



wheel

**Customer  
Story**

**Hybrid care company saves  
93% per patient visit and more  
than \$1.2 million over 7 months**

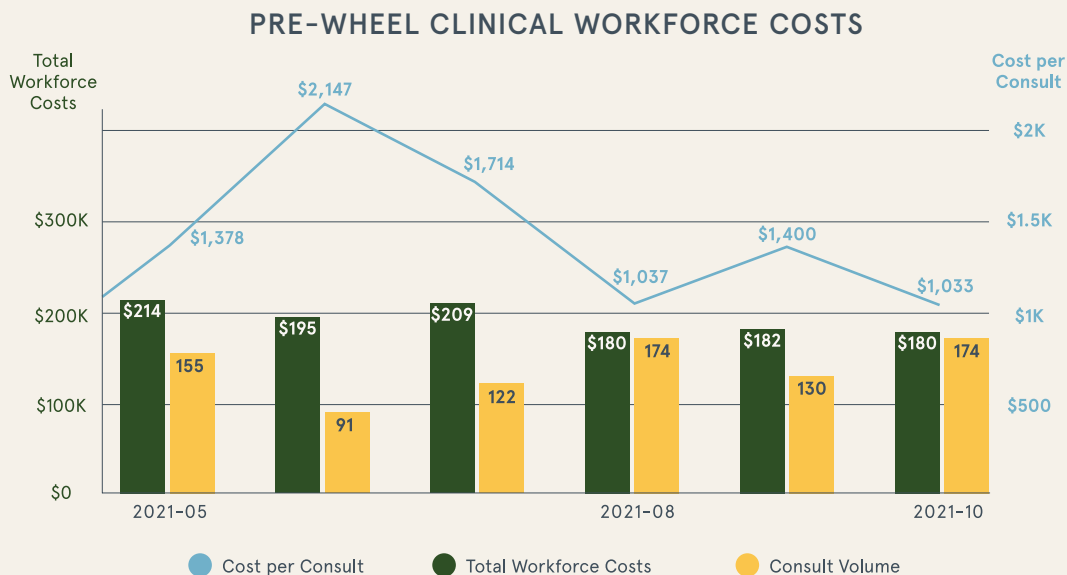
## Meet the Client

This national healthcare company delivers a uniquely seamless experience – with virtual and in-person appointments, primary care, urgent care, and mental health care – to meet patients where they are and provide comprehensive hybrid care.

Wheel augments this company’s existing clinician network with clinical coverage for daytime scheduled synchronous video visits in 23 states. Wheel clinicians provide virtual urgent and primary care treatment for common conditions including UTIs, cold and flu, STIs, and medication refills.

## The Challenge

Prior to November of 2021, this client was operating with a traditional staffing model – paying hourly for telehealth clinicians and guessing the best they could about how to predict volume and staff accordingly.



Costs were through the roof and the service was not profitable. They also faced a capacity ceiling, only servicing about 200 consults per month.

With their maximum capacity limits reached and cost per consult at an unsustainable level, this client faced a growth challenge.

## The Wheel Solution

Even at scale, we see time and again that hourly cost models in telehealth can not match the savings gained with a service like Wheel. Even if companies can afford unlimited people and budgets, with hourly payment models there are always efficiency gaps and productivity caps.

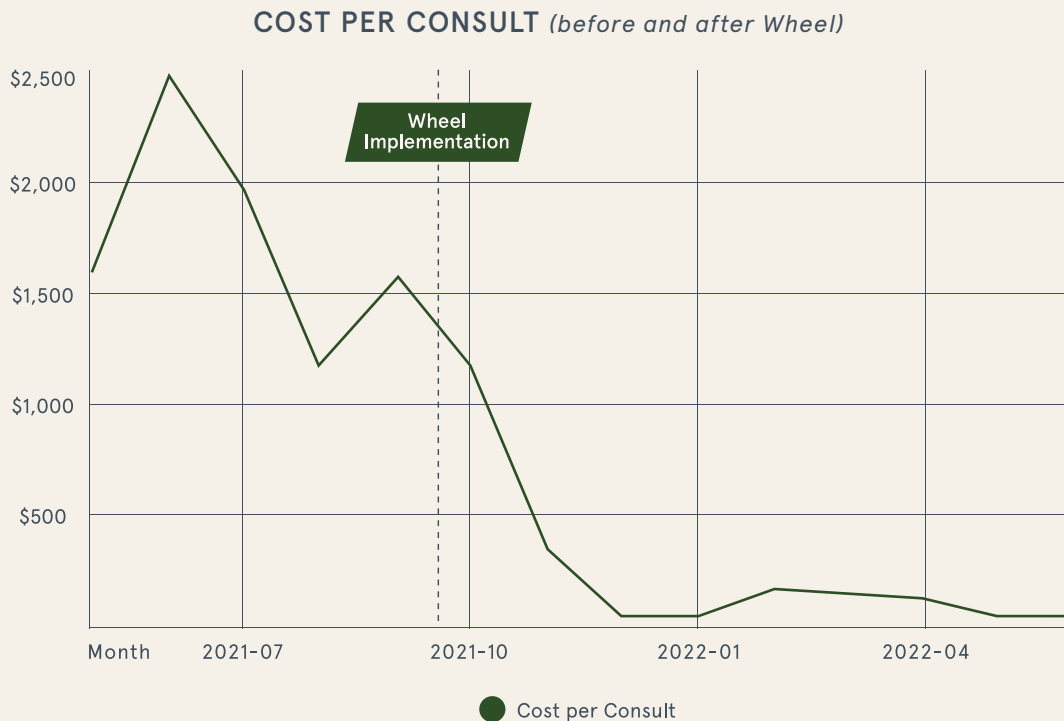
Adopting a variable cost model with usage-based pricing, (also known as a pay-per-consult model) was the key for this company to achieve profitability and business growth.

The Wheel clinician network was layered onto the clients' existing clinical staff to provide flexible coverage and the client paid just for the clinicians they needed 'on demand.'

Wheel technology matched patients to the right clinician across Wheel's large clinician network, and the company was able to offload nearly all staffing management and overhead.

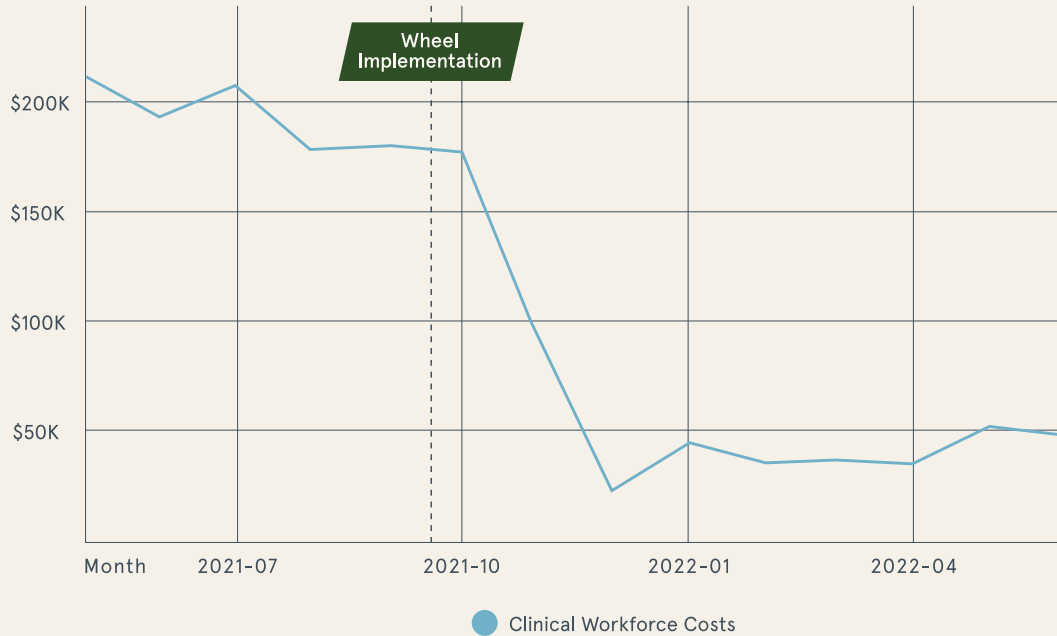
## The Results

Almost immediately upon implementation with Wheel, the cost per consult decreased exponentially, resulting in a 93% savings in per consult costs. In other words, this company's per consult profitability *increased by 93%*. With Wheel's additional workforce, they were also able to increase volume capacity.



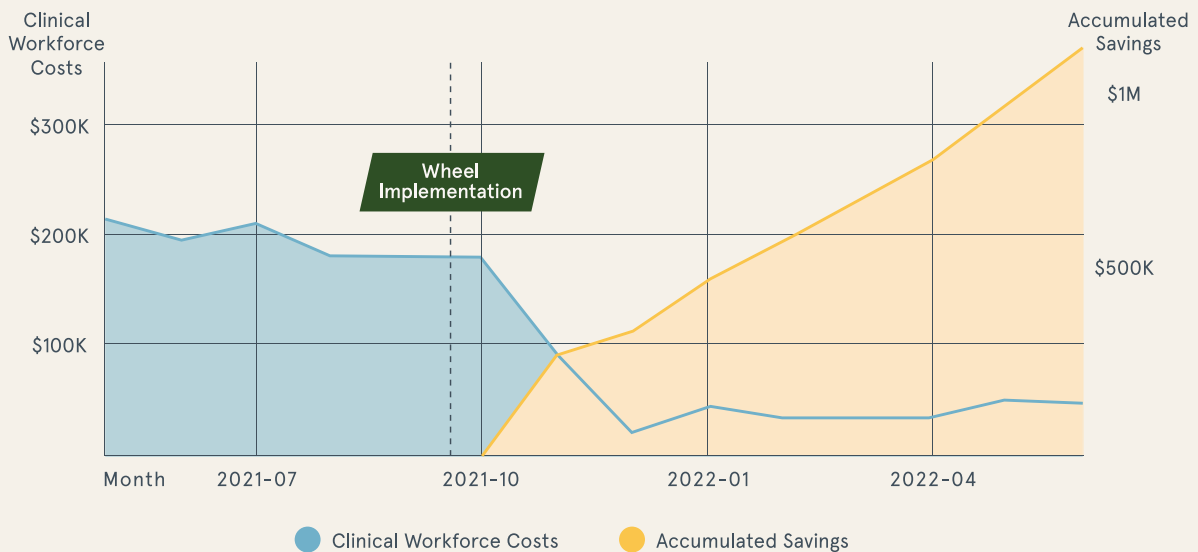
*Wheel saved 93% in costs per consult.*

TOTAL AMOUNT SPENT ON CLINICAL WORKFORCE  
(before and after Wheel)



Clinical workforce costs balanced out at or just under \$50K per month.

TOTAL AMOUNT SPENT & ACCUMULATED SAVINGS



Total savings was \$1.23 MM on clinical staffing costs after 7 months of working with Wheel.

# The value of Wheel

Instead of thinking about how many human beings are needed to deliver care, companies should be thinking about how many patient interactions they can serve.

Right-size your cost structure, achieve profitability quicker, and offload the headaches of clinical staffing and management with Wheel.

If you'd like to learn more, let's chat:  
[sales@wheel.com](mailto:sales@wheel.com)

## FURTHER READING

[Unpacking the Economics of Virtual Care Supply & Demand](#)

[How to Reduce Virtual Care Delivery Costs & OPEX](#)