

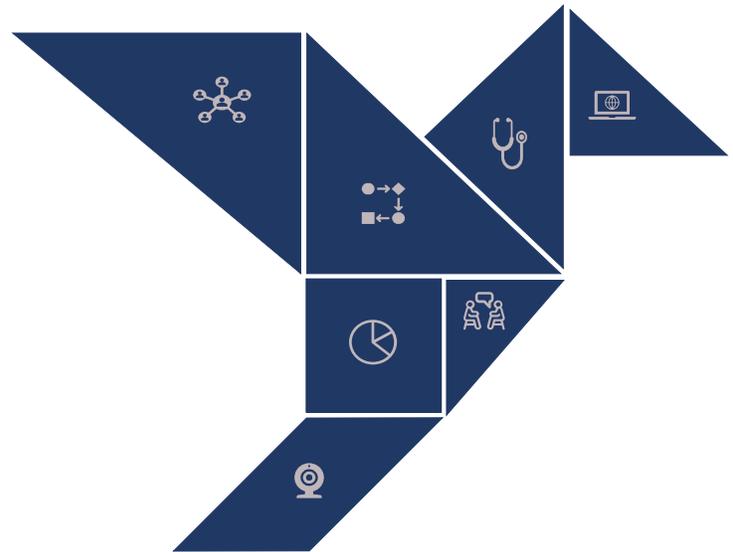
VISUALIZING A

COMPLETE TELEHEALTH SOLUTION

Telehealth has exploded in popularity in recent years, peaking in usage during the COVID-19 pandemic. Patients report appreciating telehealth for the convenience, ease of scheduling, seamless follow-up, and safety (no risk of infectious disease exposure).¹ Post-pandemic, more than 60% of surveyed patients report that access to telehealth is an important factor in choosing where to seek medical care in the future.² Considering this information, it is clear that creating an easy-to-use and scalable telehealth solution is vital for the future success of healthcare.

A successful program goes beyond a simple end-to-end connection between a patient and provider. In order to seamlessly integrate a telehealth solution into existing care delivery workflows, software and hardware management, ongoing support, data & reporting, and ancillary services must be considered.

The telehealth integration experts at IDS have developed a telehealth program visual that can help you to determine whether your solution is complete.



ELEMENTS OF A COMPLETE TELEHEALTH SOLUTION



VIDEO CONNECTIVITY



CARE DELIVERY WORKFLOWS



HARDWARE



PROGRAM MANAGEMENT



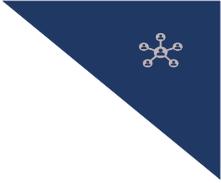
DATA & REPORTING



ONGOING SUPPORT



REMOTE OBSERVATION



VIDEO CONNECTIVITY

To most end users, the measure of a strong telehealth solution is the quality and ease-of-use of the video connectivity. Data from the American Telemedicine Association shows that video quality is a priority for patients and providers alike.³ Choosing the right telehealth platform is arguably the most important decision telehealth solution managers make. Video bandwidth, user interface, HIPAA compliance, and scalability must all be taken into consideration.

IDS Video Connectivity Partners:

- Vidyo
- Zoom Health

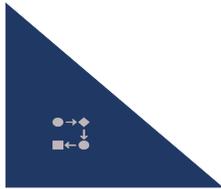


HARDWARE

Once a video platform is selected and care delivery workflows are considered, it is time to choose *how* telehealth services will be delivered. Within a healthcare facility, telehealth hardware must meet a variety of standards in order to be used safely with patients. IDS has brought together the best healthcare hardware in the industry to create our Virtual Care Series (VCS) Carts for optimal telehealth connection.

IDS Hardware Partners:

- Logitech
- Tryten
- Cybernet
- Jaco
- JedMed
- Eko
- ThinkLabs One
- Jabra



CARE DELIVERY WORKFLOWS

A seamless care delivery workflow separates excellent patient care from mediocre and even subpar care. Tragically, it is the element most often overlooked when it comes to installing a comprehensive telehealth solution. A smooth an effective telehealth workflow should include skills-based routing, EMR/EHR integration, interpretation & translation services, virtual visits, rounding, scheduling, and patient follow-up.

IDS Workflow Partners:

- SBR Health
- Ettain Group
- ElementBlue
- Epic



PROGRAM MANAGEMENT

Video connectivity, care delivery workflows, and hardware can all be considered telehealth building blocks. Alone, they are not enough to ensure a smooth roll-out and effective care delivery. Program management is needed to design the telehealth rollout and management, project manage the installation or upgrade process, configure the technology to fit your facility, test the solution, and train end users. The IDS team is well versed in program management, having designed, installed, and managed hundreds of telehealth solutions in healthcare facilities across the nation. Our team excels at bringing the telehealth building blocks together in an effective, easy-to-use way.

LEARN MORE TODAY

Contact IDS to discover what a complete video solution can do for you.



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DATA & REPORTING

Once a telehealth solution is in place, usage insights help program managers to iterate and improve. Data & analytics, usage reports, return on investment analysis, and recommended changes are invaluable to making telehealth solution more efficient and more effective. Most telehealth software providers fail to offer comprehensive data & reporting services, so telehealth program managers must rely on third party providers.

IDS Data & Reporting Partners:

- Ignis Health
- Ettain Group



REMOTE OBSERVATION

Every patient entering the hospital has a reasonable expectation of safety. Unfortunately, patient falls are still a tragic reality in facilities across the nation. Remote patient observation is a fantastic and unobtrusive way to keep patients safe without overburdening staff resources. A remote observation solution connects one observer with multiple patients simultaneously. It is an incredible way to ensure patient safety and satisfaction.

IDS Remote Observation Partner:

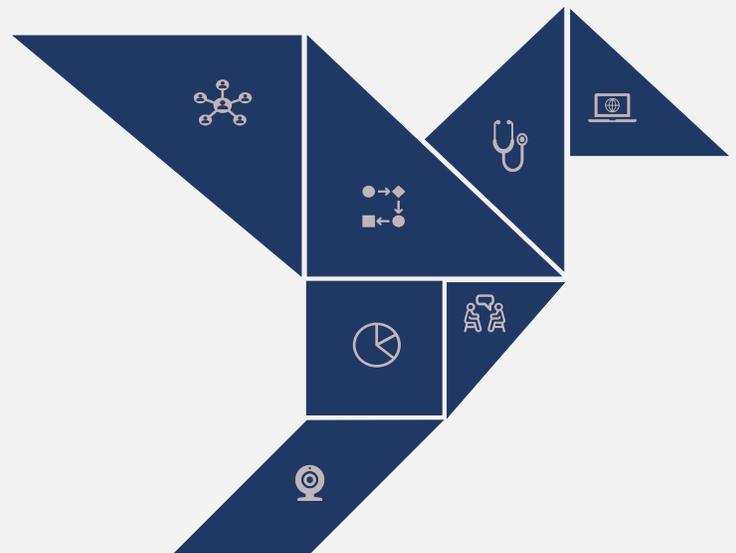
- MedSitter



ONGOING SUPPORT

As an ongoing service, your telehealth solution will continue to update and evolve. Technical and customer care support is vital for keeping your program running and for keeping your end-users happy. Each element of your telehealth solution is likely to have their own support workflow, but centralizing support is the easiest way to keep track of ongoing and resolved support tickets. IDS can provide that centralized support. Our team is platform agnostic, meaning we can support any telehealth software and/or hardware your facility has chosen to use. We provide a dedicated account manager, a 24x7x365 service desk, remote & onsite support, monitoring and management, and grant application assistance.

IN SUMMATION



Each element listed above comes together to complete a comprehensive telehealth solution. Can you visualize it?

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ABOUT IDS

Interactive Digital Solutions (IDS) engineers and delivers innovative video communication solutions maximizing user experiences across all industries and regions. Top brands nationwide rely on IDS to leverage the best of their AV catalog to transform the way they connect, communicate, and thrive. From consultation and implementation to installation, management, and support, the team at IDS brings decades of expertise to help clients address their most complex video and unified communication needs. To learn why IDS is the trusted video advisor for healthcare, education, government, and enterprise organizations nationwide, please visit www.teamIDS.com.

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