Vidyo for Telehealth

# Digital Transformation in Healthcare

Deliver exceptional patient care by improving outcomes, satisfaction and efficiencies with real-time video, purpose-built for healthcare

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An Enghouse Company

# Key Benefits of Telehealth

Telehealth addresses several of healthcare's most prominent needs and pain points, providing a number of key benefits to healthcare organisations and patients alike.

## Reduce length of stay and throughput issues

Brick-and-mortar is an expensive place to deliver care, while home care lowers costs and decreases risk of infection.

## Alleviate readmissions from home or post-acute locations

Reduce frequent flyer admittance and inefficient use of resources (e.g., A&E for primary care visits) as well as associated penalties.

## Increase the reach of providers, specialists, and clinicians

Budget scarcity is the new norm, so leveraging time and resources from a central virtualized hub is both necessary and essential.

## Minimize patient attrition

Due to lack of timely access, specialist availability, or distance to the nearest care delivery location.

## Tackle safety issues

Related to high risk patients, rapid response situations, high mortality rates, lack of proactive monitoring, or the need for early intervention tools such as video assessment.

## Improve the efficiency of your services and assets

Across a hospital, health system, or even internationally in terms of software applications, hardware, call centres, medical devices, central monitoring units, and transfer centres.

## Gain efficiency and scale with fewer resources

Where traditional care delivery models may struggle, virtual care is emerging as a critical tool that leverages limited or poorly utilised resources.

## Reduce duplication of people, processes, and technologies

There is no need for multiple call centres, overlapping software applications, and roles that perform similar functions within telehealth.

## Preserve quality of life for providers and clinicians

Leading to reductions in turnover and recruiting expenses. In the virtual world, no clinician needs to be on-call 24/7/365, and no patient should be made to wait hours when clinicians can be made available dynamically based on the needs of the patient.

## Proactively manage the epidemic of chronic care and enhance quality of life

Telehealth is extremely effective at handling the many repetitive and chronic care processes in patients' homes.
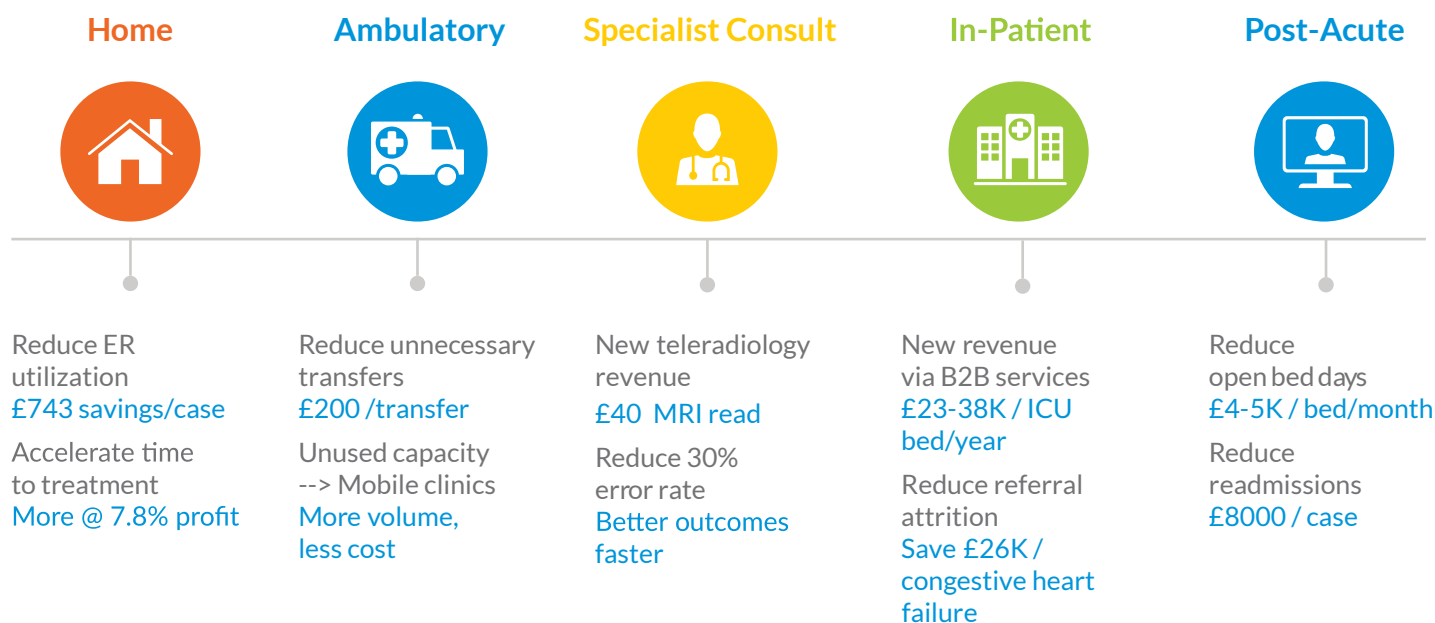
## Enrich reporting

Through data capture, dashboards, trending, and benchmarking. Create the environment for innovation that drives the success and sustainability for all care delivery programs.

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# The Importance of Video in Healthcare

Video interaction is central to healthcare success because of its ability to closely mirror the experience of face-to-face interactions and extend the capabilities of healthcare delivery organisations to provide personalized care outside of its physical facilities, especially to rural or hard-to-reach areas.

Video enables real-time interaction between patients and clinicians by using devices that are readily available, such as tablets, smartphones, and desktop computers. There is almost no learning curve required for patients or clinicians to use video technology. When video is integrated into clinical work flows, it has been proven to improve patient outcomes, reduce the cost of delivering care, and generate significant return-on-investment (ROI) across the care continuum.

| Home | Ambulatory | Specialist Consult | In-Patient | Post-Acute |
|---|---|---|---|---|
| Reduce ER utilization **£743 savings/case** | Reduce unnecessary transfers **£200 /transfer** | New teleradiology revenue **£40 MRI read** | New revenue via B2B services **£23-38K / ICU bed/year** | Reduce open bed days **£4-5K / bed/month** |
| Accelerate time to treatment **More @ 7.8% profit** | Unused capacity --> Mobile clinics **More volume, less cost** | Reduce 30% error rate **Better outcomes faster** | Reduce referral attrition **Save £26K / congestive heart failure** | Reduce readmissions **£8000 / case** |

*Video-Powered Telemedicine Across the Care Continuum*

The key to integrating video is quality and compatibility. High-quality "4K video" is preferred for providing the detailed images critical for video-based healthcare consultations. Making video work within existing healthcare networks requires open application program interfaces (APIs) that allows seamless and hassle-free integration with existing EMR and EHR systems, such as Allscripts, Cerner, Epic, and others.

*Telemedicine for Remote Patient Care at the California Telehealth Network*

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# Case Study: Transforming Critical Care Telemedicine at Mercy

### mortality reduced by
# 40%

Mercy Telehealth Services augmented on-site patient care with virtual care that spans 15 hospitals which serve 140,000 patients and provide 550,000 hours of critical care. As a result, ICU mortality was reduced by 40%.

"

"With Vidyo we are able to do many things a bedside physician can do, except physically touch a patient. We can see the entire room, from the drips to the ventilator panel, to how the patient looks. We can talk to the family, patient or nurses in the room."

*- Wendy Deibert, VP Telehealth Services at Mercy*

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# VidyoEngage™
## for Healthcare

## Benefits

- Builds relationships with face-to-face connections
- Enhances phone communications to video communications
- Leverages resources from one or many locations
- Allows the triage of video calls via one centralized dashboard
- Gathers information with pre-and post-survey options
- Promotes branding and customization of your video communications
- Deploys rapidly from the cloud
- Reduces capital expenditures and the cost and burden of IT resources

## Business Challenge

In today's age of digital transformation, HDOs of all shapes and sizes have many points of contact and call centres that offer convenience and efficiency for clinicians and patients. Email, web-chat and phone often lack the visual cues and personal touch needed to improve patient experience and outcomes. While the digitalization of these services has greatly improved efficiency, digital services have come at a cost: human relationships.

## The Enghouse Vidyo Solution

Vidyo provides a unique approach that bridges the gap between online convenience and emotional connections with patients. VidyoEngage is a turnkey solution for video patient engagement – integrated into your organization's website, mobile app, or healthcare facility kiosk. This Vidyo communication experience enables click-to-video chat, skills-based routing, patient waiting videos, pre/post call surveys and summaries, all in a professionally branded and highly customized workflow that integrates into your existing EHR systems and workflows.

Unlike other approaches, VidyoEngage not only provides the technologies to enable the highest quality and most reliable video experience available, but also the deep expertise in patient engagement solution design, project management, and clinician readiness to ensure a successful launch of your organization's video patient engagement program. This bundled solution combines a robust cloud-based software-as-a-service with professional services designed from the ground-up with your success, and the positive outcomes of your patients, in mind.

## Anticipated Results

The ability to provide positive interpersonal patient experiences provides healthcare clinicians with a distinct advantage. Not only does an emotional connection enabled by video increase patient satisfaction and life-long relationships with clinicians, it also improves patient outcomes. Patients feel more engaged and emotionally connected over video than any other digital medium.

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