

# Partnering to Extend Trusted Pediatric Care Around the Clock

## A CASE STUDY of Hello Pediatrics and Conduit Health Partners

### Challenge: Maintaining High-Quality Pediatric Care Overnight Without Overburdening Physicians

Hello Pediatrics is a physician-founded, physician-led solution designed to support pediatric practices with reliable, evidence-based medical care during off-hours including lunch breaks, after hours, and overnight. Their mission is to restore work-life balance for pediatricians while ensuring children receive continuous, compassionate care and appropriate medical care.

As Hello Pediatrics expanded, they identified a need to manage calls that came in between midnight and 8 a.m. Staffing physicians overnight was deemed not necessary due to the low volume of call requiring physician intervention during those hours. They needed a trusted partner to maintain quality care during these hours without adding to physician burnout.

### Solution: A Nurse-First Triage Model Powered by Conduit Health Partners

Hello Pediatrics partnered with Conduit Health Partners to implement overnight nurse triage coverage from midnight to 8 a.m. Using evidence-based Barton Schmitt protocols, Conduit's board-certified nurses assess symptoms and guide caregivers with appropriate next steps helping ensure children get the care they need without unnecessary emergency room visits.

This approach allows Hello Pediatrics' partner practices and in-house teams to rest and recharge overnight, preserving their capacity for daytime and evening care. It's a strategic move that blends compassionate care with operational efficiency.



### Results: Happier Families, Healthier Providers, and Improved Outcomes

**Improved Work-Life Balance:** Pediatricians no longer need to field late-night calls, leading to better rest, reduced burnout, and greater presence during daytime clinical hours.

**Lower ER Escalation Rates:** Thanks to Conduit's clinically driven triage protocols, overnight ER escalations remain under 10%, helping families avoid costly, unnecessary visits while reducing the burden on emergency departments.

**Positive Patient Experiences:** Parents frequently express gratitude for the peace of mind and quality care provided after hours. Hello Pediatrics tracks every patient interaction and reports a Net Promoter Score (NPS) in the 90s, well above industry benchmarks.

**Cost Savings and Value-Based Impact:** By diverting low-acuity cases from the ER, the partnership supports value-based care goals, saving families time and money while avoiding unnecessary insurance costs.

**Care Continuity:** Conduit aligns closely with Hello Pediatrics' practice preferences, including escalation protocols, medication guidance, and communication workflows, to maintain seamless continuity of care.

**Scalable Growth:** With Conduit's triage support in place, Hello Pediatrics is expanding confidently into new markets including NY, NJ, and PA in 2025 and additional states in 2026. Conduit will continue to be a trusted extension of their care team as they scale.

### A True Partnership Built on Trust and Shared Purpose

For Hello Pediatrics, the relationship with Conduit Health Partners goes beyond staffing support. It's a strategic alliance that brings peace of mind—for their providers, their partner practices, and the families they serve.

“We hear about cost savings, time savings, and appreciation for great care daily. Our partnership with Conduit has given us peace of mind in the overnight hours.”

— Shannon Henning, D.O., Chief Operating Officer/Chief Medical Officer Hello Pediatrics