

4 Healthcare Trends Enabled by Broadband

with Minnesota Examples

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4 Trends in Healthcare

Self Service

Social Media

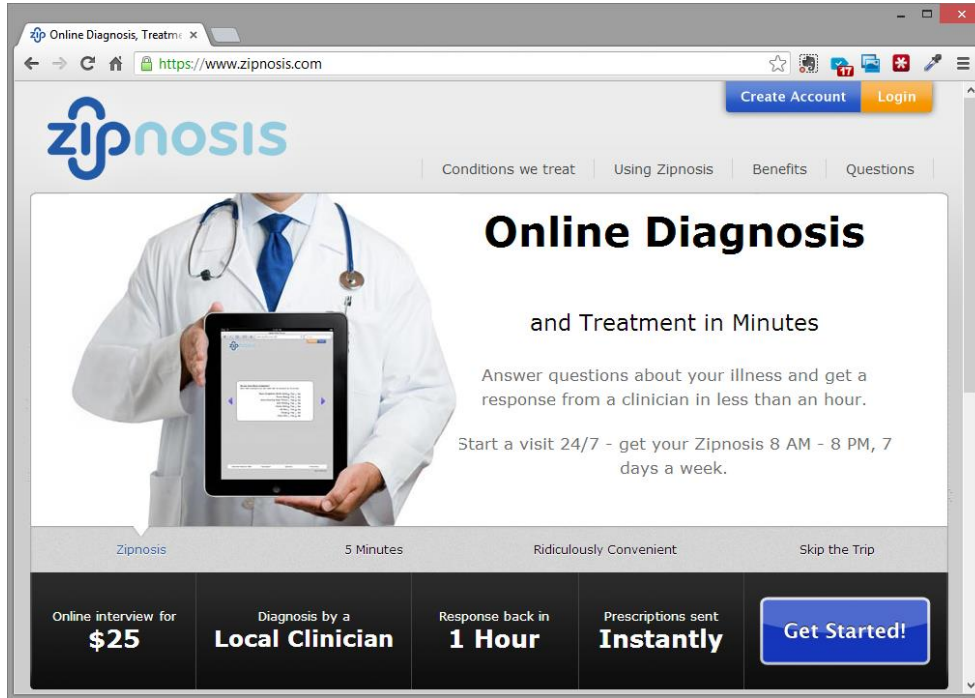
Care Coordination

Non-Clinical Points of Care

COMMON ELEMENT = DEPENDENCY ON BROADBAND AVAILABILITY

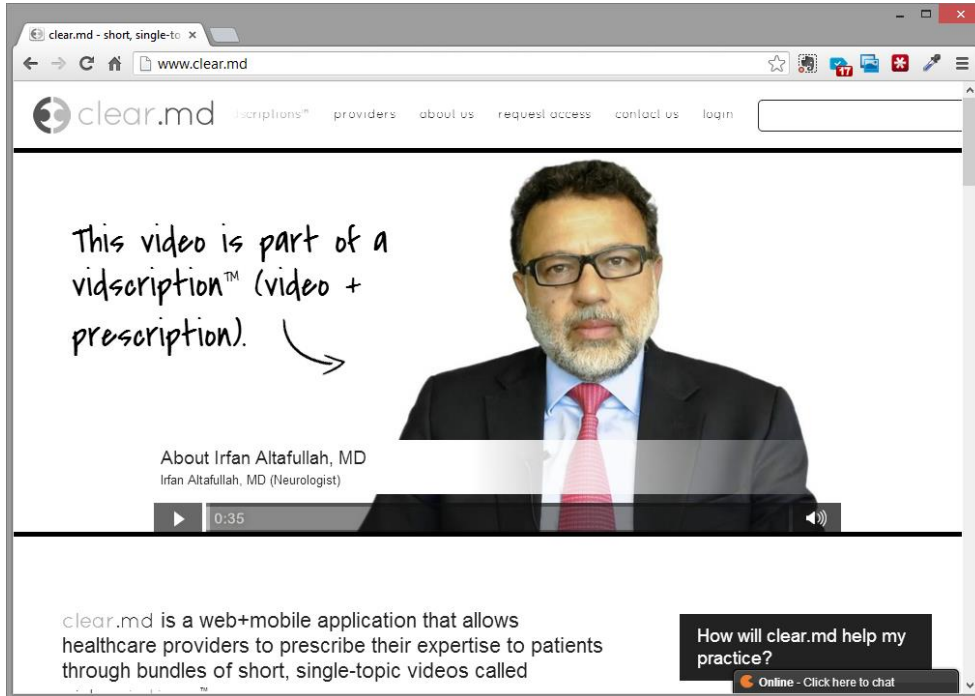
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Trend 1: Self Service



- Online diagnosis & triage for common conditions
- Evidence-based rules & nurse practitioner / doctor review

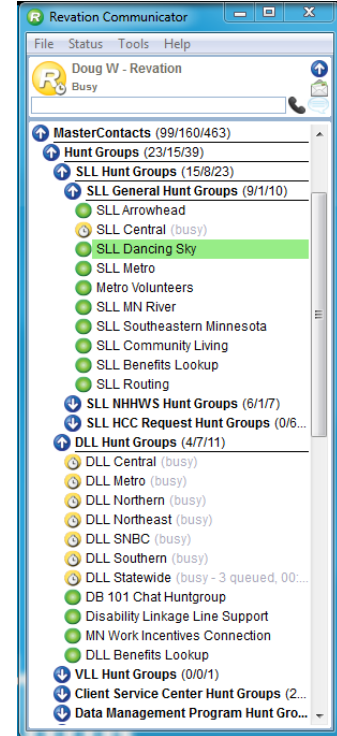
Trend 2: Social Media



- Single-topic, search-optimized health videos
- Video prescriptions

Trend 3: Care Coordination

- Minnesota Board on Aging connecting with 7 MN Area Agencies on Aging
- Dynamic, on-the-fly care coordination across federal, state, county, private, and health system resources
- One virtual multimedia contact center for multiple locations & organizations
- Fostering human-human connections (vs. HIE)



Trend 4: Non-Clinical Points of Care

Fairview Partners - Bringing the Care System to homebound seniors

- Virtual Pharmacists
- Virtual Behavioral Health
- Virtual Interpretation



As featured on MPR:

- <http://minnesota.publicradio.org/display/web/2013/01/31/health/webcam-connects-pharmacists-to-immobile-seniors>

REVATION SYSTEMS OVERVIEW

Better **Coordinate** **Communicate** Care **Connect**

with



Dynamic Care Coordination

- Virtual Medication Therapy Management
- Virtual Specialty Consults
- Real-Time ED Multimedia Huddles
- Virtual TelePsych Consults
- Virtual Scribes

**Provider to
Provider**



- Virtual Provider Visits
- Patient Centered Medical Home Care Conferences
- Virtualized Language Services

**Caregiver to
Patient**



- Virtual Contact Center
- Care Coordination Center
- Dynamic Care Coordination
- Remote ED Connect
- MN Senior LinkageLines

**High-Scale
Engagement**

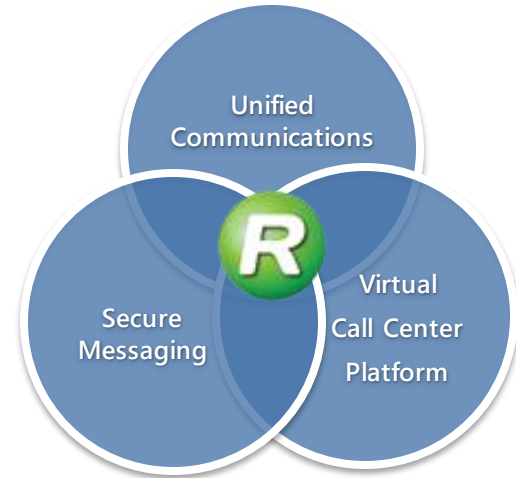




Overview

Real-time, secure, HIPAA-compliant, presence-based virtual care communications via the cloud

- Secure, HIPAA / HITECH-compliant platform
- True Unified Communications
 - Multi-party voice, video, chat, screen sharing
 - Secure email, file transfer
- Advanced queuing and skills-based routing
 - Route any media type to any individual or group
- Dynamic, on-the-fly connections
 - Add any media type on demand to any session
- Securely launch from any web hyperlink
 - Presence-based approach for visualizing status for individuals and groups
- Cloud-based delivery model eliminates capital
- Deliver medical-quality service with consumer-grade devices
 - Leverage industry-standard hardware scale economics





Overcoming Key Care Delivery Challenges



“Grant-Driven” Telemedicine

- Grants often needed to offset significant capital acquisition and startup costs - but what about ongoing operational costs?
- LinkLive is a capital-free solution, very low barrier to entry, low operating costs.



Account Creation and Setup

- Accounts for each patient need to be created and managed in most telehealth systems, if they allow individual patient engagement at all (versus coming in to a facility or clinic).
- LinkLive enables account-less connections from any website and supports single sign-on with patient systems and portals.



Silos of Communication

- Historically, a different system was needed for each mode of communication, with no ability to connect or escalate between them. Led to cost increase and tool duplication.
- LinkLive is a true unified solution, integrating chat, voice, video in one easy-to-use tool.



Provider Workflow

- Most systems are either individual-focused only and make it difficult to add participants to a session on the fly.
- LinkLive supports advanced skills-based routing to leverage entire care team, allowing each member to practice at top of his or her license; easily add anyone to a session.
- Help connect a patient to **HIS** or **HER** doctor online, not just **A** doctor online...

Better  **Care**
Coordinate
Communicate
Connect



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