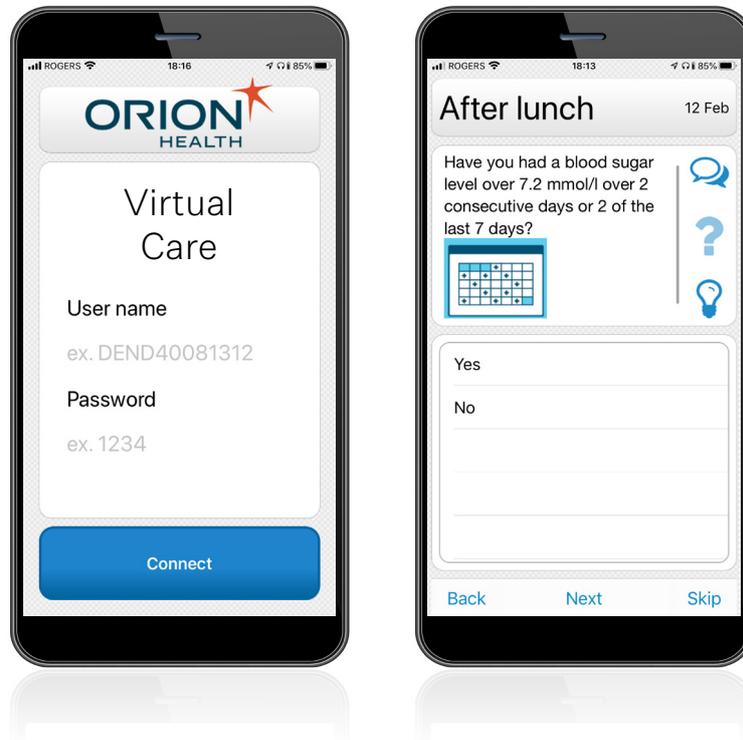


# Virtual Care



Virtual Care empowers patients to care for themselves and stay out of the hospitals while supported actively by their care team.

-  Provides patient's precise patient care plan automating simpler care (vitals, signs and symptoms, medication adherence, etc.)
-  Produces provider actionable, clinically valid patient generated data
-  Generates real-time feedback and education promoting healthier behaviours
-  Enables triage function based on personal thresholds
-  Improves overall efficiency

High-cost complex patients are cared for in their homes, by using the Personal Health Assistant app on a mobile device or a computer. Providers manage and intervene by exception, keeping patients in an optimal health status (out of the hospital) by adjusting a precise care plan adapted to all patients' Individual needs. While chronic diseases are often the first target, Virtual Care generates improved outcomes at lower costs for many conditions. Through its connectivity Virtual Care enables to early detect exacerbation all while coordinating care.

# Key Features



## Data Review

The solution allows for patients to securely review their data. This empowerment feature helps patients to understand the cause and effect of their behaviors.

Patients' measurements can also be reviewed as trends to facilitate interpretation.



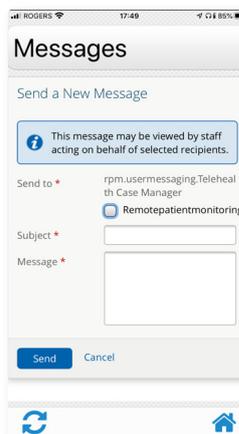
## Self-onboarding process/Patient tutorial

When deploying empowerment tools to patient, it is important to minimise the training burden. Orion Health's Virtual Care solution provides a self-onboarding process, allowing patients to learn how to use the solution on their own time, at their own pace. Where health organisations provide devices, they can ship devices to patients, removing extra costs associated with onsite home installation and training. This feature reduces the cost associated with asset management.

## Personal Health Assistant

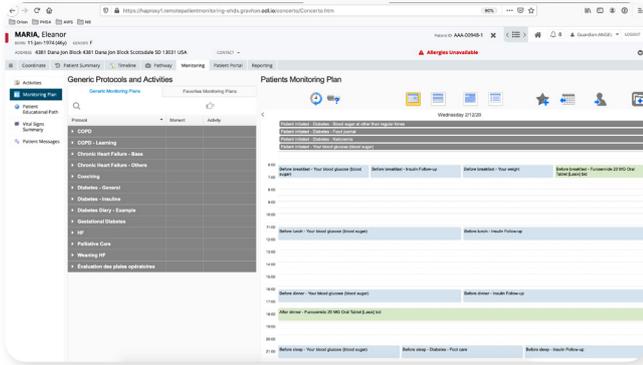
Personal Health Assistant app can be used through mobile phones, tablets or computers (browser). It is the patient's assistant, executing timely health activities comprised in the care plan such as vital signs, signs and symptoms, medication adherence, mood, exercise, diet, etc., all pertinent to the patient's well-being. The Personal Health Assistant provides contextual feedback and educational material, promotes healthier behaviors, and is a first line of support for patients.

Care plans are personalised by clinicians to align with the organisation's clinical services, workflow and best practices.



## Messaging

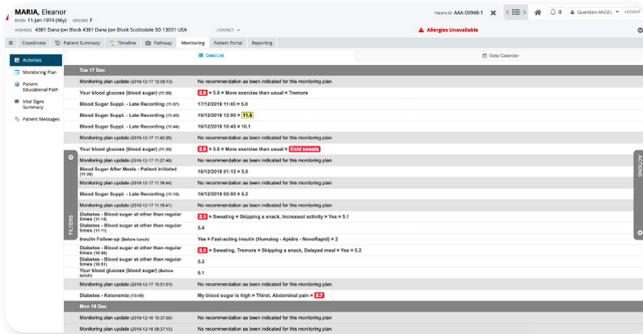
The messaging function allows for secure exchange of free text information between patients, providers and patient representatives.



## Monitoring Plan Management

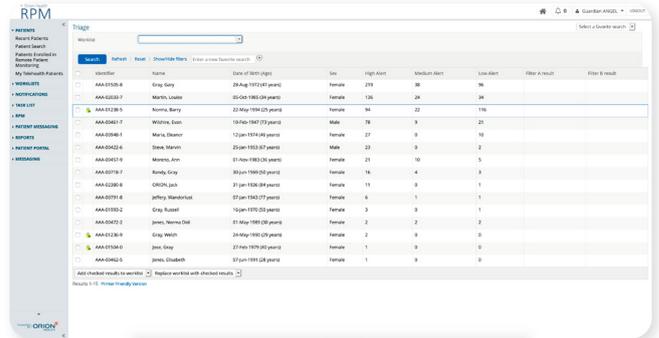
Enables clinicians to tailor precise care plans specific to patients' conditions and co-morbidities. The care plan is comprised of scheduled routine health activities, helping patients to learn how to care adequately for themselves. The care plan can be modified by clinicians to meet patients' changing needs.

Care plan is also comprised of medication adherence activities, fundamental to patients' well-being.



## Assessing Patients

Patients generate actionable, clinically valid data, made available to all members of the Circle of Care. Virtual Care offers interactive views to assess patients and enables clinicians to determine if and when to intervene. Assessment views are dynamic and interactive, improving clinical decision-making. Management of alerts and documentation support intuitive clinician processes and simplify coordination and communication across care teams.



## Triage

Triage allows clinicians to intervene by exceptions. Triage uses multiple factors and alert levels that enable clinicians to focus and prioritise on patients with needs.

Remote care enables a new, connected and interactive model of care driven by exception, improving overall efficiency and delivering better resource management.

## Clinical Administration (of monitoring plans)

The solution offers administration capabilities for the creation and modification of monitoring plans. This enables health organisations to maintain plans aligned with best practices as well as creating new monitoring plans expanding services delivered with the tool.

# Benefits

## Ability to monitor patients medication adherence

Virtual Care allows clinicians to generate medication adherence activities. Patients record which medication they have taken and when, all while learning the associated symptoms to be conscious of. Medication adherence is important for patients' well-being. Virtual Care helps patients to adopt and understand their personal medication regimen routine.

## Helps reduce ED visits, hospitalisations and hospital length of stay

Virtual Care provides relevant educational information for patients that are directly related to their current treatments or conditions. Having a better understanding of their health encourages patients to confidently and actively participate in their healthcare, increase their awareness, and continue to stay engaged.

## Empowers patients to take responsibility for their own healthcare

Virtual Care programs have shown that when patients are given the tools to take control of their own healthcare, they do so willingly. Learning and repeating positive health behaviors through interactive health activities improves a patient's understanding of their health conditions and the cause and effect of better health behaviors. Virtual Care empowers patients to take responsibility for their own healthcare.

## Provides monitoring and management of patients in their own home

Patients use the patient health assistant to register their daily health activities by executing their care plan. Health status is captured from the patient's home, providing essential information to improve clinical decision-making when adjusting health therapy. It provides healthcare organisations with the ability to provide care when needed.

## Strengthens a patient's support system

Improved communication with the patient's Circle of Care, including family caregivers, helps create a stronger support system. By supporting family and caregivers' understanding of a patient's care, it enables them to provide the appropriate support.

## Improves patient health, quality of life and sense of security

Virtual Care enables care providers to tailor a personalised monitoring plan, defining which clinical information to monitor, including all co-morbidities. The monitoring plan is comprised of scheduled routine health activities providing interactive feedback, and education promoting self-management. By executing timely health activities, patients can understand the cause and effect of adopting better, healthier behaviors. This helps patients understand how to manage their care and determine when to reach out for help – contributing to an improved sense of security, an improved sense of control over their health and a better quality of life.

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