

# Telehealth Clinical Design Services

Tools and expertise for effective and sustainable programs



## Use Cases

**ROAD MAPPING** that combines the parcels of telehealth programs into an overarching virtual platform strategy that crosses the care continuum

**DESIGN** that takes you step-by-step to a fully vetted prototype and then an end-to-end solution for the patient, provider and facility

**ASSESSMENT** that drives clinical efficiency through existing telehealth programs and/or identifies future opportunities across all care models

**MEASUREMENT** of success through defining, gathering and reporting on program outcomes, utilization, engagement and return on investment

**INNOVATION** and exploration of technology that can leverage resources and scale care delivery to large populations with limited resources

**COLLABORATION** of like-minded customers/caregivers that will transform virtual care for the future

## Why VirtualDesign Services?

The Vidyo VirtualDesign service ensures success for care providing organizations looking to implement effective and sustainable telehealth programs. VirtualDesign is comprised of a proven repeatable framework for telehealth program design and is complemented by live coaching from experts with years of experience and expertise in building and deploying successful telehealth programs.

We know what you're thinking. Vidyo has already made it super simple for clinicians and patients to deliver and access care from anyplace, anytime with face-to-face video communication embedded within existing workflow tools, like electronic health records systems. But successful and sustainable telehealth programs require much more than just great technology. The care providing organization must integrate the telehealth program into its clinical operations. Telehealth programs frequently require training of multidisciplinary teams, gaining their buy-in, modifying workflows and processes, and enhancing systems of monitoring and governance.

This is truly a DIFFERENT way to deliver care, from the physical assessment to communicating empathy across the camera. If not implemented correctly, it can create significant barriers to adoption; minimize patient outcomes and satisfaction; and negatively impact provider economics and efficiency. The VirtualDesign service helps care providers maximize their INVESTMENT in our technologies and accelerate attainment of their program goals. Designing a virtual service is not a one-sided process; it requires a team approach and must balance all stakeholders:

### PEOPLE

patient and providers perspectives on care delivery, safety, culture and their need to provide and receive healthcare services

### PROCESS

operationally viable, scalable, financially sound and sustainable over time

### TECHNOLOGY

interoperability, integratability, feasibility, ease of use and accessibility anywhere and any device



## Benefits

- Maximize and leverage Vidyo infrastructure and investment throughout the continuum of care
- Build it right the first time - end-to-end solution
- Create a virtual experience that is close to face-to-face care delivery in any venue
- Learn from those that have seen the reality of how virtual care impacts the lives of patients, providers and clinicians
- Close the telehealth gap and accelerate successful implementation within your practice, facility or health system

## How Does VirtualDesign Work?

Vidyo's VirtualDesign Service plays a significant role in maximizing and leveraging ALL RESOURCES and TECHNOLOGY within or between an organization, facility and / or a practice. VirtualDesign consultants provide Vidyo customers with a formalized and guided process that defines all the components required for a successful and sustainable program design and implementation. Highlights of the design process include focus on the following steps:

- **Observe:** patient and provider environments and conduct interviews
- **Explore:** existing processes and workflows for in-person care delivery
- **Evaluate:** technology, equipment, and data accessibility
- **Generate:** large quantities of ideas to create the best opportunities
- **Identify:** program goals, metrics and critical success factors
- **Engage:** right combination of interdisciplinary team members
- **Plan:** project management and required timelines
- **Brainstorm:** discuss current and possible future legal, financial, and operational implications identified by customer and potential frameworks
- **Test:** prototype and simulate
- **Train:** train all levels of people involved
- **Implement:** bring the program to life
- **Communicate:** internal and external
- **Support:** go-live and ongoing maintenance

## How Long Does the Process Take?

Depending on the size of the organization, program reach and, the target population, the VirtualDesign service can take anywhere from 1 day to several weeks.

Key factors that will impact this timeline are:

- Availability of clinical and technical resources vs. need to recruit and hire
- Provider licensing / credentialing processes
- Time and commitment of resources to the process vs. competing initiatives within the organization
- Funding and equipment availability vs. request and procurement process
- Electronic medical record and integration requirements
- Net new program vs. growth of an existing program
- Number of people requiring training

## How to Get Started with Virtual Design?

You can contact the Clinical Services Team directly at [clinicalservices@vidyo.com](mailto:clinicalservices@vidyo.com). The service is offered in blocks of 10 hours of remote consulting, with an in-person option, and includes the design framework toolkit. We look forward to helping you achieve your telehealth program goals faster and on a sustainable basis!



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