

# Health Care Use Case: Diabetes Monitoring

## ChoiceView™ for Simultaneous VISUAL and VOICE Communication

### Secure Real-Time Remote Care

ChoiceView technology enables a health care professional (HCP) to talk, text, send visual information, and see the patient's text and visual information in real-time during a phone call with a patient using a mobile device.

Patients simultaneously SEE any visual information while talking/texting with a HCP or interactive voice response system (IVR). Patients can SAVE the visuals for later use. Patients can also SEND a photo or video clip and text information while on the same call. The HCP easily can save the transaction to the patient's health record (EHR, PHR).



### Diabetes Monitoring Use Case

The 30-60 diabetic patients in this use case study are English speaking, 20-70 years old, male or female, currently have/use a mobile device, and have A1C readings between 8 and 10. HCPs use ChoiceView on their desktops while talking to patients who are using their mobile devices.

Current Method	ChoiceView Method
Lab tests patient and creates A1c report. HCP processes and mails report to patient ( <b>5-7 days</b> to receipt). <b>Additional time</b> for HCP to record the transaction and add it to the EHR.	ChoiceView call allows HCP to report/send A1c readings to patient, record latest glucose readings, and <b>recommend regimen changes immediately.</b>
HCP receives and records glucose readings from patient, enters into health records, generates report and sends with new forms to patient ( <b>5-7 days</b> to receipt).	Transmission is <b>automatically documented</b> for both parties and HCP easily saves into the patient's EHR.
HCP confers via phone/office visit with patient, adjusting regimen. Office visit required for HCP to view patient's skin condition ( <b>7-14 days</b> ).	To monitor a skin condition, <b>patient sends photo</b> to HCP and typically avoids an office visit.
<b>Total Time: 14–28 days</b> for mail and response time, plus additional time for phone call/office visit.	<b>Total Time: Length of phone call</b> to accomplish in <b>ONE EXCHANGE.</b>

### Key Anticipated Outcomes

- Narrower gap of treat to target (pre and post A1C)
- Decreased time to provide and receive A1C readings and reports
- Better patient understanding of reports and regimen
- Quicker improvement in patients' diabetic state with A1C changes
- More compliance with regimen due to quicker A1C report results and monitoring
- Reduced costs due to fewer office visits and fewer mailings
- More complete and accurate records of diabetes monitoring.

Additionally, patients' qualitative outcomes may include more satisfaction better overall health, and more confidence in the HCP and institution.



Scan with smartphone OR click to view on computer:  
**Health Care Demo**



ChoiceView™

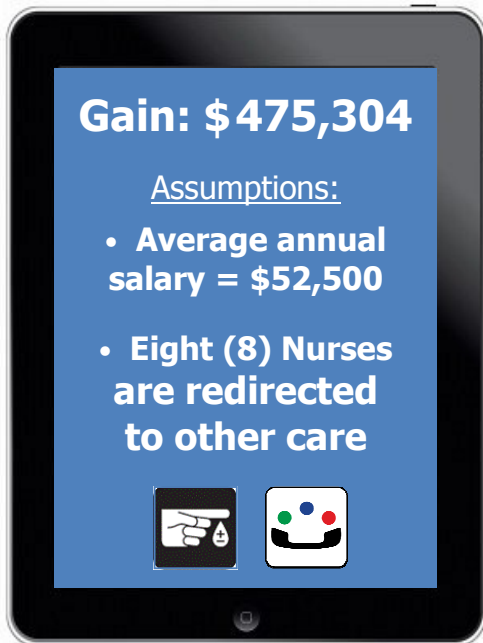
# Cost Savings for Remote Diabetes Monitoring with ChoiceView

*Visuals help patients comply and decrease care costs*

## **Example: National Health Care Organization**

The return on investment can be stunning when using ChoiceView™ technology to monitor chronic patients. Your total savings depends on the size of the organization and number of patients contacted. In this example, a large national organization is contacting thousands of diabetes patients via their mobile devices (iPhone, iPad, iPod Touch or Android smart-phone or tablet).

Of every 1,000 diabetes patients being contacted via ChoiceView, 250 would be hypoglycemic or would need daily contact. The other 750 would be contacted weekly.



- Estimated **savings** for 750 **weekly** calls and mailings:
  - \$300 per week from weekly mailings of updated reports including A1C readings of blood sugar could be eliminated by delivering the report via ChoiceView.
  - \$2,000 per week from cutting 2 minutes per call by sending the visual information instead of reading it and using 2 fewer nurses to manage the call load.
- Estimated **savings** for 250 **daily** calls:
  - \$75 per week from weekly mailings of updated reports including A1C readings of blood sugar could be eliminated by delivering the report via ChoiceView.
  - \$6,000 per week from cutting 2 minutes per call by sending the visual information instead of reading it and using 6 fewer nurses to manage the call load.

## **SAVINGS per 1000 Patients Monitored with ChoiceView**

- Fewer mailings and reduced call length results in **\$8,375/week = \$435,500 annual savings**
- A healthier patient group will eliminate a minimum of 1 office visit per year charged at an estimated \$60 per visit. That's an **additional \$60,000 per year in decreased care savings**.
- Total annual savings of **\$495,500**.

## **COST to Serve 1000 Diabetes Patients with ChoiceView**

- If the calls are handled in one 8-hour shift per day, requirement would be to equip 17 (reduced from 26). Nurse Advisors with ChoiceView Live Agent licenses at \$99/month = **\$20,196/year**.

**\$495,500 savings minus cost = \$475,304 Total Gain**

## **How Much Can You Save with Remote Patient Monitoring?**

There are many savings from having healthier, more satisfied, more compliant patients who require less hospitalization and fewer office visits. Contact us for a **FREE ROI calculation**, using your numbers.