

Client success story

Bridging gaps in care with virtual solutions purpose-built for healthcare



ViaPath Technologies

- Leading global technology company that provides advanced technology solutions to correctional facilities
- Works across more than 2,000 correctional facilities and prison systems

Delivering timely, quality care in correctional facilities is uniquely complex. Manual workflows, workforce challenges, limited provider access and security restraints often result in delayed treatment and high grievance rates. Facilities need a modern solution that increases efficiency, reduces risks and improves health outcomes—without compromising security or privacy.

Secure, scalable and streamlined: a digital approach to sick call management

With the Teladoc Health technology platform as the foundation, ViaPath Technologies implemented a HIPAA-compliant, tablet-based app for secure, efficient care in correctional settings. Digitizing requests and triage reduces movement, simplifies care delivery and improves transparency for patients and staff.

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We were looking for a partner with the ability to develop to our specified needs, allowing us to quickly go to market, but also a partner we trust. Teladoc Health has provided that.

Chad McGowen

*Associate Vice President,
Channel Partnership and Telehealth
Solutions*

ViaPath Technologies

Purpose-built healthcare technology components drive operational efficiency and patient access



Sick call app

Digitizes care requests, triage, and workflows



On-demand provider access

Enables virtual care, eliminating the need for escort-assisted transfers and mandatory overtime



Secure platform

Provides encryption, audit trails and full healthcare regulatory compliance

From bottlenecks to breakthroughs: Transforming correctional healthcare delivery

The program delivered measurable impact across clinical and operational metrics.

Patient engagement and satisfaction

The solution improved patient experience with high satisfaction and acceptance of virtual care.

90%

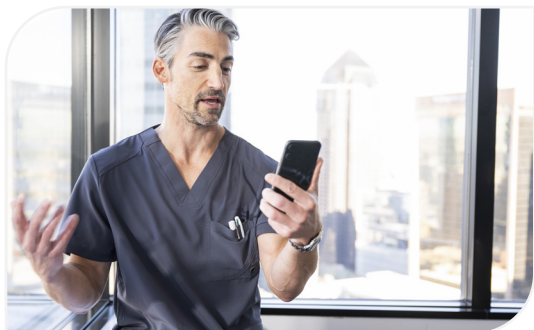
of patients reported favorability toward tablet-based care¹

92%

were satisfied with the care received via the remote platform¹

Operational efficiency

Operationally, the system enabled faster triage, shorter wait times for provider visits and fewer resource-intensive needs, like escorts.



ViaPath Technologies and Teladoc Health are proving that innovation doesn't just improve operations—it restores confidence in the system for both patients and providers.

[See how Teladoc Health can help your organization.](#)

65%

reduction in refused visits¹

72%

reduction in grievances related to unmet healthcare needs¹

Monthly healthcare requests increased from

**3,500
to
8,000**

with 100% now triaged within 24 hours (up from 67%)¹

Physicians are seeing over

**20
patients daily**

—more than double the prior average of 8–10¹

55%

reduction in required inmate escorts for care¹

TeladocHealth.com | engage@teladochealth.com

¹Client-reported data, May 2025.

The testimonials, opinions and statements reflect one client's experience with Teladoc Health. Results and experiences may vary from client to client. The testimonials are voluntarily provided and are not paid.

About Teladoc Health: Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.

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