Superhuman Telehealth

Dr. Milton Chen

vSee
Exclusive video telehealth for International Space Station

SpaceX docking w/ ISS

What we learned from ISS and Return to Moon Mission
- Must be robust
- Near zero training
- Architecture for change in complex environments
- Embrace I don’t know (yet)
- Astronauts are superhumans
Hamad Medical Corporation (HMC) has deployed telehealth solution in ERs of member hospitals to connect stroke center for stroke patient assessment and treatment in real-time.

HMC has around 1,600 stroke patients annually.
VSee Clinic:

- Medical device streaming
- Remote stethoscope
- Remote pan, tilt, zoom camera control
- Lossless screen sharing w/ remote control and live annotation
VSee Ready Kit turn every location into incidence response hub
- Low cost hardware kit
- Instant EMR/triage
- Telemedicine

VSee team in Iraq refugee camps
VSee Telemedicine Specialists for rural America showcased on Oprah, PBS
# VSee No Code / Low Code Telehealth Building Blocks

## VIDEO & COMMUNICATIONS
- **CHAT**
  - Persistent chat
  - Disappearing chat
  - Group chat
  - Role-based chat
  - Ad-hoc chat
  - In-visit chat
  - Priority chat
- **VIDEO CALL**
  - Browser
  - Desktop
  - Mobile
  - Pin video for eye contact...
- **AUDIO CALL**
  - VOIP audio
  - Phone dial-in
- **FILE TRANSFER**
  - Off-the-record file transfer
- **GROUP CALL**
  - Add interpreter, family, chaperone...
- **SCREENSHARE**
  - Lossless screenshare
  - Annotation

## PATIENT ENGAGEMENT
- **PATIENT SELF-SCHEDULING WITH REMINDERS**
- **PAYMENT COLLECTION**
- **PATIENT ROUTING**
- **PATIENT SSD AND GUEST LOGIN**
  - Sign up & membership
  - Dependents account
- **MOBILE APP**
  - White-label option
  - Patient queue dashboard access
  - Room code
  - Survey and feedback
  - Post-visit notes

## TEAM COORDINATION & SCHEDULING
- **INTAKE FORM**
- **CONSENT FORM**
- **PATIENT SELF-SCHEDULING**
- **PAYMENT COLLECTION**
- **PATIENT ROUTING**
- **PATIENT SSD AND GUEST LOGIN**
  - Sign up & membership
  - Dependents account
- **MOBILE APP**
  - White-label option
  - Patient queue dashboard access
  - Room code
  - Survey and feedback
  - Post-visit notes

## STAFFING CALENDAR
- **SEPARATE INTERNAL AND EXTERNAL COMMUNICATIONS**
- **CUSTOM TAGGING**
- **ROLE-BASED ACCESS**
  - Scheduler, Admin, etc.
- **PATIENT & VISIT TAGGING**
  - Custom tagging with auto-notifications
- **PROVIDER ASSIGNMENT & RE-ASSIGNMENT**
- **PROVIDER ALERTS**
  - Priority alerts with confirmation
  - Mobile alerts
  - Waiting room walking

## TELEMEDICINE CARTS
- **END-TO-END CTZ**
  - Camera control
  - Ergonomic design

## DEVICES & RPM
- **REMOTE PHYSICAL EXAMS**
  - Stethoscope
  - Thermometer
  - Sphygmomanometer
- **REMOTE PATIENT MONITORING**
  - Scale
  - Blood pressure
  - Fitness trackers
- **HOSPITAL AT HOME**
  - continuous monitoring EKG, SpO2, Temperature
- **TELEMEDICINE CARTS**
  - End-to-end CTZ
    - Camera control
    - Ergonomic design

## CLINICAL
- **SOAP NOTES**
  - Custom templates
  - Assessments
- **MEDICAL HISTORY**
  - Existing conditions
  - Family history
  - Social history
  - Surgery
  - Allergies
  - Medications
- **ASYNCHRONOUS VISIT**
- **E-PRESCRIBE**
- **PHARMACY PICKER**
- **DOCUMENT UPLOAD**
- **PATIENT EDUCATION**
  - Videos & Images
- **CLINIC DIRECTORY**
- **LANGUAGES**
  - Spanish, Chinese, Vietnamese, Arabic + 4 more
- **SELF-TEST DEVICE**
- **FAQ & TUTORIALS**
  - Articles & PDFs
  - Videos
- **ANNOUNCEMENTS**
  - Social networks
  - Blog

## USER ADOPTION
- **PAYMENT PROCESSING**
  - Credit card
- **REPORTS DASHBOARD**
  - Customized
  - Filterable views
- **PROGRAM UTILIZATION**
  - Total / Active providers & patients
  - Total visits
  - Patient drop-offs
- **FINANCIALS**
  - Payment collected
  - Total claims data
- **OPERATIONAL EFFICIENCY**
  - Call duration
  - Patient wait time
  - Visits completed, aborted, canceled...

## PAYMENTS & BILLING
- **SURVEY RESPONSES**
  - Post visit survey
  - Intake canceled

## COMPLIANCE & SECURE IT INFRASTRUCTURE

## INTEGRATIONS AND PARTNER ECOSYSTEM
- **EMR INTEGRATION**
- **REVENUE CYCLE MANAGEMENT**
- **HARDWARE**
- **DEVICES & WEARABLES**
- **OTHER APPLICATIONS**
  - Epic
  - AdvancedMD
  - athenahealth
  - Epic
  - AdvancedMD
  - Advantech
  - poly
  - Withings
  - Welch Allyn
  - iHealth
  - FORA
  - Vivalink
  - Body Trace
  - fitbit
  - Health Corilla
  - MD Toolbox
  - AMRRA
Superhuman telehealth for the doctors!

• Patients love telehealth

• 2 key reasons doctors resist telehealth
  ◦ Competition and reimbursement
  ◦ More work
    • Does Zoom, EPIC EMR video add on, etc, lead to physician burn out? Count the clicks?

• How to be superhuman in productivity
  ◦ Forms, device data (RPM, physical exam), teamwork (async, sync via unified comm)
  ◦ Astronauts have no tolerance for non-sense

• You can create the gold standard of telehealth via rigorous academic research
  (replace intuition w/ experimental results)
No code and low code Telehealth

• What if we don’t know?

• Centrally managed and local innovation

  ◦ What if a physician can create his/her exact workflow w/o coding?

  ◦ What if every department gets exactly what they want w/ a week of intern programming
Aimee for Ukraine dispatch + telehealth in 72 hours

Dispatch

- Web form + chat to catch requests
- Multiple Ukrainian volunteers working concurrently

Match patient/provider to physician(s)

- Received blanket liability waiver from Ukraine Ministry of Health
- Group physicians into specialties
- Merged calendar and Uber-like routing

Schedule telehealth visit

- Unified comm w/ video, phone, chat
- Forms and devices
- One touch translator

Analyze and improve

- Collect all operation details, daily 7 pm all hands sync up and improve 1 thing
- EHR of patients in Ukraine and refugees. Migrate data back into Ukraine after war
10,000 solar telemedicine clinics in the Philippines?

- Light and configurable EMR
- No code sync & async telehealth
- Medical device integration for remote exam and monitoring
- Point of care lab
- Smart power control
- Knowledge Network of Filipino and American doctors
- GPT3 powered AI decision support
Thank you

milton@vsee.com

www.figma.com/proto/hSvSHqWFn8FPDq6YNBfNAz