



Connecting patients and healthcare professionals for personalised care.



# Welcome to the new Intel® Health Guide: A healthcare technology innovation.



## Shared Goals, Shared Challenges

Patients, healthcare providers, and payers share important goals. All want patients to have more control over their own care and greater independence in their daily lives. They want lower costs and higher quality. They want to be assured that the right care is getting to the right people at the right time.

At Intel, we think that technology has an important role to play in improving how that care is delivered around the world.

### Improving Communications

Patients want and need to be more involved with their treatment plans. At the same time, healthcare professionals are looking to personalise the care they provide to their patients for the best possible outcomes.

This goal is attainable with accurate and well-timed information, but it's not always available. The key lies in improved communication: between patient and nurse, between physician and nurse, between providers and payers. When the different parties can share relevant information on a timely basis, real change can happen.

### How Intel can Help

We're taking our technology expertise, married with our passion to improve the lives of loved ones, to help healthcare providers and patients handle the challenges of gathering accurate information when it's needed.

Our approach combines our expertise as a leading provider of high technology solutions with the insights into healthcare from both providers and patients.

The result? A healthcare solution that places the highest value on connecting people and information.

The Intel Digital Health Group is discovering new ways to help busy professionals manage difficult case loads. We're finding ways for patients to understand their treatment plans better. And we're helping to integrate the healthcare environment.

Our solution incorporates technology with what patients and providers have said about what's easy to use, what's simple, what's comfortable, what works.

### The Future of Healthcare at Home...Today

The Intel® Health Guide connects patients and their care teams for personalised, healthcare management at home. This comprehensive remote patient monitoring system is for healthcare professionals who want to provide their patients with more personalised care at home. It also engages and empowers patients to take a more active role in their own care, and provides a powerful connection between healthcare professionals and the patient through the availability of actionable, individualised health data.



The Intel Health Guide represents the next generation of remote patient monitoring. This new phase will be marked not only by what gets communicated, but critically, *how* that information is communicated so that it meets the needs of both patients and healthcare professionals. The emerging pattern will have greater focus on two-way communication involving an integrated healthcare team centered on the patient. And the technology that supports this approach will be judged not by its technical features alone, but by its design—how well the technology fits the real world of its users.

Intel spent nearly a decade conducting ethnographic research to understand the needs of an older population and those with chronic illness; the Intel Health Guide has been designed with these patients' needs in mind. That's why it incorporates multimedia educational content, easy-to-see display, video conferencing, and a host of other special features.

By keeping patients and healthcare professionals connected, the Intel Health Guide helps the entire care team make the right care decisions by getting the right data to the right people at the right time.

## Powerful Connections

The Intel Health Guide provides a powerful connection between healthcare professionals and the patient through the availability of actionable, individualised health data. Using health data monitoring and two-way communication, the Intel Health Guide assists healthcare professionals in their decision-making process by providing them with timely information about the patient's health status. It is also a communications tool that can help patients stay connected to their medical networks through the exchange of information and video conferencing.

## Health Sessions

Communication is primarily conducted by a patient's participation in a health session designed by the healthcare professional and personalised for the patient's specific situation.

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 authorised healthcare professionals who can use the latest recorded information to assess each patient's health status and to modify the patient's care plan accordingly.

## Video Calls

The Intel Health Guide also includes an integrated video camera, allowing healthcare professionals to arrange and conduct two-way video calls with their patients. This can help them strengthen their interaction with their patients by allowing them to view their patients performing specific tasks, or provide advice and encouragement.

## Payers, Home Care Organisations

Payers, home care organisations, and others with a special focus on monitoring results and improving efficiencies in the delivery of care will find the Intel® Health Guide to be an invaluable help.

The Intel Health Guide can:

- Act as an important tool in improving healthcare protocols by its ability to capture accurate patient trending data
- Remind patients to adhere to their care protocols
- Support better tailored and more effective interventions by means of personalised care protocols
- Encourage patients to become more active participants in monitoring their own condition, leading to more efficient use of resources



## Patient Engagement

The Intel Health Guide was designed to engage and empower patients to take a more active and positive role in their own care. This is achieved through the system's user-centered design, the ability to gain access to their own current and historical vital statistics and personal health trend data, as well as access to educational content about their condition.

## Educational Content

Using the Intel Health Guide, patients have access to a variety of multimedia educational content—including text, audio and video. Healthcare professionals can add content as part of a health session, or patients can access it when they want it to help them

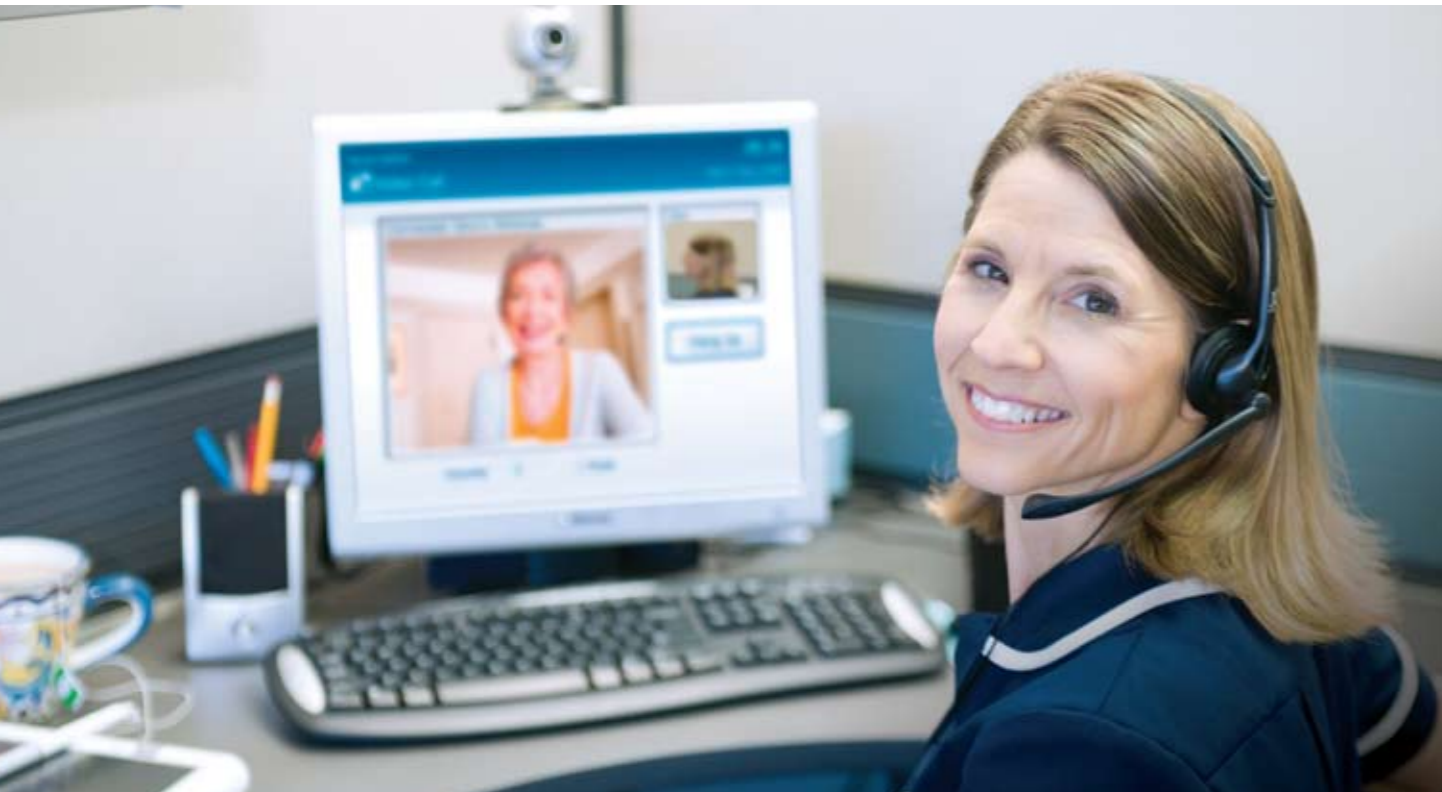
gain a deeper understanding of their disease state, health status, and treatment plan.

## Patient-centered design, focused on the needs of patients

The design of the Intel Health Guide PHS6000 is based in part on Intel's ethnographic research of the Global Aging Experience. In our research, we focused on understanding the needs of the aging population and how technology can support them in their daily lives.

The research findings led Intel to include several key elements into the design:

- Large fonts and graphics to simplify the visual experience
- Touch screen for ease of use
- Icons, carefully limited in number and tested for usability
- Integration of audio and video components for a more human interface
- Calendar that patients can personalise with their own details



## Patient Privacy through Data Security

### Secure patient data storage and transmission.

The Intel® Health Guide protects patient privacy by storing information in a highly encrypted format as well as by securing the data during transmission (via SSL) to the remote database.

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

The Intel® Health Care Management Suite protects patient privacy by securing critical information in the remote database. Patient data is further protected by allowing only secure (HTTPS, 128 bit SSL) access to the web tools and securing all data during transmission to and from a patient Intel Health Guide PHS6000.



## Personalised Care

Whether healthcare professionals are looking to improve communications with their patients, or are working to personalise their care protocols, or need greater support in managing challenging case loads, the Intel Health Guide can help.

Healthcare professionals can provide more personalised care for their patients using the Intel Health Guide. Because it is a comprehensive tool specifically designed to meet the needs of both the healthcare professionals and the patients, the Intel Health Guide can provide:

- Video calls for genuine person-to-person contact
- A library of sample surveys, educational content and care protocols that can be customised for each patient
- E-mail alerts to each patient's care manager when specific conditions are met or exceeded
- Notifications to patients to collect measurements, take surveys, and view multimedia educational content

Using the Intel® Health Care Management Suite of software tools, healthcare professionals can monitor and manage their patients by:

- Communicating with patients
- Personalising care protocols
- Supporting "management by exception" for increasingly complex care needs
- Providing the right educational content at the right "teachable moment"

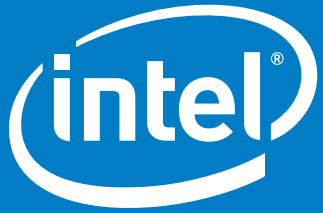
The result is an advanced, carefully integrated remote patient monitoring system that encourages patients to take an active role in managing their health from home.

## Why Intel in Healthcare?

Intel is recognised as a leading innovator in technology worldwide. For years, Intel technology has been used in medical devices around the world.

In fact, Intel has developed an entire division devoted to digital health technology. We have been conducting ethnographic research into people's needs and concerns in healthcare and independent living for nearly 10 years. During that time, our ethnographers and research teams have interacted with over 150 hospitals and clinics and 1,000 households in 20 countries, closely observing patients in an ongoing effort to understand how people view and interact with technology.

The insights we've gained now inform our product designs. The result is a design that incorporates key findings into the patient-centered Intel Health Guide.



[www.intel.co.uk/healthguide](http://www.intel.co.uk/healthguide)

<sup>1</sup> 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.

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