



Intel® Health Care Management Suite

An advanced software solution for personalised care management.

Overview

The Intel® Health Care Management Suite is an advanced web-based application for healthcare professionals to connect with their patients using the home-based Intel® Health Guide PHS6000. The Suite provides healthcare professionals the tools to effectively manage their case loads, while offering personalised care, including:

- Communication tools, such as video conferencing
- Tools to develop personalised care protocols based on an individual's health needs
- Tools to prioritise patients' clinical needs based on their reported status
- Access to comprehensive patient-specific data

Intel® Health Care Management Suite Features

Extensive patient data and advanced tools for personalised care, case load management

The Intel® Health Care Management Suite allows healthcare professionals to offer personalised care to their patients and effectively manage their case loads by providing them with the patient data and tools to:

- Sort patients' clinical needs according to their health session results
- Conduct video calls to communicate with patients face-to-face
- Personalise care protocols based on each patient's individual needs
- Present targeted multimedia educational content
- Set up automatic e-mail alerts to those involved in a patient's care, notifying them when certain thresholds have been exceeded
- Record and review session notes for each patient

Software Requirements

- Windows XP* Professional SP2 operating system
- Microsoft Internet Explorer* Browser 6.0 SP2
- Microsoft .NET Framework 2.0*
- Adobe Reader* version 7.02 or later

The Intel® Health Care Management Suite offers an extensive set of features, including advanced communication through video conferencing capabilities to connect healthcare professionals with patients, reports that allow healthcare professionals to prioritise cases and create a personalised care plan for each patient, as well as a wide range of multimedia content for patient education.

Through its secure data transmission and access features, it supports patient privacy and the healthcare professional's compliance with applicable privacy laws. In addition, the Intel Health Care Management Suite offers administrative tools to help streamline administrative tasks of the telehealth program.

Communication with Patients

The Intel Health Care Management Suite allows healthcare professionals to arrange and conduct two-way video calls with their patients, allowing both patient and care manager to see and hear each other. This connection can help to:

- Establish and strengthen the social connection between the patient and healthcare professional
- Observe the patients performing specific tasks, such as taking vital sign measurements



Patient Prioritisation

The Intel Health Care Management Suite supports "management by exception" in its design as a way for healthcare professionals to prioritise their patients' clinical needs. The Intel Health Care Management Suite provides a summary page that sorts each patient based on whether a reported vital signs measurement is outside an acceptable range or not, and whether or not data has been reported by the patient. This design, which automatically identifies outliers, flags patients as red, yellow, or green according to the following characteristics:

- **Red.** Patient data has been reported and at least one measurement is outside its acceptable range or a question is answered in a way that triggers a threshold.
- **Yellow.** Patient has no current data to report.
- **Green.** Patient data has been reported and all values are within acceptable range.

Personalised Care Protocols

The Intel Health Care Management Suite provides busy healthcare professionals with a way to personalise care protocols for each of their patients. Patients use the Intel Health Guide PHS6000, which works with the Intel Health Care Management Suite and allows each patient to participate in a health session personalised by the healthcare professional. During each session, the patient may measure their vital signs, respond to health assessment questions, receive educational information and motivational messages and complete surveys. Once the session is completed, the results are made available to the healthcare professional who can use the up-to-date information to assess the patient's health status and to modify the patient's care plan accordingly.

In addition to setting up health sessions, healthcare professionals have the freedom and flexibility to:

- Create surveys and health tips tailored for each patient using a variety of formats, from multiple choice, to yes/no, to scale ratings, all customised by disease state or other suitable criterion.
- Collect vital sign data.
- Set minimum and maximum thresholds for question sets and for devices that connect to the Intel Health Guide PHS6000, which then notifies the healthcare professionals when particular patient vitals recording thresholds are exceeded.
- Include content as part of a patient's scheduled health session, and arrange for educational content to be played for a patient when a threshold is met or exceeded to take advantage of a "teachable moment."
- Schedule patient sessions—from a one-time session to a regularly recurring session scheduled on a daily, weekly or monthly basis.
- View historical patient data to make informed clinical assessments.



With all data saved on secure remote servers, healthcare professionals are able to access their patients' information from a Web portal whenever they need to.

Reviewing Patient Data Made Easy

With the Intel Health Care Management Suite, healthcare professionals can review their patients' progress and data quickly and simply. Healthcare professionals can:

- View patient measurements, assessments and reminders.
- Sort patient data by type, value, or date captured.
- Receive e-mail notifications that a pre-set threshold has been exceeded.
- Review patient measurements in a graphic format to highlight trending results.
- Add notes to any measurement, assessment, or reminder that has been communicated from the Intel Health Guide PHS6000.

Additional features of the Intel® Health Care Management Suite

Privacy and Security

The Intel® Health Care Management Suite supports patient privacy and the healthcare professional's compliance with applicable privacy laws by securing all information in the remote database on an encrypted file system. In particular, it protects personal healthcare data by:

- Allowing only secure HTTPS/SSL access to the website.
- Securing all data during transmission to a patient's Intel® Health Guide PHS6000.
- Protecting the web interface to the application and patient database using 128-bit SSL encryption.
- Ensuring data remains secure even if the patient's case becomes inactive.
- Enforcing a unique log-on and password for each healthcare professional or system administrator.

Administrative Tasks Streamlined

The Intel Health Care Management Suite provides designated site administrators a variety of tools to effectively manage the overall telehealth program for the healthcare organisation. System administrators can use the Intel Health Care Management Suite to:

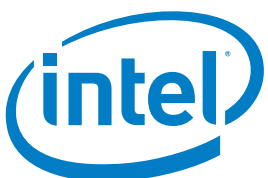
- Generate reports.
- Assign new patients to an Intel Health Guide PHS6000.
- Assign patients to a specific nurse.
- Register provider staff to access patient data.
- Create, edit and/or update a content library, which includes questions, factoids, and multimedia content.
- Maintain a library of care protocols.



Intel Digital Health Group

Intel's Digital Health Group is committed to delivering research-based innovation for healthcare. Informed by nearly a decade of ethnographic studies, we share a vision with healthcare leaders of using innovative technologies to transform healthcare, improve chronic disease management, and enhance wellness and independence. We develop new health technologies for individuals in the home or on the go, and collaborate with healthcare professionals to better enable seamless interaction and information exchange. We help to connect people and information in new ways that increase patient care and safety, reduce healthcare costs, and improve quality of life across the continuum of care.

For more information, visit
www.intel.co.uk/healthguide



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¹ The Intel® Health Guide requires an internet connection to enable communications with the patient's care team and back-end data hosting. The Intel Health Guide is intended for use by patients under the guidance of a healthcare professional and is not intended for emergency medical communications or real-time patient monitoring.

Printed in the United Kingdom. 0309/MOS. 319565-001EN RSLT-A-0438