gundersen and Bellin Regions.