

Virtual Care Solution

An estimated 117 million adults are currently suffering from one or more chronic health conditions.¹ As a result, the management of chronic and mental health conditions now accounts for more than 90% of the nation's \$3.5 trillion in annual healthcare spending.²

Data indicates that most chronic disease patients do not follow their care plans, with the biggest drop off occurring in the first month of treatment. This contributes to direct annual costs of \$100 billion and results in high readmission rates and poor patient outcomes.

Lenovo is offering a unique solution to this problem that leverages technology to increase patient engagement and care plan adherence, reduce readmission rates, and improve patient outcomes all without placing extra burden on healthcare providers.

¹<https://www.cms.gov/About-CMS/Agency-Information/OMH/equity-initiatives/chronic-care-management.html>

²<https://www.cdc.gov/chronicdisease/about/costs/index.htm>



Virtual Care Solution



WHAT IT IS

The Virtual Care Solution enables healthcare provider organizations to remotely monitor, manage, and educate patients with chronic diseases. For a monthly, per-patient service fee, clinicians furnish their patients with an in-home kit that bundles Lenovo hardware (display or tablet), customized Vianova Health software, and the appropriate Bluetooth®-enabled biometric devices, like glucose monitors, blood pressure cuffs, and others.



WHY IT MATTERS

Virtual Care assists clinicians in continually monitoring and managing specific patients without requiring multiple in-person visits. Patients use in-home biometric devices to record and transmit their vitals to their care team. Using this real-time patient data, healthcare providers can respond quickly with interventions, adjust medications, or modify care plans to help improve patients' health before they require an ED visit or a hospitalization.



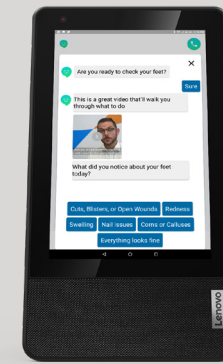
HOW IT'S DIFFERENT

Virtual Care combines three services in one: care plan management, biometric remote patient monitoring, and patient education and engagement. Patient education and engagement is most critical to achieving lasting behavior modification. Virtual Care uses a digital assistant who engages patients through education, reminders, and support of healthy habit formation and treatment compliance.



WHY IT WORKS

Engaged patients are more likely to adhere to care plans, take their medications as prescribed, and participate meaningfully in their own care. Virtual Care engages patients like no other solution, keeping them connected to their providers with ongoing care coordination and education. The display or tablet hub keeps a direct line of communication open to the provider, allowing for quick messaging and audio or video calls as needed. All of this works to reduce the likelihood of readmission.



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comprehensive solution

Virtual Care Solution is a comprehensive platform. Others may provide a slice of the virtual care continuum, but this solution is end-to-end.

customizable platform

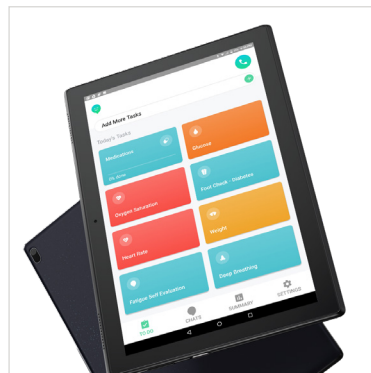
Virtual Care provides a customizable platform for multi-condition care planning, biometric remote monitoring, and delivery of targeted patient education.

streamlined EHR integration

With Virtual Care, providers avoid the hassle of working with multiple remote-monitoring companies, each addressing a single condition, and multiple EHR integrations.

proven reputation

Provider organizations can leverage Lenovo's single call support across all supported treatment types, proven reliability, logistics, and supply chain.



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benefits of using virtual care

IMPROVES PATIENT OUTCOMES

- Remote intervention has been shown to decrease A1c levels for diabetics, improve medication adherence, reduce ED visits and reduce readmissions¹
- Customizable platform facilitates disease-specific care plans
- Patient and family engagement tools increase care plan compliance
- EHR integration provides a more complete patient record for the entire care team

INCREASES PATIENT SATISFACTION AND RETENTION

- Virtual care is a key driver in patient acquisition, satisfaction, and retention
- Satisfaction and engagement combine to create better health outcomes
- Lenovo's patient kits provide a direct line of communication between patient and provider

CREATES PATH TO VALUE-BASED CARE

- Enables ongoing patient care plan management between acute episodes
- Reduces need for recurring in-office visits
- Provides more frequent clinician touchpoints and biometric data readings
- Automates the educational process to deliver timely, useful, and relevant information

LOWERS COSTS

- Virtual assessments save time and resources
- Preventative care (avoiding acute events) saves money



specific benefits to provider organizations

- Helps achieve the required metrics per month to qualify for Medicare and Medicaid reimbursements
- Minimizes the cost of "Fee for Value" patient expenses where there is a fixed amount of care funds per patient
- Increases patient satisfaction leading to increased number of patients and improved retention
- Facilitates farther reach and increased patient coverage into more remote locations



specific benefits to patients and their families

- Provides opportunity to receive high quality care at a lower out-of-pocket cost
- Improves patient care plan adherence and healthy habit formation
- Enables family members to play an active role in the patient's care



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