

CHRISTUS Trinity Clinic: Enhancing Maternal Fetal Medicine with Telemedicine

The Need: Addressing Gaps in Maternal Fetal Medicine Coverage

CHRISTUS Trinity Clinic, located in Tyler, Texas, is a vital healthcare provider in East Texas, serving a population of over 100,000 people. The clinic faced a significant challenge in maintaining comprehensive coverage for maternal fetal medicine (MFM) with only one specialist available. As the largest town in the region, the clinic also served a broader rural community with limited access to specialized care. The single MFM specialist at the clinic was responsible for both inpatient and outpatient services, leading to burnout and the risk of patient transfers to larger cities like Dallas for treatment.

“The challenge was maintaining 24/7 care for our patients without overwhelming our sole MFM physician,” explained Alicia Herndon, Vice President of Operations for CHRISTUS Trinity Clinic. “We needed a sustainable solution to ensure our patients could continue receiving care locally.”

The Challenge: Preventing Burnout, Reducing Patient Transfers, and Managing High Demand

Before partnering with Eagle Telemedicine, CHRISTUS Trinity Clinic faced several critical challenges in maintaining its maternal fetal medicine (MFM) services. With only one MFM specialist available, the clinic was struggling to meet the demand for specialized care across a large region. The MFM physician was on-call 24/7, covering both inpatient consults and outpatient clinic appointments. This constant responsibility led to significant stress and fatigue, putting the clinic at risk of losing its only MFM specialist.

Additionally, the clinic faced geographic challenges. Tyler is the largest town in a rural area of East Texas, with limited access to other maternal fetal medicine providers. Without adequate local coverage, patients in need of MFM care were often transferred to larger facilities in Dallas or Houston, requiring travel of up to 200 miles. This not only disrupted care but also imposed emotional and financial burdens on families.



Telemedicine covers an average of **154 clinic and ultrasound consults** a month.



Delivers 24/7 access to maternal fetal medicine expertise.



Keeps high-risk maternity patients in-house and **reduces long-distance transfers.**



Eliminated high-cost locum tenens for MFM specialists.

For CHRISTUS Trinity Clinic, maintaining its Level III NICU designation required consistent MFM coverage, adding another layer of urgency. Without a sustainable solution, the clinic risked losing this important designation, further complicating patient care. Moreover, the clinic's reliance on locum tenens physicians during the COVID-19 pandemic proved costly and inconsistent, as temporary providers often balanced their work at CHRISTUS with other obligations, leading to delays and reduced focus.

“We were facing the potential loss of our MFM specialist due to burnout, and our patients were experiencing long wait times or transfers for care,” said Alicia Herndon. “We needed a more reliable and cost-effective solution that would support our specialist and keep patients in our community.”

These combined factors highlighted the need for a telemedicine solution that could provide reliable MFM coverage, reduce the pressure on the in-house specialist, and improve patient access to high-quality maternal care close to home.

The Solution: Eagle Telemedicine's Comprehensive MFM Support Dramatically Increases Consults Managed


CHRISTUS Trinity Clinic partnered with Eagle Telemedicine to implement a telemedicine program specifically for maternal fetal medicine. This allowed the clinic to provide continuous MFM coverage, even when the primary specialist was unavailable. Eagle's telemedicine physicians provided both inpatient and outpatient care, including consultations and follow-ups. This enabled an additional average of 154 clinical and ultrasound consults a month which CHRISTUS Trinity Clinic would not have otherwise been able to support.

“We immediately saw benefits,” said Herndon. “Our nurses and ultrasound techs now have quick access to MFM specialists, which has improved patient care significantly. Eagle Telemedicine offered a more cost-effective and reliable solution compared to locum tenens.”

The Impact: Improved Care and Work-Life Balance

The introduction of telemedicine allowed the clinic's MFM specialist to take needed time off without compromising patient care. Additionally, Eagle Telemedicine's team helped reduce patient transfers by providing timely consultations, keeping more patients within the community and reducing family disruption.

“Having Eagle Telemedicine's team available has made all the difference. It has improved our specialist's work-life balance and allowed us to provide consistent, high-quality care to our patients,” Herndon explained.



CHRISTUS Trinity Clinic
Tyler, Texas

CHRISTUS Trinity Clinic is a regional healthcare provider offering maternal fetal medicine services to East Texas, including a Level III NICU.

Use Case

Provide consistent maternal fetal medicine coverage for inpatient and outpatient services.

Eagle Telemedicine Benefits

- Supported an additional average of 154 clinic and ultrasound consults a month
- Alleviated specialist burnout by providing 24/7 telemedicine support
- Reduced patient transfers to larger facilities, keeping care local
- Improved patient access with quicker response times and comprehensive telemedicine services

The Result

CHRISTUS Trinity Clinic's partnership with Eagle Telemedicine has transformed maternal fetal medicine care in Tyler, Texas. The clinic has reduced the burden on its sole MFM specialist, improved patient outcomes, and strengthened its role as a trusted provider of specialized maternal care.

"Eagle Telemedicine has been a game-changer for us. It's reduced burnout for our MFM specialist and improved patient care, keeping more families close to home."

— Alicia Herndon, Vice President of Operations, CHRISTUS Trinity Clinic

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your hospital's access to specialty care.

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