

Customer Success Story



Mustang CAT Brings Healthcare Services Directly to their Employees

As employers today struggle with continued increases to health care costs and plan design restrictions, they are seeking more proactive forms of employee health management. Employers are engaging on-site clinics for their employees to have convenient preventative services and access to physicians, without having to leave their facility for an appointment.



What is The Working Clinic™?

The Working Clinic is an innovative solution that combines an on-site medical clinic with telemedicine technology to bring the physician directly to the patient at the worksite. A staffed medical technician is placed on site to assist with doctor visits, plus performs one-on-one coaching with employees for weight management and other health monitoring.

Mustang CAT of Houston – A Remarkable Organization

Mustang CAT, the South Texas authorized sales, parts and service dealer for Caterpillar construction equipment and engine sales, has an over 50-year history of being a successful firm – and they attribute that success to the relationship they have maintained with their employees. They chose The Working Clinic on-site employee health clinic in their efforts to keep healthcare costs down and to provide high quality, easily accessed healthcare to their workforce.

The Mustang employees expressed that health insurance is the most important benefit and one they cannot do without. Mustang, however, faced annual renewal cost increases in the double digits. And while Houston offers more choices and advancement in medicine than most cities, cost and deliverability continue to be roadblocks for the community. An average doctor visit for the hourly employee takes him/her off the clock for up to four hours. It further hits them directly in the pocket book beyond their co-pay with the additional costs of gas for travel and parking fees. Because of these costs and time away from work, many employees were not going to the doctor. Mustang realized that if the employees don't use the benefits, then no one gains. Mustang's leadership looked for a solution that would bring the doctor right to their workforce.

*“The cost and hassle of going to the doctor in the current system keeps many Mustang CAT employees from getting the care they need. By having this clinic here at the workplace and available to our employees at no cost to them, their decision to see the doctor is easy. **When our employees are healthy, there is less absenteeism, increased morale and increased productivity.**”*

- Brad Tucker, President

Mustang Chooses The Working Clinic™

Mustang looked to their trusted benefits consultant to help them identify a program that would work for their culture and worksite. The consultant identified The Working Clinic as an ideal fit for Mustang CAT's economic situation, needs, and culture. Most on-site employee clinic solutions require thousands of employees in one location and can cost hundreds of thousands of dollars in upfront and build-out costs. Not so for The Working Clinic, which requires neither and is a monthly subscription service.

The on-site clinic at Mustang CAT was set up in an unused office space. The Working Clinic only needs a 10x10 room with a lockable door and a few other facilities requirements (proximity to a restroom, etc.) in order to be operational. This was another benefit for Mustang – the clinic was able to start up and serve employees right away.

How Does It Work at Mustang CAT?

The Working Clinic provides regular episodic care to all of Mustang CAT's employees, even those that opt-out of the group healthcare plan. One of Mustang CAT's Corporate Values is "Relationships: The Power of People". This is defined as "building strong relationships with those whom we work, live, and serve by exhibiting and communicating a sense of caring, understanding, and compassion". It was important to Mustang's leadership to carry this through to the healthcare offering and make the clinic available to the entire Mustang family of employees. At Mustang CAT, the owners and executives share the same benefit package as all employees.

The clinic is open daily during business hours. Medical services provided are for episodic needs. The specially trained paramedic is also a Certified Wellness and Nutrition counselor and serves as Mustang's full-time on-site health coach, leading ongoing educational programs. These paramedics are not only there to serve as a day-to-day health resource, but they also perform blood pressure checks, lab draws, and administer adult immunizations and vaccines.

*"I was surprised that seeing a doctor on a screen could be so personal, but it really felt like he was right in the room. **The paramedic made me feel very comfortable and took the extra time after the doctor visit to make sure I understood everything the doctor advised. I actually look forward to going for my check-ups now that my health has improved!**"*

- Quote from Mustang employee

*"With the on-site clinic so convenient and private, our employees seemed to really value the information they received during the health review process. **They are able to catch illnesses at early stages before it becomes an issue.** For those that knew they had chronic illnesses, they were able to gain information that helped them monitor those conditions like diabetes, high blood pressure, and high cholesterol."*

- Anna Keyes, VP of Human Resources

The Value of The Working Clinic™

Mustang CAT puts safety, health, and environment among their highest priorities. While offering medical services at the workplace is not a new concept, moving to a model that focuses on preventive healthcare through a long-term, interactive, longitudinal wellness program was something that Mustang CAT recognized would really save the bottom line healthcare dollars in the long run. Mustang had further incentive to promote the health reviews when their insurance carrier was willing to discount their stop loss premium if they did so. Mustang chose to take advantage of The Working Clinic's additional health risk assessment feature. They had an overwhelming participation rate of 99%.

The Mustang CAT leadership was surprised by the overwhelming positive response to the clinic that opened on January 5, 2009 and is still operating today. Their employees have stated that the experience was very enjoyable, private, and personable. The program continues bringing Mustang CAT the values they anticipated, and more.

For more information contact:



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