



## CASE STUDY

# St Charles Health System

## Virtual GI Care Transforms Access in Central Oregon

How St. Charles expanded its GI service line to ensure timely, high-quality access for its growing population.

# Building Specialty Care Access in Central Oregon

**St. Charles Health System**, the largest employer in Central Oregon with more than 5,000 caregivers, faced a critical challenge: demand for gastroenterology services was rapidly outpacing local capacity. As the region's leading healthcare provider, serving patients across Bend, Madras, Prineville, and Redmond, St. Charles needed to expand its GI service line to ensure timely, high-quality access for its growing population.

This wasn't just a local issue. According to the **2024 Rosman Search Physician Recruiting Trends Report**, gastroenterology is now the most in-demand medical specialty in the United States. The report also highlights that the average age of a practicing gastroenterologist is 57, intensifying long-term workforce concerns.

**Even in highly desirable communities like Bend, recruiting GI specialists has proven difficult.**

For patients, traditional specialty care models often meant waiting three to six months for an initial GI consultation. During that time, many delayed care while symptoms worsened, ended up in the emergency department, or returned to their primary care physician, missing the coordinated, clinically informed, and compassionate experience that defines St. Charles.

\*Data derived from the 2024 Rosman Search Physician Hiring Trends Report



## GI WORKFORCE GAPS:\*

**1,630**

Projected  
gastroenterologist  
shortages in 2025

**>50%**

Active  
gastroenterologists  
over the age of 55

# The Solution: Modernizing GI Access for Patients and Providers with WovenX Health

In April 2025, St. Charles partnered with WovenX Health to transform its GI service line by launching a **fully integrated OnDemand GI visit service**. Instead of simply adding virtual visits, the partnership introduced a faster, more scalable way to deliver specialty care—without requiring any IT lift from the health system.

## HOW IT WORKS:



AI-enabled intake  
24/7 via the St.  
Charles website



WovenX GI-trained  
APPs deliver real-  
time virtual care  
(usually within 30 minutes)



Care documented  
in and billed  
through St. Charles'  
EMR (Epic)



AI-enabled  
precision  
supervision by  
board-certified GIs



Follow-up imaging,  
labs and  
procedures ordered  
within the system

WovenX integrated directly into St. Charles' systems, providing a seamless patient experience and enabling care teams to deliver expert GI consultations in minutes. The model maintained EMR continuity, routed billing through the health system, and supported guideline-based care with real-time clinical supervision, all without adding infrastructure or staff burden.

This model allowed St. Charles to **extend clinical coverage, reduce delays, and provide timely care** to more patients with less operational strain.

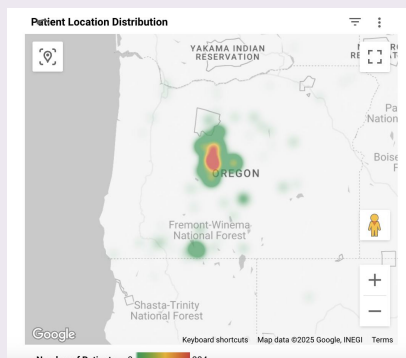
“This partnership with WovenX allows us to close critical gaps in gastroenterology care, while reducing wait times, easing emergency room strain, and ensuring that care is coordinated, connected, and personalized.”

- Jonnie Becker, Administrative Director, St. Charles Surgical Division

# Delivering Real Results

With WovenX, St. Charles expanded its GI service line, extended clinical capacity during recruitment, and built a **scalable model for specialty care**.

The following outcomes (between April-October 2025) highlight how the model delivered results without increasing overhead or complexity:



- > **900+** new patients were brought into the St. Charles Health System.
- > **87%** of new patients needed a workup.
- > **20 minutes** median patient wait time for an appointment.

With WovenX, St. Charles was able to see patients from across the state, extending access well beyond their immediate service area.

Without WovenX, patients would have gone elsewhere.

**23%**

would have considered the ER or urgent care

**38%**

would have bounced back to their PCP

**24%**

would have looked for another GI practice

## Improving the Patient Experience

**St. Charles' patients embraced this new access model.**

"My virtual visit went very well. The APP was very friendly, she helped me formulate a plan of action. She was clear with her choice of what to do next. Very helpful and knowledgeable. Thank you so much for having this option of care!"

"The ability to get a quick visit is truly a blessing as compared to waiting over 12 months for an in-person visit locally."

"I found the APP for my on-demand visit to be very helpful in answering my questions."

## BUILT FOR FORWARD THINKING HEALTH SYSTEMS

**WovenX is not just telehealth.** It is a clinical capacity engine that empowers health systems to meet rising demand without adding burden. We deliver real patients, real revenue, and zero disruption, fully integrated into your brand and workflows.

**Designed for systems facing increasing access challenges, WovenX enables:**

- + Rapid service line expansion without added administrative lift
- + Immediate capacity gains through GI-trained APPs and board-certified oversight
- + Seamless EMR and clinical workflow integration
- + Reduced ER strain through faster access to care
- + Scalable support for long-term physician optimization
- + Patients access care 24x7 through seamless, consumer-forward experience



## Ready to grow your specialty practice?

Visit [wovenxhealth.com](https://wovenxhealth.com) or email [hello@wovenxhealth.com](mailto:hello@wovenxhealth.com) to learn how leading systems are using WovenX to deliver GI care at the speed of need.

