

Virtual care framework



The healthcare industry is undergoing rapid transformation due to the advancements in digital and healthcare technologies, and emerging value-based care models. The COVID-19 pandemic has accelerated this shift by increasing the demand for remote care delivery and reducing the capacity of traditional care venues. This has led to a unique opportunity for physicians and patients to embrace the potential of alternate healthcare delivery models, which can improve access, convenience, and quality of care while reducing costs and risks.



HCLTech's virtual care framework

HCL Tech's virtual care framework is a comprehensive Platform-as-a-Service (PaaS) solution designed to go beyond traditional remote patient monitoring. It offers an end to end digital healthcare ecosystem that proactively manages patient's health driving seamless care coordination from initial onboarding to long term management and offboarding.

This ready-to-deploy solution employs data-agnostic cloud-based management tools that can capture and process real-time data from any source or setting and seamlessly relay it to the healthcare networks. The framework empowers personalized care pathways, facilitating not only remote health management but also virtual consultations, chronic disease management, and post-acute care. Access to advanced technologies supports early identification of potential health complications, enabling time-sensitive interventions and improving the overall patient healthcare experience. Designed for scalability, the platform ensures healthcare organizations can evolve to meet the growing needs of patients, while optimizing costs, improving patient engagement, and delivering a superior, connected healthcare experience.

Success Story

Deployed a Transitional Care Program for patients

Business Challenges

Our client was looking to commission a remote patient monitoring solution for one of their facilities to reduce the incidence of hospital admissions and length of stay within their patient population.

Solution Delivered

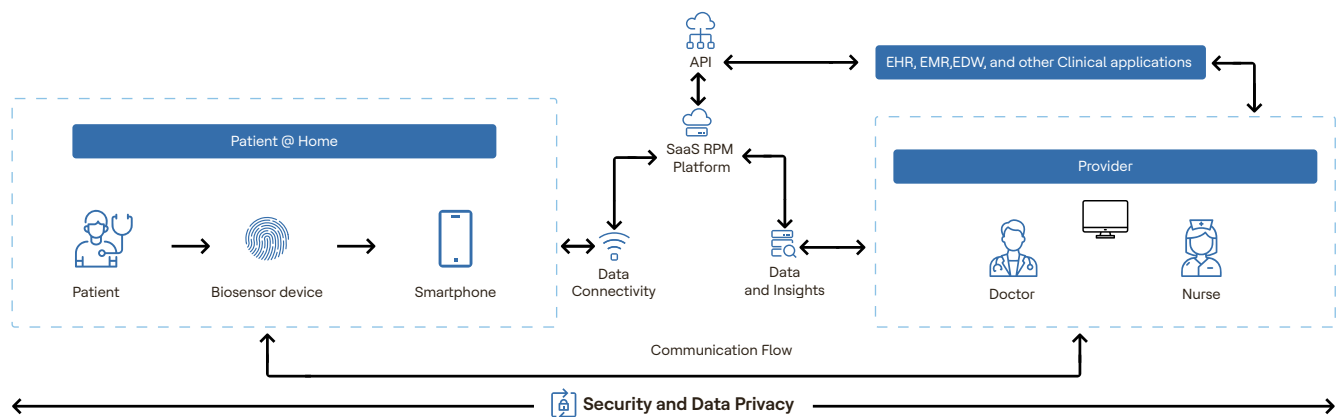
HCLTech's end-to-end virtual care services included remote data collection of quantitative data (BP, pulse O₂, and weight) via mobile phone and remote devices, as well as qualitative data via surveys for a period of 45 days post-hospital discharge. A custom clinician interface allowed the providers to input their course of action and patient discharge recommendations.

Benefits Delivered

The early benefits of deploying the solution were:

- ➔ A reduction in average length of stay and unplanned hospital admission due to timely intervention
- ➔ Enabling better adherence to lifestyle changes, medication regimen, and other recommended discharge instructions

Remote Patient Monitoring Ecosystem



HCLTech's Virtual Care Framework capabilities and services for healthcare providers

Virtual Care Platform

- ➔ Advisory, Platform design and development, Implementation and regulatory compliance, Support and maintenance, Partnership with leading RPM platform providers

EMR and Interoperability – Enabling seamless integrations with EMR, EDW, Wearables and other clinical applications

- Telehealth platform data ingestion and EMR workflow integration
- Interoperability – expert pool of HL7 and FHIR engineers
- Mature EMR CoE's with a focus on EPIC, Cerner and Allscripts

Custom Mobile and Web Development Capabilities

- Telehealth digital platform design and builds
- Development of remote patient monitoring toolkits
Patient and healthcare consumer engagement portals

AV Integration Capabilities

- Integration with AV platforms like MS Teams, Zoom, and 3rd Party platforms
- Multimodal device enablement and deployment (Virtual care IOT devices)

Patient and Nurse Support

- Nurse and patient concierge telecare services – 24x7 support desk in 30+ languages for patient education, awareness, technical troubleshooting, nurse platform support etc.
- Field support for RPM device provisioning and setup
- Treatment adherence and monitoring support
- Patient counseling and education services
- Disease management programs

Depot Operations

- 7 Hub locations for global distribution of RPM kits
- Shipments to 70+ countries
- Inventory management, kitting and pairing of devices, shipping, and logistics (forward and reverse)



Device Management and Connectivity

- Mobile device management- Device configuration and engineering, application distribution and updates, ongoing support to patients
- Data plan and SIM card provisioning in cell phones being shipped to patients enrolled in RPM programs. Centralized monitoring and troubleshooting

Key differentiators:

- 360-degree Virtual Care Advisory – Implementation-Devices – Monitoring- Billing
- Unified platform with meaningful integrations: Real-time data collection, visualization, and insights
- Single PoC Helpdesk: Multilingual and multichannel with 42 years of experience in delivering high quality and compliant service
- AI-ML powered automation resulting in better care.
- 4G/5G enabled for reliable and fast connectivity.
- Easy installation and integration with the care team app
- 20 Years of MDM experience for Life Sciences and Healthcare clients. Currently providing white label RPM support for 20+ healthcare providers in the US



Top 3 Solution Benefits

Effortless Patient Onboarding:

Patients receive pre-configured kits, eliminating the need for complex setup, which saves time, and minimizes program abandonment.

Cost Savings through early Intervention:

Rule-based alerts enable early intervention, reducing the need for non-emergent visits and hospitalizations, leading to a lower overall healthcare cost.

Wide spectrum of services to support patients and clinicians:

Experience in all clinical care protocols and multiple virtual care vendor platforms helps you scale your remote monitoring programs

Conclusion

HCLTech's Virtual care framework harnesses advanced technologies to ensure superior clinical outcomes by streamlining remote care delivery. This framework enhances patient satisfaction while significantly reducing operational costs, allowing healthcare organizations to operate more efficiently at scale. Through the use of real-time data integration, cloud-based infrastructure, and seamless interoperability, providers can deliver proactive, personalized care across various settings, bridging the gap between traditional and virtual healthcare. This results in improved patient outcomes, optimized workflows, and ultimately, accelerated revenue growth, positioning organizations to thrive in the ever-evolving healthcare landscape.



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