



TELESCOPE  
HEALTH

## CASE STUDY: JACKSONVILLE USES TELESCOPE HEALTH FOR SAFE & SCALABLE COVID-19 TESTING

### Executive Summary

The year 2020 saw a public health crisis that rocked the world: the coronavirus (COVID-19) pandemic. In February of 2020, the U.S. declared a public health emergency, and on February 29th, the first coronavirus death was recorded on U.S. soil. In March of 2020, the World Health Organization (WHO) declared COVID-19 a global pandemic. Days later on March 16th, schools and businesses across the nation entered into lockdown. That same day, the City of Jacksonville (COJ) partnered with Telescope Health to contain further community spread of COVID-19 to reduce the burden of increased patient admissions on area hospitals and health systems.

The resulting collaboration between City officials and Telescope Health led to the development of a rapidly deployed public resource which provided safe COVID-19 screening and testing to area residents at no cost in order to mitigate the spread of an unknown virus. The operational success of the initial testing site led to ongoing organized testing efforts to weather the unknown trajectory of COVID-19.

During an approximate nine month period, Telescope Health became a critical partner in the City's pandemic response to provide the following medical solutions:

- Rapid mobilization of testing protocols;
- Testing site procurement, implementation and management;
- Reporting metrics for positive cases of COVID-19.

**Staffed and  
managed the  
City's COVID-19  
testing site for  
9 months**

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In addition to rapid deployment of COVID-19 procedures and operations, Telescope Health has since secured, staffed and operated two community-based testing sites in partnership with COJ to provide testing services to more than 10,000 residents across Jacksonville. Telescope Health has also been a key community partner in other aspects such as on-site workplace testing, event safety services and improving health care accessibility through affordable telemedicine solutions.

The services performed by Telescope Health on behalf of the City of Jacksonville has proven the company to be an ideal diagnostic testing, clinical services and telemedicine technology resource for municipalities, communities, institutions and businesses.



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## Introduction

On February 3, 2020, the U.S. declared a public health emergency with the first confirmed case on U.S. soil followed shortly thereafter. COVID-19 was declared a pandemic by global health leaders in March and communities nationwide simultaneously went on lockdown to prevent further spread of the virus. Prior to March, weeks ahead of any sign of federal emergency response, Telescope Health initiated a partnership with the City of Jacksonville (COJ) to provide a public health resource for COVID-19 screening and testing.

## PHASE 1: EARLY PANDEMIC RESPONSE

*“Telescope Health is an innovative, more nimble business than many traditional medical practices. Our agility enabled us to pivot quickly and proactively address the pending health crisis. Our innovative approach to patient care, in-house medical expertise and our technology platform enabled us to leverage relationships with larger health systems in order deliver an effective solution for our community in the midst of crisis.”*

**– Dr. Matthew Rill, CEO and Co-Founder, Telescope Health**

### Challenges:

The City of Jacksonville needed to formulate a quick response to the pandemic; rapid mobilization of turnkey screening and testing solutions was essential and personal protective equipment (PPE) was limited.

### Solutions:

Telescope Health, a private Jacksonville-based telemedicine provider, initiated a pandemic response plan featuring telemedicine COVID-19 screening, testing site creation and management, reporting metrics and follow-up care coordination for patients.

During the initial COVID-19 outbreak, medical professionals called testing crucial to controlling the spread of the disease. With little known about the virus and vectors for infection during this period, safe testing operations were paramount. Due to short supply of PPE and testing supplies, COVID-19 testing was limited to patients showing symptoms of active infection.



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Telescope Health partnered with COJ and area health system Baptist Health to create a medical resource for patients experiencing symptoms of COVID-19. Patients would first be assessed by a medical provider via a telemedicine virtual visit in order to maintain a safe social distance. After screening, and if symptoms warranted, the patient was scheduled for a physical test to verify an active COVID-19 infection. This methodology was designed to control the volume of patients for the safety of medical staff on-site and to ensure conservation of resources.



### Just six days after submitting a plan, Telescope Health safely conducted the first COVID-19 test

Long hours led to a successful launch for Jacksonville residents. Telescope Health and partners worked around the clock to develop and effectively execute the launch of the crucial COVID-19 public resource. Just six days after proposing a plan to City leaders, Telescope Health safely conducted its first COVID-19 test on March 20, 2020 at the Prime Osborn Convention Center.



#### Results

- Development of **TURNKEY SCREENING** and testing solutions implemented safely **IN SIX DAYS**
- Activation of **100+ ADDITIONAL HEALTH CARE PROVIDERS** to virtually screen 7,500+ appointments over an eight-week period
- Hiring of customer service professionals to handle inquiries and **SUPPORT CARE COORDINATION**
- Operational management of the **PRIME OSBORN CONVENTION CENTER** COVID-19 testing site, **SERVING 3,800+ RESIDENTS** over an eight-week period



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## PHASE 2: CONTINUED NEED FOR ORGANIZED TESTING

*"We've been very proactive since the start of the COVID-19 pandemic, working with our medical professionals, including Telescope Health, to ensure that all Jacksonville residents have access to testing. Continuing to increase the testing capacity throughout all of Jacksonville's neighborhoods is an important part of helping to stop the spread of the virus."*

**– Jacksonville Mayor Lenny Curry**

### Challenges:

The prolonged health crisis showed no sign of decline. Residents and businesses began to resume a sense of normal operations but had an ongoing need for testing resources while the virus' trajectory remained unknown.

### Solutions:

Telescope Health supported the rapid mobilization of testing protocols, community site procurement and management and reporting metrics for positive COVID-19 cases.

As federal emergency response to the health crisis landed in Jacksonville, Telescope Health began to formulate phase two of the pandemic response with City and Health Council leadership. Though COVID-19 cases were decreasing, disease and medical professionals expressed continued concern for spikes in cases as schools and business reopened.

In response to these concerns, and to protect Jacksonville residents, COJ entered into a second contract with Telescope Health to open and operate two testing sites, elevating community access to additional COVID-19 testing resources. Viral testing and antibody tests were made available at no cost to Jacksonville residents.

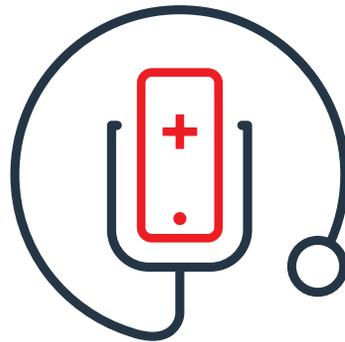


### Results

- Procurement and operational management of **TWO COMMUNITY TESTING SITES, SERVING MORE THAN 1,200+ RESIDENTS PER MONTH**, on average
- **GENERATED DAILY REPORTS TO COJ AND FLORIDA'S DEPARTMENT OF HEALTH** to keep leadership apprised of testing volume and positive COVID-19 cases

## About Telescope Health

Telescope Health, based in Jacksonville Florida, is a health care solutions company that provides innovative and accessible care options to individual patients, health systems, businesses, skilled nursing facilities, schools and communities. Telescope Health's services are rapidly expanding to include diagnostic testing, vaccination administration, mobile health care services, telemedicine and event safety services. In March 2020, the company responded to Northeast Florida's need for COVID-19 screening and testing; in September 2020, Telescope Health was recognized with a Community Impact Award from the Jacksonville Business Journal. **For more information, visit [www.telescopehealth.com](http://www.telescopehealth.com).**



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