

# Reveal the power of virtual patient care

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# Andes Salud Clinics improve access to telehealth services in Chile

Improved capacity allocation through  
eHealth Virtual Visit.

**G**onzalo Grebe Noguera is the CEO of Andes Salud Clinics, a private hospital network in Chile. 80 specialists work for the network which consists of four hospitals that differ in complexity, offering various specialty services and general medicine in different regions of the country. Andes Salud Clinics took over this network in 2018 after the former owners declared bank-

ruptcy. The new owners have a clear strategic plan for the hospitals that focuses on improving the emergency rooms including facilities, services, and management; increasing the number of physicians and the supply of medical specialists; offering new medical services and products, such as robotic surgery; and improving the patient experience.

As part of their plan, CEO Gonzalo Grebe Noguera and his team want to establish telehealth in their hospitals.

Before the COVID-19 pandemic, telehealth had been recognized as an additional channel for medical services, but most physicians did not support it and preferred face-to-face appointments. Since the pandemic, however, physicians had to reduce their face-to-face contact to a minimum because patients were afraid of becoming infected with the virus in hospitals and doctors cancelled activities for fear of spreading the virus. From that moment on, there was a huge growth in demand for telehealth.



80  
specialists



Clinica El Loa, Calama, Chile



Clinica Chillan, Chillan, Chile



Clinica Andes Salud Concepcion, Concepcion, Chile



*In the most challenging times of the pandemic, Andes Salud Clinics were able to conduct 30% of their appointments remotely.*



Clinica Puerto Montt, Puerto Montt, Chile

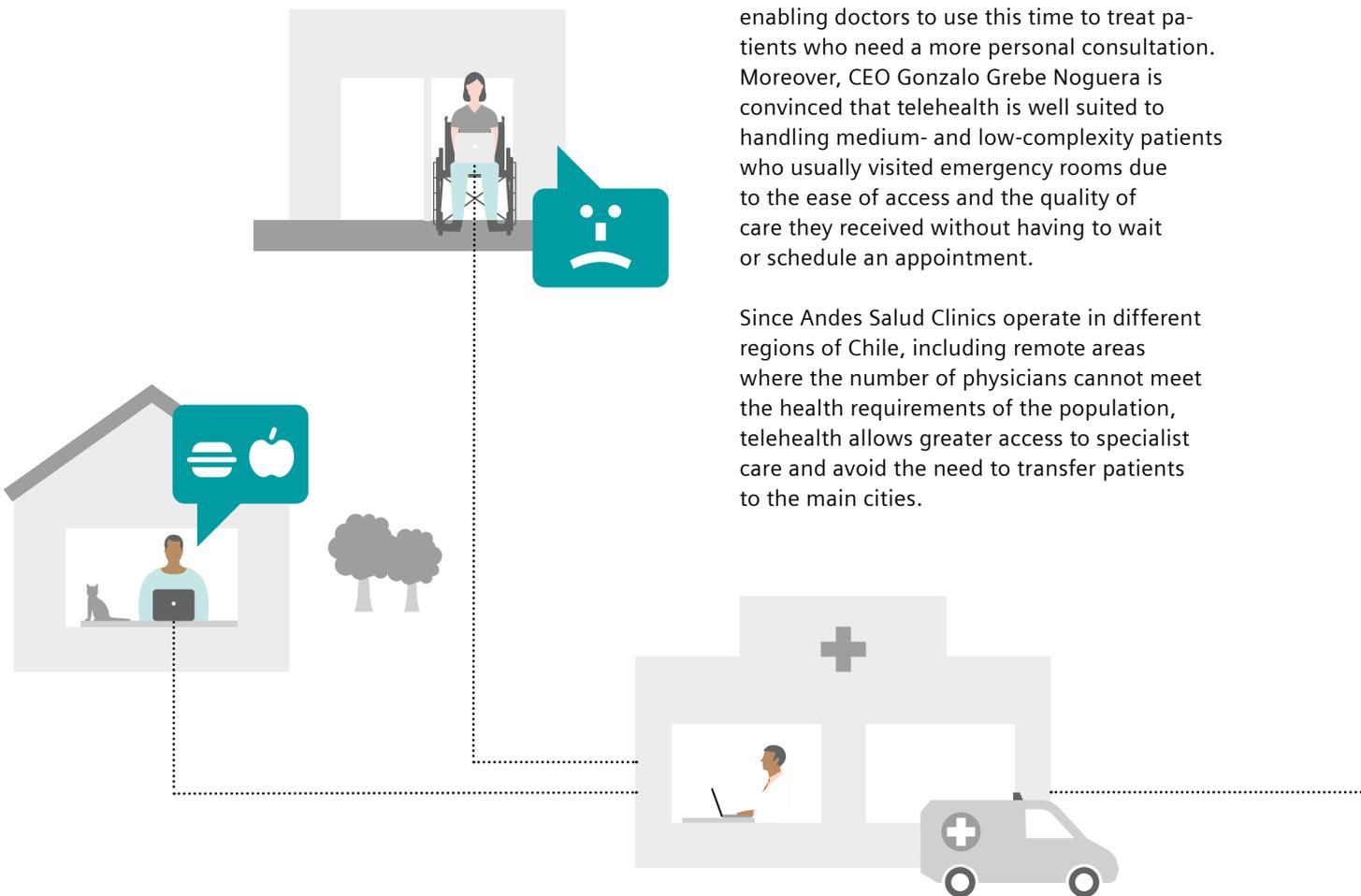
The eHealth Virtual Visit solution<sup>1</sup> of Andes Salud Clinics was mainly focused on high-risk patients who needed to continue their medical treatment, normal-risk patients who were in quarantine, and physicians who cancelled their face-to-face consultations for safety reasons.

The technology enabled patients who had been infected with COVID-19 to receive convalescent care from home and a new service is now being developed that will allow patients who were most affected by COVID-19 to carry out their rehabilitation process via telehealth.

eHealth Virtual Visit has been highly valued by the patients with a high percentage of successful outcomes and patient satisfaction.

Yet, Andes Salud Clinics intend to make use of telehealth even beyond the pandemic and establish a permanent service. The main challenge in the evolution of telehealth is to help physicians understand that they can optimize their time by allocating patients to the different channels according to their requirements. For example, in psychiatry, nutrition, or psychology, face-to-face appointments are oftentimes not essential to make a good diagnosis and decide on treatment, enabling doctors to use this time to treat patients who need a more personal consultation. Moreover, CEO Gonzalo Grebe Noguera is convinced that telehealth is well suited to handling medium- and low-complexity patients who usually visited emergency rooms due to the ease of access and the quality of care they received without having to wait or schedule an appointment.

Since Andes Salud Clinics operate in different regions of Chile, including remote areas where the number of physicians cannot meet the health requirements of the population, telehealth allows greater access to specialist care and avoid the need to transfer patients to the main cities.



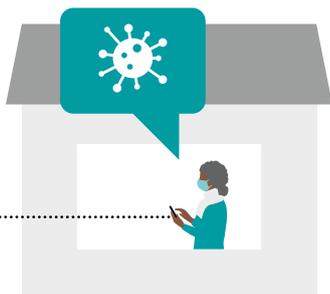
*“In alliance with Siemens Healthineers, we made a wide variety of specialists available to our entire network, eHealth Virtual Visit helps us to bring best care to the under-served regions where there is a lack of specialists.”*

**Gonzalo Grebe Noguera**  
CEO of Andes Salud Clinics, Chile



*It is expected that the virtual business platform will lead to a strong growth in patient activity because the new channel may help to eliminate costs and travel times.*

Telehealth creates a new relationship between physicians and patients. Therefore, it is vital to have a strong and reliable platform. eHealth Virtual Visit from Siemens Healthineers allows the hospitals of Andes Salud Clinics to offer their patients a reliable service throughout Chile that helps solve the health problems of patients and optimize the time available to physicians to care for patients who really need face-to-face consultation. ●



eHealth Solutions consist of several products of ITH icoserve technology for healthcare GmbH – A Siemens Healthineers Company, Innsbruck, Austria. Products of eHealth Solutions are not intended for diagnostic purposes. The product offerings are not commercially available in all countries. Please contact your local Siemens Healthineers organization for further information.

*1 eHealth Virtual Visit is intended for communication and not for diagnostic purposes.*

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**Siemens Healthineers Headquarters**

Siemens Healthcare GmbH  
Henkestr. 127  
91052 Erlangen, Germany  
Phone: +49 9131 84-0  
siemens-healthineers.com