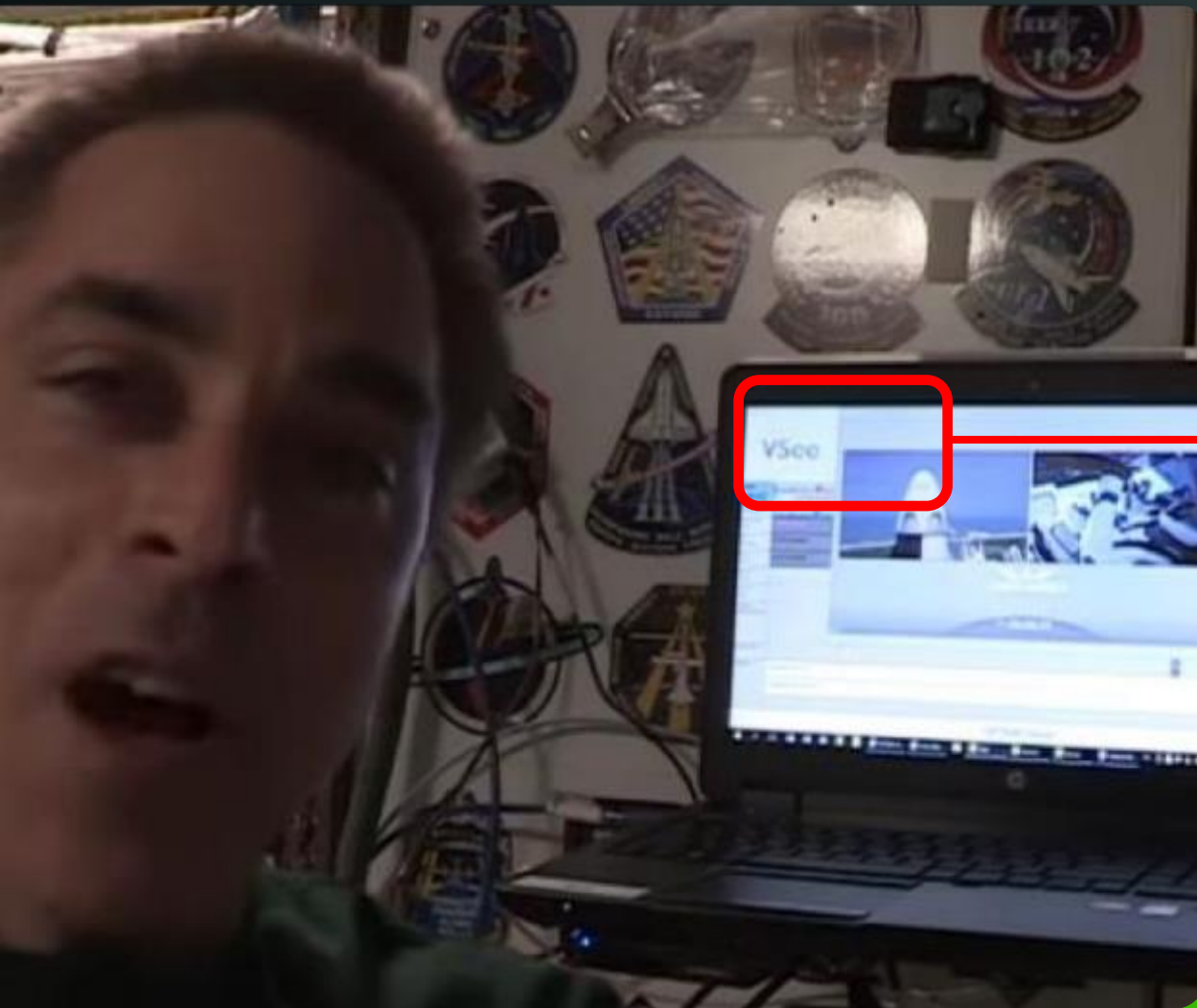# Superhuman Telehealth

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)
- Astronants are superhumans

Qatar Exclusive Country Wide Deployment

VSee remote physical exam at Tesla

VSee Clinic:

- **Medical device streaming**
- **Remote stethoscope**
- **Remote pan, tilt, zoom camera control**
- **Lossless screen sharing w/ remote control and live annotation**
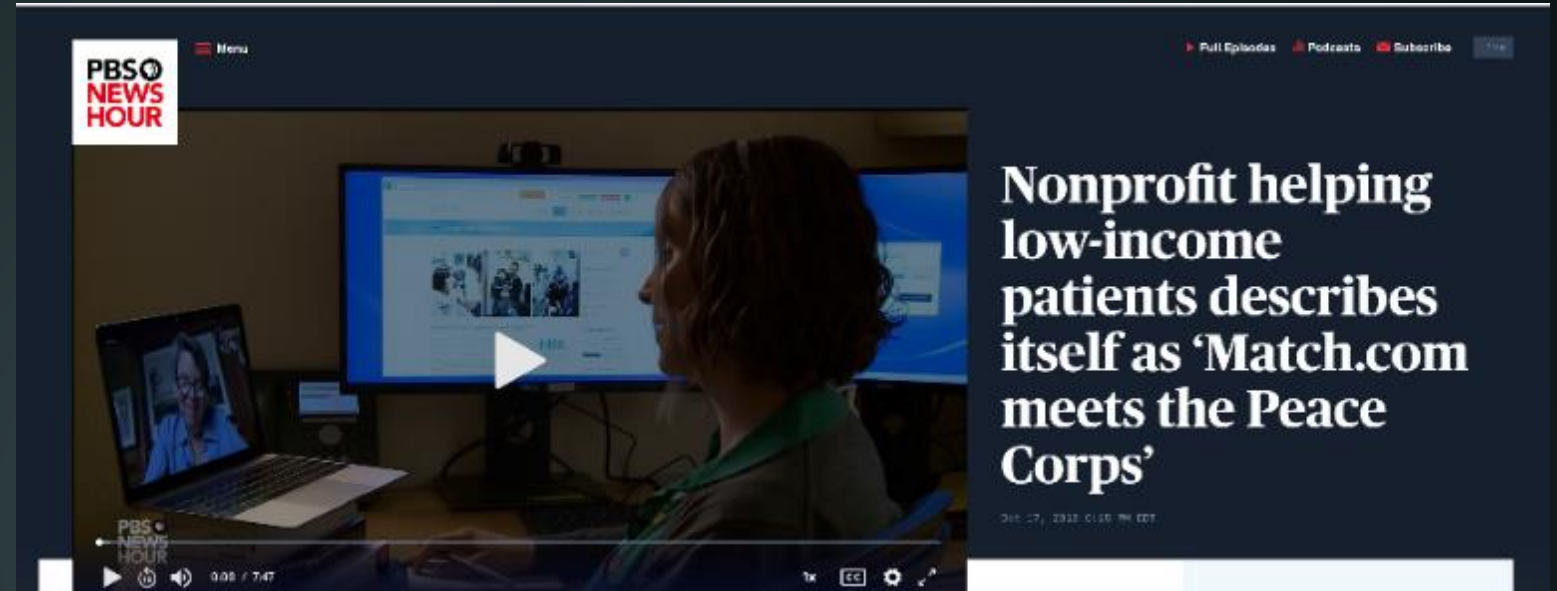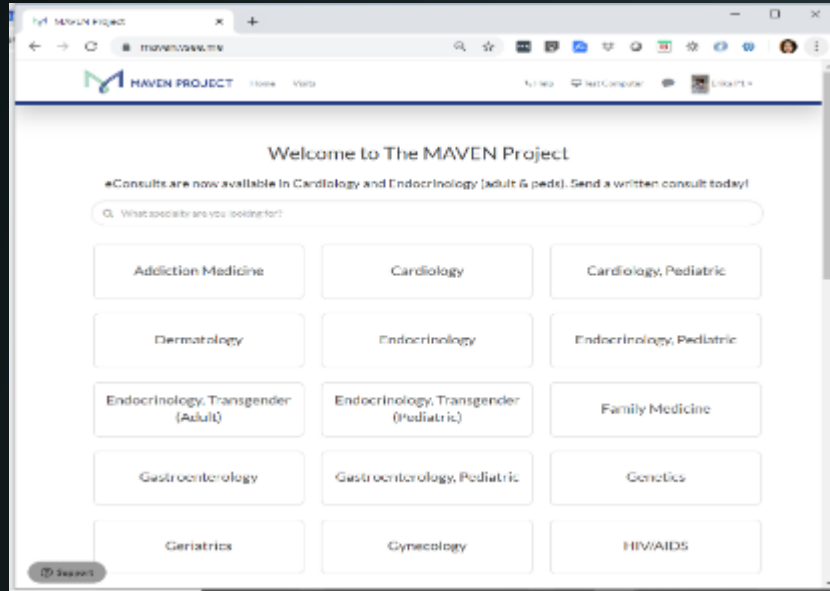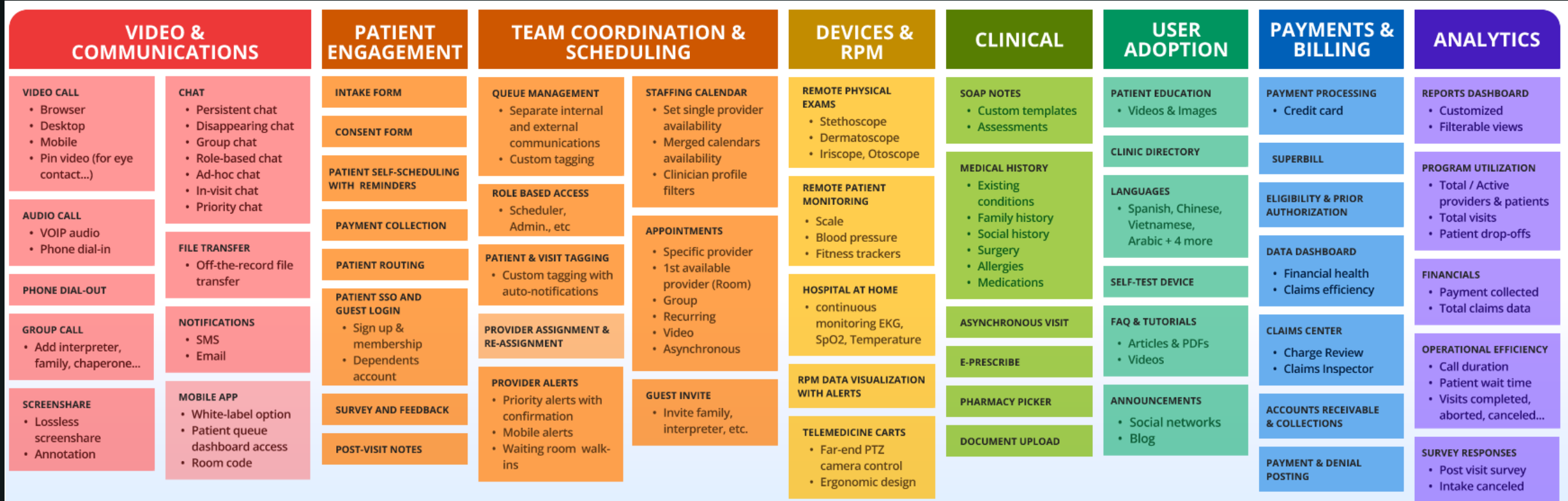
VSee team in Iraq refugee camps

VSee Ready Kit turn every location into incidence response hub
- Low cost hardware kit
- Instant EMR/triage
- Telemedicine

VSee Telemedicine Specialists for rural America showcased on Oprah, PBS

VSee No Code / Low Code Telehealth Building Blocks

VIDEO & COMMUNICATIONS

VIDEO CALL
- Browser
- Desktop
- Mobile
- Pin video (for eye contact...)

AUDIO CALL
- VOIP audio
- Phone dial-in

PHONE DIAL-OUT

GROUP CALL
- Add interpreter, family, chaperone...

SCREENSHARE
- Lossless screenshare
- Annotation

CHAT
- Persistent chat
- Disappearing chat
- Group chat
- Role-based chat
- Ad-hoc chat
- In-visit chat
- Priority chat

FILE TRANSFER
- Off-the-record file transfer

NOTIFICATIONS
- SMS
- Email

MOBILE APP
- White-label option
- Patient queue dashboard access
- Room code

PATIENT ENGAGEMENT

INTAKE FORM

CONSENT FORM

PATIENT SELF-SCHEDULING WITH REMINDERS

PAYMENT COLLECTION

PATIENT ROUTING

PATIENT SSO AND GUEST LOGIN
- Sign up & membership
- Dependents account

SURVEY AND FEEDBACK

POST-VISIT NOTES

TEAM COORDINATION & SCHEDULING

QUEUE MANAGEMENT
- 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 walk-ins

STAFFING CALENDAR
- Set single provider availability
- Merged calendars availability
- Clinician profile filters

APPOINTMENTS
- Specific provider
- 1st available provider (Room)
- Group
- Recurring
- Video
- Asynchronous

GUEST INVITE
- Invite family, interpreter, etc.

DEVICES & RPM

REMOTE PHYSICAL EXAMS
- Stethoscope
- Dermatoscope
- Iriscope, Otoscope

REMOTE PATIENT MONITORING
- Scale
- Blood pressure
- Fitness trackers

HOSPITAL AT HOME
- continuous monitoring EKG, SpO2, Temperature

RPM DATA VISUALIZATION WITH ALERTS

TELEMEDICINE CARTS
- Far-end PTZ 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

USER ADOPTION

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

PAYMENTS & BILLING

PAYMENT PROCESSING
- Credit card

SUPERBILL

ELIGIBILITY & PRIOR AUTHORIZATION

DATA DASHBOARD
- Financial health
- Claims efficiency

CLAIMS CENTER
- Charge Review
- Claims Inspector

ACCOUNTS RECEIVABLE & COLLECTIONS

PAYMENT & DENIAL POSTING

ANALYTICS

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...

SURVEY RESPONSES
- Post visit survey
- Intake canceled

COMPLIANCE & SECURE IT INFRASTRUCTURE

INTEGRATIONS AND PARTNER ECOSYSTEM

EMR INTEGRATION — Epic, AdvancedMD, athenahealth

REVENUE CYCLE MANAGEMENT — AdvancedMD, stripe

HARDWARE — ADVANTECH, poly, logitech, AVer

DEVICES & WEARABLES — WITHINGS, Welch Allyn, iHealth, FORA, VIVALINK, SAMSUNG Health, BodyTrace, fitbit

OTHER APPLICATIONS — MDToolbox, HEALTH GORILLA, AMBRA

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
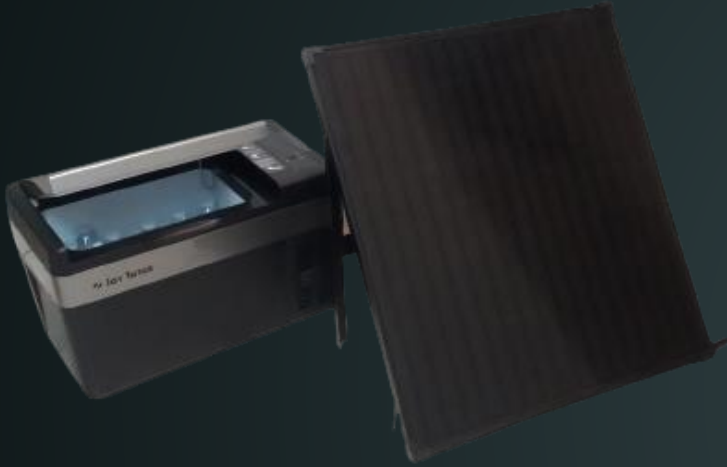
Aimee for Ukraine dispatch + telehealth in 72 hours

Aimee спільно з Міністерством Охорони Здоров'я України забезпечує безкоштовні телемедичні візити з американськими лікарями.

Медичний персонал або пацієнти в Україні подають запит, наші диспетчери узгоджують запит з лікарем з США для проведення телемедичного виклику.
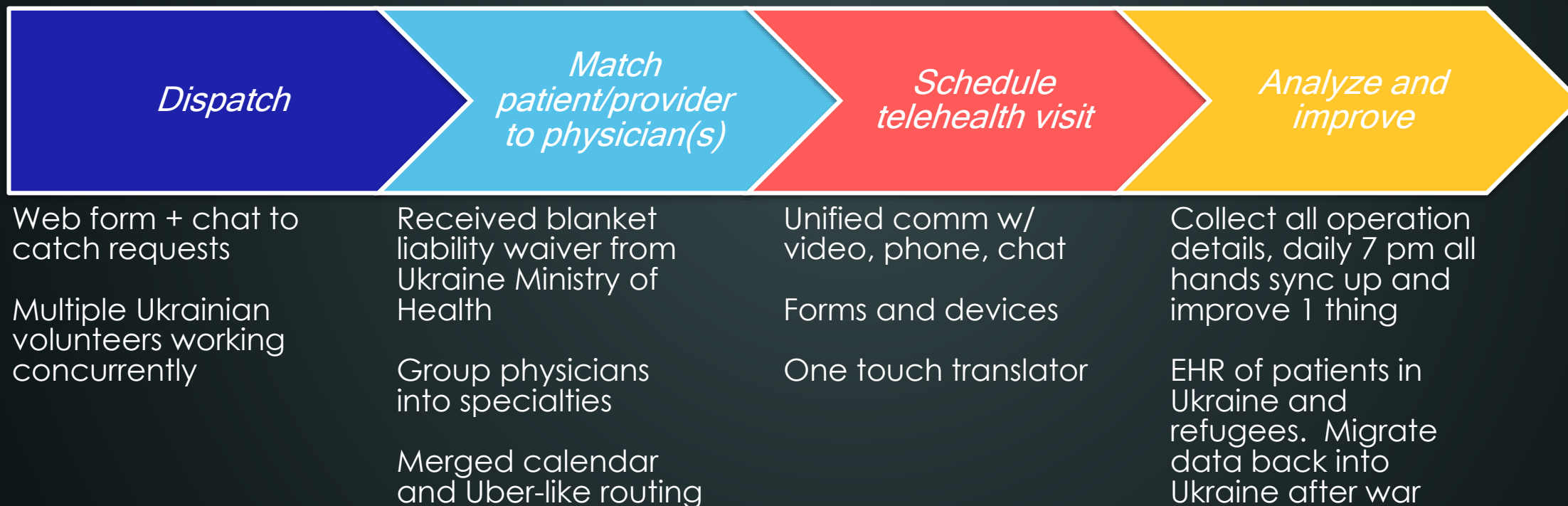
Dispatch	*Match patient/provider to physician(s)*	*Schedule telehealth visit*	*Analyze and improve*
Web form + chat to catch requests Multiple Ukrainian volunteers working concurrently	Received blanket liability waiver from Ukraine Ministry of Health Group physicians into specialties Merged calendar and Uber-like routing	Unified comm w/ video, phone, chat Forms and devices One touch translator	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

Thank you

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www.figma.com/proto/hSvSHqWFn8FPDq6YNBfNAz