

Virtual Care Team™



...technology enabled chronic care management ...video house calls, remote patient monitoring, alerts, messaging, and more

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.

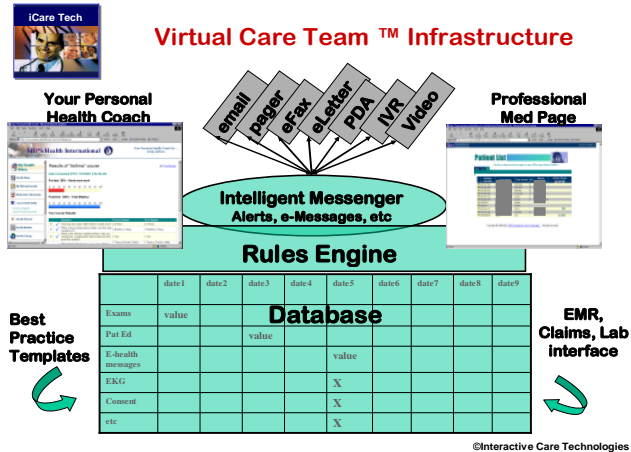
Fortunately, with coordinated clinicians and supportive telemedicine technology, medically fragile patients can be managed with confidence in alternate care sites, controlling their conditions and avoiding complications.

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

There is a better way....

Virtual Care Team™

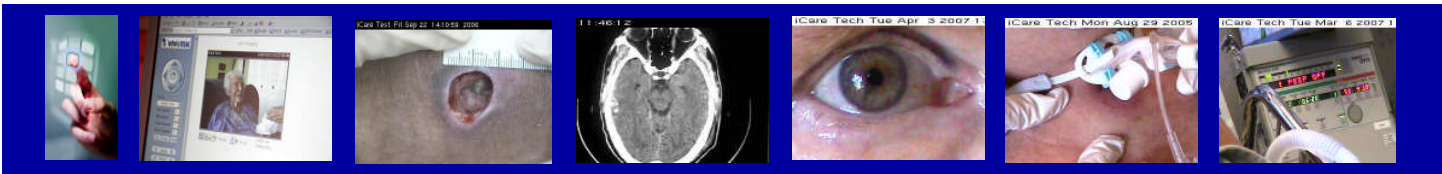
Patient centered telecare



Introducing the Virtual Care Team:

Virtual Care Team™ is the heart of the iCare telehealth system, a central tracking, communication, and care management application 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, problem specific education material, and health information resources. Your Personal Health Coach can coach patient and family care givers in better self care in accordance with your clinicians’ care regimens.



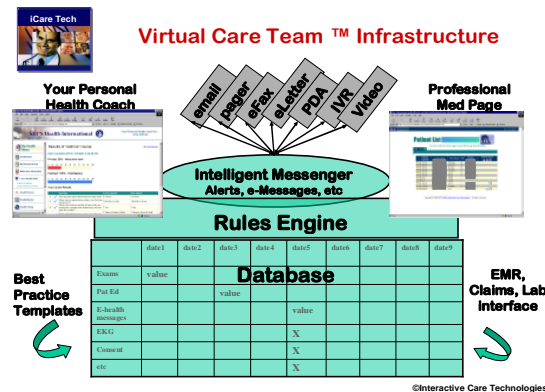
The Virtual Care Team™ is true Patient Centered Care...

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 “just-in-time” coaching
- Coach remote care givers with little effort

Clinicians & Providers

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



Health Plans

- Better 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 and members
- Better physician relations

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 and family identify a patient who is going to an out-of-hospital care site with high risk for medical problems— CHF, COPD, diabetes, wounds, ventilators, etc.—any patient needing close support from their clinicians. The care team— patient, family care givers, doctors, case manager nurse, specialists, nursing home or foster home aids— agrees to the patient’s out-of-hospital care plan which is entered via the internet into a Virtual Care Team template. The care team selects telecare services and devices from iCare’s menu that support the patient’s care needs. A pre-configured iCare unit is placed at the remote care site and connected via broadband internet or telephone to the iCare Telehealth ISP. Training takes less than 30 minutes. For example, the iCare Exam-Cam is very easy to use—only one “on-off” button, no computer, no wires. iCare Video Housecall and ExamCam 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 the iCare ExamCam by simply pressing a single “on” button. The iCare ExamCam 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 ExamCam. The clinician fully controls the camera remotely through their browser and interacts with patient and care giver with video, voice, and electronic stethoscope. When the examination is complete, the patient or care giver simply hangs up the phone and pushes the “off” button to turn off the iCare ExamCam

INTERACTIVE CARE TECHNOLOGIES

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