Virtual Care Solution
Remotely monitor and assist your patients with in-home technology
Addressing the Chronic Condition Health Crisis

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

The virtual care solution was designed to address this health crisis. Built on an advanced technology platform, this solution helps clinicians provide ongoing targeted care to their patients who have chronic conditions such as diabetes, COPD, congestive heart failure (CHF), and hypertension.

For a monthly per-patient service fee, clinicians furnish their patients with a customizable in-home technology kit that bundles the hardware, software, and peripheral biometric devices needed for virtual patient management between office visits.

Over time, use of the kit encourages positive habit formation and care plan compliance.

Virtual care is the bridge between clinician-managed and home care settings, enabling clinicians to provide ongoing support that can help reduce readmissions and improve overall outcomes.³
What’s in the Kit?

The virtual care kit uses a combination of a visual display and biometrics specific to the patient’s condition.

Hardware
The display or tablet is the service’s central hub and the patient’s view into using the service. The display passes the biometric data it collects as part of the patient’s care plan administration.

Peripheral Biometric Devices
Clinicians select appropriate biometric devices for each patient, such as a glucose monitor or a blood pressure cuff. Patients use these devices to measure and transmit their vitals back to their providers for more frequent remote monitoring.

Software
A digital assistant, guides patients through their customized care plans. Through the digital assistant, clinicians deliver information to the patients like medication reminders, education, and care plan details. The patient kit is preconfigured for ease of use right out of the box.

The digital assistant’s job is to:
• Help patients participate in their care plan
• Prompt patients to use biometric devices to capture their vitals for their physicians
• Facilitate communication between patients and clinicians when necessary
• Deliver education, habit formation, and family engagement programs
How the Solution Works

Digital assistant guides patient through a tailored care plan on the display or tablet

Clinician monitors and manages care, adjusts treatments and medications

The digital assistant delivers ongoing patient education and training on healthy habit formation

Studies show that remote monitoring can help reduce readmissions and improve outcomes

Patient receives customized kit from clinician

Patient takes vitals, as prompted by the digital assistant, using peripheral biometric devices; vitals are transmitted to the provider

Virtual visits initiated as needed
The Benefits of Virtual Care

A Path to Value-Based Care and Improved Outcomes
The shift by the Centers for Medicare & Medicaid Services (CMS) away from fee-for-service models has placed an emphasis on keeping patients healthy instead of treating them when they’re sick. Remote intervention can keep people healthier — it’s been shown to decrease A1c levels for diabetics, improve medication adherence, reduce ED visits, and reduce readmissions. Medication non-compliance alone causes 100,000 preventable deaths and $100 billion in preventable costs each year.

Patient Satisfaction
The demands for virtual care and digital communication continue to climb, with 70% of patients reporting an interest in receiving virtual care services and 91% of patients indicating they would like to use mobile tools to communicate with their providers.

Patient Retention
Referral leakage costs the average healthcare organization $750,000 per employed physician per year. The virtual care solution strengthens the relationships between patients and their providers. The display or tablet hub keeps a direct, always-connected line of communication open to the provider, allowing for quick messaging or videoconferencing as needed. **With the virtual care solution, patients are never alone.**

Lower Patient Management Costs
The time and resources spent virtually assessing patient vitals and remotely adjusting medications are significantly lower than those expended during an ED visit or a hospitalization. Virtual care saves money by preventing acute events.

Direct Reimbursements
Medicare and private payers support virtual care. Providers can bill two to five times the price of the service for remote monitoring and chronic care services.
Why Choose Virtual Care?

Other companies provide just a slice of the virtual care continuum — most offer either a communication technology for virtual visits or a single treatment solution for one medical condition.

The virtual care solution is comprehensive. This end-to-end patient engagement solution facilitates communication in addition to providing remote monitoring, education, healthy habit formation, and family engagement.

**Customizable Solution**
Providers choose the most appropriate kit of hardware, software, and peripheral devices to manage each patient’s specific condition. The kit is then tailored to the care plan developed for that individual patient.

**Addresses Multiple Conditions**
Most available portals and apps focus only on a single medical condition. The Lenovo solution is designed to support many chronic conditions.

**One Number to Call**
Leverage single call support across all supported treatment types.

**Proven Reliability**
Provider organizations can leverage Lenovo’s world-class service delivery, proven reliability, logistics, and supply chain.

**Optional EHR Integration**
When the solution is integrated with the EHR, biometric data becomes available to the patient’s entire care team. Multiple in-home glucose tests or blood pressure readings become powerful decision support tools providers can use to inform their future care decisions.

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