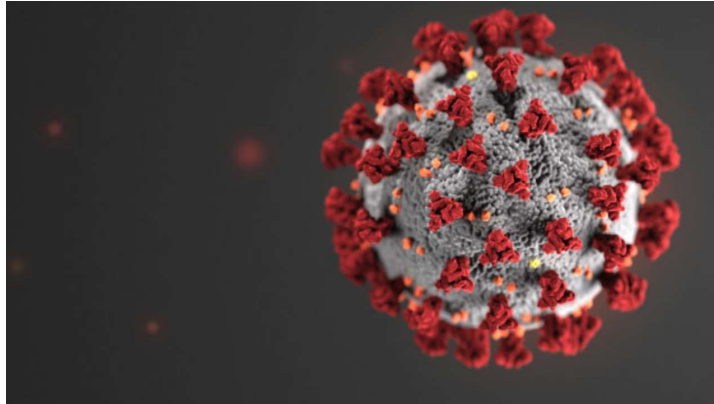


COVID-19: Accelerating Digital Transformation with Telehealth



" As an analogue system, health care is ill equipped to cope with this swiftly emerging epidemic.... industry is structured on the historically necessary model of in-person interactions between patients and their clinicians.... This care structure contributes to the spread of the virus to uninfected patients who are seeking evaluation."

**"Covid-19 and Health Care's Digital Revolution",
New England Journal of Medicine,
Jun 4, 2020**

Telehealth is the new digital revolution taking place in healthcare, during this Covid-19 pandemic. Physicians & provider orgs are doing telehealth/ virtual care *widely* (per industry reports). Examples are: 1) out-patient visits, 2) remote monitoring. 3) follow-up Clinical workflows.

Clearly, such an adoption, done at such a speed, in an industry that is historically resistant to change, was out of necessity not of choice. What needs to be addressed for telehealth to be done out of choice? Such a strategic plan would require consideration of care & outcomes, of reimbursements & contracts, of technology & tools, and of course, of regulations & laws.

Digging deeper, a number of technology opportunities arise. Here are a few obvious ones: let's add it to your strategic plan for technology. Let's evaluate the technology tools completely, including the robustness of your EMR. The temporary relaxation of HIPAA/HITECH regs helped, but let's remediate to be compliant to all Privacy & Security regulations. Analytics adapted to report hospital's costs for treating Covid-19 patients, and to measuring diversion from other revenue streams: let's make analytics even more robust.

On the care side, many questions arise: is a virtual appointment equivalent to an office/ clinic visit? How should the clinical care be evaluated and compared with in-person visits? Should reimbursements & contracts be renegotiated? Should co-pays change? Should regulations be permanently relaxed to accommodate telehealth?

Digital Transformation provides medical device manufacturers with additional challenges, e.g. remote monitoring capabilities as a standard. More iWatch-type gadgets could directly help in telehealth. Technology tools & systems need upgrades to meet regulations. EMR systems need to differentiate telehealth.

Covid-19 has changed the Healthcare industry's drive to adopt new ideas, and become more digital. Basically, the time is now to do more. Our Consulting Practice can help you lead the effort, and guide you through macro or micro steps in your journey for Digital Transformation. Call us!

Simplifying technology solutions for Healthcare & Life Sciences Orgs