

CASE STUDY

DR. CARLOS GUERRA, M.D.

Overview

- Ready to retire, psychiatrist uses telehealth to meet with patients
- Video conferencing has allowed doctor to reduce work but keep seeing patients
- Easier transition into retirement for both doctor and patients



Dr. Carlos Guerra, M.D. decided it was time to make a change. After running a successful private practice in the Houston, Texas, area for more than 20 years and building a pristine reputation for managing even the most complicated psychiatric cases, he began to think about retirement. Not quite ready to leave his specialty altogether, he began to explore possibilities that would allow him to still have a meaningful impact with patients while reducing the heavy load of running a private practice.

To help make this transition, Dr. Guerra reduced his private practice to only 50 patients. He implemented a cloud-based video conferencing service called IDVideoPhone. Implementing this service in addition to a patient management system from SBR Health has enabled Dr. Guerra to manage his video visit program and see patients anytime, anywhere.

When existing patients wish to make an appointment, they contact the billing office and make an appointment just like you would any doctor's office visit. Then the patient receives an email with login information to connect to the portal at their appointment time. Using the SBR Health interface, Dr. Guerra can see which patients are logged in and waiting to see him. Patients have reported no problems using the system; everyone finds it quick and convenient.

In addition to managing his now smaller private practice with telehealth, Dr. Guerra works with Memorial Hermann Hospital using the same technology to see patients in the PaRC (Prevention and Recovery Center) program. In this capacity, Dr. Guerra sees patients in crisis and can help get them stable without having to wait the 3+ months it takes to get a standard new patient appointment with an out-patient psychologist in the area. Dr. Guerra is able to see about 20 new patients a week in this role.