



Real-Time Care Management

HeartToHeart™ provides a system of coordinated patient health management by using the Care Coordinator Platform to ensure providers, patients, members of the care support team, and volunteers actively collaborate to ensure a patient receives the best possible health outcome.

"Knowledge and communication remain fundamental to health and well-being. Even the lightest touch, like a text message reminder about medications or doctors' appointments, can have a powerful effect. It is immensely important for HeartToHeart Network to be able to have all of these kinds of tools at our disposal in order to help our clients meet their strategic goals."

- John Fitzpatrick
Vice President of Business Development
Heart To Heart Network, LLC

Executive Summary

HeartToHeart™ provides a technology solution for Remote Patient Management that delivers meaningful and actionable information to the right people at the right time. In a collaborative fashion, patients, clinicians and families receive information in real-time to improve the quality of life while significantly lowering healthcare costs. Patients are informed of actions they can take to improve their condition; clinicians can make informed diagnostic decisions based on timely information; families can monitor the well-being of their loved ones and assist in the recovery process, in real time, from anywhere.

Challenges

What HeartToHeart needed was a way for care providers to securely connect with their patients in real time through HeartToHeart's Web Application. Given HIPAA regulations, not all messaging gateways were relevant. TeleMessage is HIPAA Compliant and a BAA Approved Vendor.

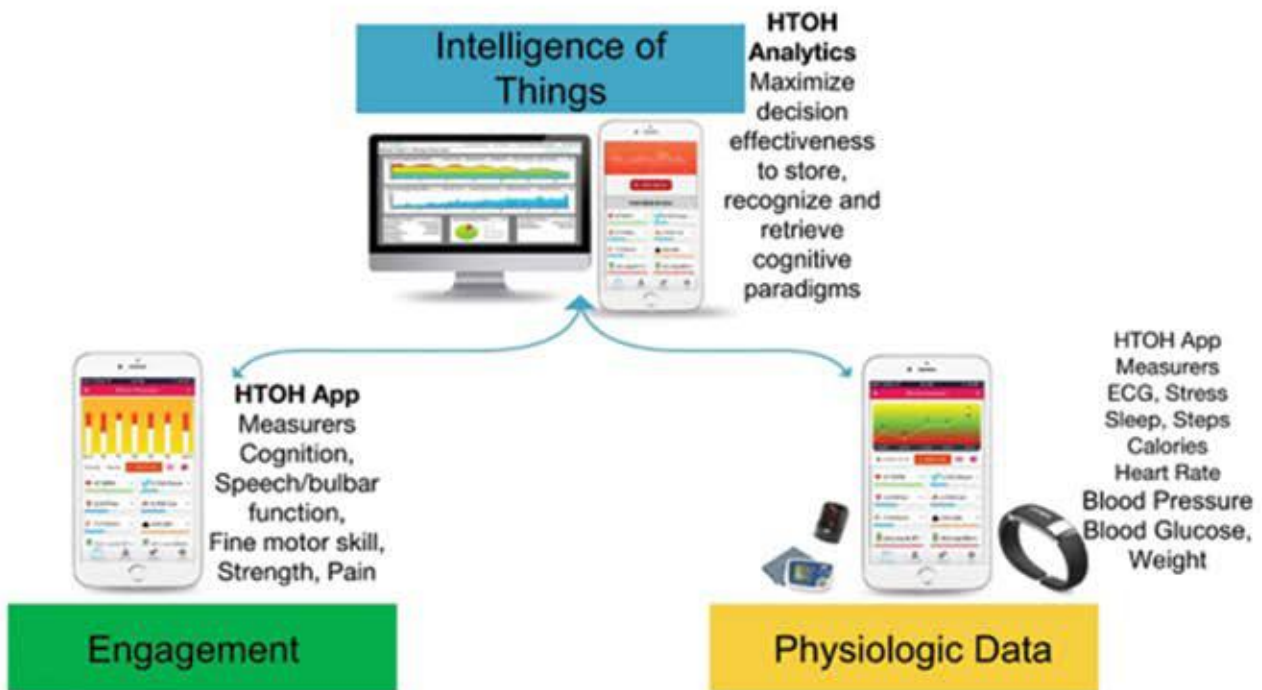
Through mutual vendor recommendations, and multiple testing, TeleMessage was able to successfully implement its XML API within HeartToHeart's technology.

Patient Electronic Clinical Outcome Assessment

One way HeartToHeart is able to track a patient's health status is through an electronic clinical outcome assessment system. Patients can access surveys, which can include questions such as patient's adherence to the drug regimen, unusual symptoms, etc. The HeartToHeart system determined by their care providers via the HeartToHeart platform, stores, retrieves, and transmits the questions and answers so that the patient's care teams can make educated decisions regarding the patient's health status. The ability to communicate with patients in a secure, practice-oriented environment can, by itself, enable changes in the access, frequency, quality, and visibility of engagement with patients and can be an extremely beneficial tool to care providers.



Neuro & Functional Predictive Analysis Framework



"We want to show the feasibility of evolving condition management into a much more accurate and efficient means of collecting data, allowing the patient, family, and care givers to stay up-to-date on the patient's progress and status, enabling them to be involved securely and effectively."

-Jormond Burch
Community Linkage Project Lead
Primaris

Protocol Driven Communication

The goal of HeartToHeart, with the addition of TeleMessage, is to improve care coordination. How can doctors, nurses, and additional care staff reach the patient securely at the right moment to prevent health emergencies? HeartToHeart's protocol-driven communications technology combines protocols with bi-directional patient engagement to support outreach that can span the care continuum. This capability easily integrates with desktops, laptops, tablets and smartphones, allowing physician's offices to send SMS text messages, faxes, and secure email for both a web interface and mobile phones. The approach complies with stringent data-protection standards and regulations, such as HIPAA, as well as with the organization's own policies. This novel approach enables clinicians to recommend care services and provide actionable responses to proactively manage the patient's condition. Thus, both physicians and patients report satisfaction in knowing that they can communicate securely with each other in real-time.

Health Information Exchange

HeartToHeart, with the addition of TeleMessage's secure messaging technology, is working on expanding its Health Information Exchange capabilities including:

- Secure Messaging that can interface to virtually any legacy systems and assist healthcare organizations bridge the gap between "meaningful use" and "practical use".
- Incoming Direct Message Alerts - all incoming direct messages can be accompanied by an alert notification via email or text message to the smartphone of the Authorized User associated with the receiving direct address.