

Virtual Care Team™



technology enabled chronic care management ...flexible web platform for remote patient monitoring, alerts, messaging, video house calls for patients, care givers, and clinicians

Whether you are patient, family, clinician, health plan, or employer, ask yourself:

“What more can we do for our high risk, complex, medically fragile patients to improve access, self-care, safety, and costs?”

Many of you will answer: “I am not sure.”

Yet, everyone sooner or later will be affected by some chronic condition that could lead to excess hospital days, absenteeism, and a drain on family and organization resources.

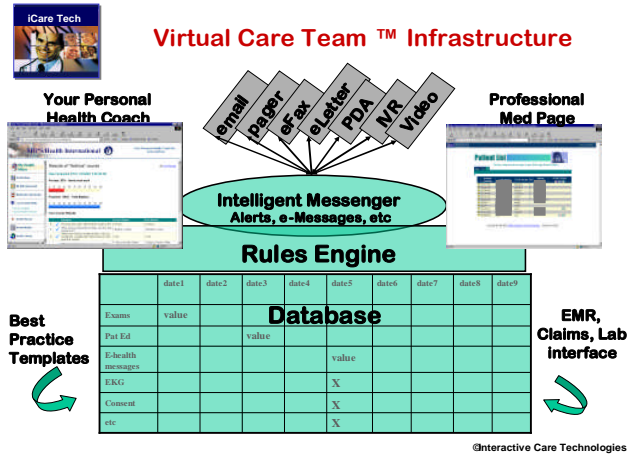
Fortunately, with coordinated clinicians and supportive telemedicine technology, the medically fragile can be managed with confidence in alternate care sites, controlling their conditions and avoiding complications.

Traditional office care and home visits are too expensive or logistically impossible for these patients.

There is a better way....

Virtual Care Team™

One-Touch Telemedicine at its easiest



Introducing the Virtual Care Team:

Virtual Care Team™ is the heart of the iCare telehealth system, a central tracking and communication application delivered to your organization via ASP servers. Your instance of Virtual Care Team will be configured for your organization with your own features, functions, and branding to serve your clinical goals. ASP means that the application runs on our servers...saving you start up time and costs...saving you maintenance and support headaches. You can choose the features that your organization needs:

Database- the industrial grade ODBC database contains information about each user, patient, clinician, vital signs, medication regimen, communication preferences, and alerts.

Care Plan Templates- allow easy set up of the individual patient with your best practice guidelines.

HL7 interface- to your clinical data sources

Rules Engine- monitors vital signs, medication, other health events, and triggers alerts to the care team

Intelligent Health Messenger- controls and monitors electronic alerts and messages between care team members via mobile phone, pager, e-mail, e-Fax, e-Letter, and video- configurable to the individual user.

Cascading Alerts- If a care team member does not respond to an alert, the Intelligent Health Messenger sends the alert to another care giver.

Professional Med Page- is the web portal through which the clinicians monitor their patients and manage Virtual Care Team communications

Your Personal Health Coach- is the optional web portal for patient and family that provides a patient view of patient data, educational materials specific for patient problems, and health information resources.

Your Personal Health Coach can coach patient and family care givers in better self care in accordance with the care regimen that your clinicians have established.

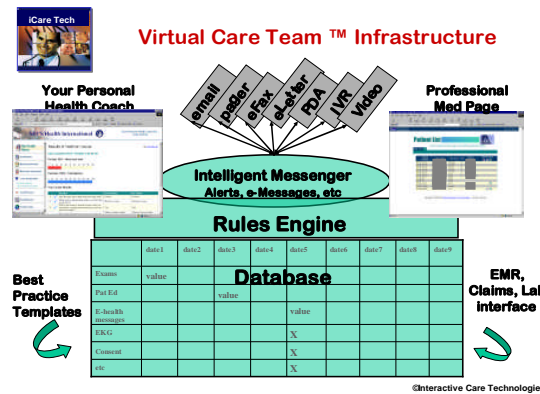
Going Beyond...to Patient Centered Care

Patient & Family

- Superior access to their doctors, nurses, and clinical specialists
- Gain confidence in their ability to participate in self-care and self improvement activities
- Enhance patient safety by becoming better informed care givers with

Clinicians & Providers

- More accurate assessment of remote patients...“a picture is worth a thousand words”
- Earlier and safer discharge of complex patients
- Increase the confidence, security, and satisfaction of your patients, families, and community of care
- Increase compliance with complex care regimens
- Attract new patients and revenue



Health Plans

- Profit from improved outcomes and lower costs from better self-care
- Reduce hospital days for high risk populations
- Provide consistent quality of care across populations and providers
- Strengthen ties with employers, providers, and members

Employers

- Reduce your employee's burden from medically fragile family members
- Reduce absenteeism from family illness burden
- Strengthen ties with employees

How the Virtual Care Team Works:

Interactive Care brands a Virtual Care Team server for the sponsoring healthcare organization. Clinicians or family identify a patient who is going to an out-of-hospital care site and who is at high risk for medical complications, such as CHF, COPD, diabetes, wounds, ventilators--any patient needing close support from their clinicians. The care team-- patient, family care givers, doctors, case manager nurse, respiratory therapist, skin care nurse, nursing home or foster home aids-- develops a care regimen for the patient that is entered via the internet into a Virtual Care Team template. The care team chooses from iCare's menu of remote telecare devices and services that match the patient's care needs. A pre-configured iCare Vision or device unit is installed at the remote care site and connected via broadband internet to the iCare Telehealth ISP. Training takes less than 30 minutes. iCare Vision is very easy to use—only one “on-off” button, no computer, no wires. iCare Vision can be used for scheduled video house calls, for on-demand video evaluation before problems become disasters and for coaching care givers. The video house call is initiated by a phone call between care giver and clinician. The patient or care giver turns on iCare Vision by simply pressing the “on” button. The iCare Vision camera automatically establishes a secure connection over the Telehealth ISP to the Virtual Care Team web server. The clinician uses a secure web browser to sign onto the Virtual Care Team web server. The Virtual Care Team server automatically establishes a real-time video link between the clinician's browser and the remote patient's iCare Vision camera. The clinician fully controls the camera remotely through her browser and interacts with patient and care giver with video, voice, and electronic stethoscope. When the examination is complete,