



Vidyo®

elementBlue

Vidyo Integration for Telehealth Appointment Optimization

Comprehensive device evaluations to improve a patient's telehealth experience

Use Cases

- Telehealth enterprise performance and effectiveness
- Vidyo utilization and quality performance
- Clinical quality of care and efficacy

Benefits

- Provides patients with the safety of mind in advance of telehealth visit
- Improves operations by reducing no-shows, which may create scheduling problems and lost revenue
- Ensures calls start on time without interruptions due to poor audio, video, or bandwidth quality
- Limits excessive resource utilization through a reduction in help desk tickets
- Provides patient device and technology performance metrics to gain a more meaningful understanding of the customer profile

Healthcare Challenge

In today's quickly evolving healthcare landscape, patients are scheduled for telehealth appointments without a clear understanding of challenges that may encumber the appointment experience. This may lead to a decrease in operational efficiency, clinical outcomes, and patient satisfaction. Patients require innovative evaluation services and educational support to ensure a successful telehealth appointment. IT managers require clear insights into levers that impact premier patient service by evaluating wait times, reasons for call failures, and attendance records.

Vidyo Solution

With the partnership of Vidyo, Inc a leader in embedded video telehealth solutions, and Element Blue a leader in intelligent automation and digital experience, pre-appointment device evaluation, and data analytics can now be provided to the health system to ensure patients have successful telehealth appointments.

Element Blue's software optimizes the telehealth patient experience by ensuring device capability with VidyoConnect. The solution employs a turnkey approach including browser compatibility checks, call failure causation reports, and training materials to ensure an immersive VidyoConnect experience. When deployed, a rapid pre-appointment device evaluation can be run by an unlimited number of patients each month. Respective tests ensure the patient's device and network provide the optimal audio fidelity, video quality, and bandwidth needed for a successful visit. Also, the solution produces analytics that allow health systems to review causes for call failures and trends in patient compliance to increase operational efficiencies. The integration supplies professional health care providers with tools to deliver a premier patient experience while keeping costs under control.

Anticipated Results

Vidyo and Element Blue provide leading health systems with purpose-built solutions for their virtual care programs. The Vidyo integration for telehealth appointment optimization provides health systems with a comprehensive and impactful platform to evaluate the efficiency of their telehealth appointments. The solutions produce insights to ensure patient compliance, improve operational efficiencies, and enhance clinical outcomes while keeping costs under control.

The integration provides extensive features for your health system including but not limited to:



Guided Patient Workflow

In fewer than 2 minutes, patients are guided through a series of questions to prepare for the visit



Bandwidth Evaluation

Expands meeting location options for patients to conduct calls by reviewing bandwidth of local calling area



Video/Audio Review

Reviews fidelity of patients' video and audio quality prior to appointment



Browser Compatibility Check

Ensures selected browser will provide an immersive telehealth experience



Optimized for VidyoConnect

A turnkey solution developed in partnership with Vidyo



Call Failure Reporting

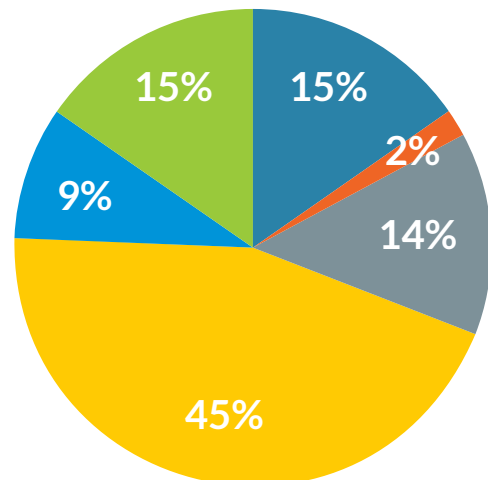
Provides insights into call failure to ensure fast resolutions and transparency to team

Reasons for Telehealth Appointment Failure



The solution addresses the multiple reasons for telehealth appointment failure which include:

- Browser is incompatible with the solution
- Patient unable to hear the practitioner
- Practitioner unable to hear patient
- Camera/Mic locked due to app permissions
- Camera Not Working
- Participant left session before an appointment



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