



Insights Report | **March 2020**

# COVID-19 TECHNOLOGY AND SERVICES SOLUTIONS GUIDE

To our provider friends:

**You need solutions and you need them fast.** We have asked the vendor community to share what they are doing/can do to help your organizations in this crisis. Given the short time frame, KLAS has not validated any of these claims.

We will not waste time with a long introduction—we just hope this helps you. Good luck in the weeks ahead. Reach out to your KLAS representative if we can help you. Thank you for bearing the weight of this crisis. We deeply appreciate your sacrifices.

—The KLAS Team

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## Report Information

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### Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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# TECHNOLOGY SOLUTIONS



The following information was supplied by the vendors and has not been validated by KLAS.



# AMBULATORY EHR VENDORS



**athenaPractice  
(formerly Centricity  
Practice Solution)**

**Screening forms, questionnaires, and other resources  
related to COVID-19**

- The athenaPractice customer support team is fully operational to respond to customer issues while maintaining the excellent service customers have come to expect. In addition, the support team is tracking COVID-19 questions to identify any issue trends or opportunities that we can share with our customers.
- The majority of athenaPractice operations are automated, and we are cross-training employees and developing contingency plans to mitigate potential impact on our services. athenahealth is providing continuous recommendations and guidance to customers as the COVID-19 situation evolves.
- athenahealth has made the following available for athenaPractice customers:
  - COVID-19 Initial Screening form
  - COVID-19 Questionnaire Form Kit to capture detailed travel history for patients with fever and acute respiratory illness
  - Observation and Under Investigation form offering guidance for screening of patients
  - Factory Observation kit with comprehensive listing of all COVID-19 terms available
  - Updated CPT/HCPC codes for lab result testing services and CMS codes for testing

## Various COVID-19 resources

## Tactical toolsets, education and guidance, and company-readiness awareness

We have actively engaged with our customers, including physician members of our Office of the CMO to understand the impacts on them and their needs. We have focused our assistance to customers on:

- Tactical toolsets to help them manage changes to their clinical and billing operations
- Education and guidance regarding industry changes and additional information resources
- Company readiness awareness

### Tactical Toolsets

eMDs has published:

- COVID-19 screening templates for the EHRs
- System updates with the new diagnosis and CPT codes
- Telehealth configuration
- Telehealth billing guides based on CMS, AMA, and other industry guidance
- And more

### Education and Guidance

We have reviewed and informed our customers about industry guidance and topics that are relevant to them including:

- Telehealth billing rules and “how to”
- Operational case studies that their peers in other practices are deploying (e.g., parking lot screening, telehealth, patient communications, and physical office workflow patterns)
- Continuing care management for their other chronic condition and general patient populations (keep managing them, keep them out of overcrowded hospitals, and restore practice revenues)

### Company-Readiness Awareness

We have also increased the frequency of customer communications to ensure the maximum number of customers are aware of what we are doing and how they can leverage eMDs so they can focus on their operations and ensure their practices remain as viable business entities with precipitous drops in patient volume. We are informing customers about our operations adjustments and ongoing readiness including work-from-home strategies, curtailed travel, and continued infrastructure management.

**Various COVID-19  
resources****Templates, workflows, patient engagement tools, education,  
and guidance specific to COVID-19**

Led by our Chief Medical Officer, Greenway Health has built a team of experts from multiple departments within the company to facilitate our response to COVID-19. This team meets multiple times a day to review the most up-to-date information provided by various government agencies and determine how to update our products to best support our providers. This all-hands-on-deck approach allows Greenway Health to deliver real-time updates to our providers as they navigate the spread of COVID-19. As a result of this team's efforts, Greenway Health has created templates specific to COVID-19, including a template for telehealth visits (available on both of our EHR platforms) that allows providers to upload and make changes as necessary. Thanks to our medical billing team experts, each COVID-19 visit can be matched to a specific ICD-10 code, enabling providers to bill easily for new visits. Additionally, we have kept our providers informed of how they can use their patient engagement tools to make patients aware of new office protocols. We understand many practices are inundated with visits and calls and, consequently, may miss some important communications we send. To ensure customers have the information they need, we have created a COVID-19 resource page on our customer portal to act as the single source of truth for any Greenway Health communications or updates. This page also provides our customers 24/7 access to the important information we share with them.



**Mobile EHR  
integration**

Remote/mobile EMR access, COVID-19 specific workflows,  
and other technologies to help ambulatory clinics

**Mobile-EHR integration**

NextGen Mobile enables clinicians to turn any mobile device into a working extension of their medical practice. Physicians and other providers can capture clinical data with ease; document anywhere, anytime; and dictate their notes—which integrate into the EHR.

This saves significant time and reduces documentation burden on clinical staff—tremendous benefits in a time of increasing and unpredictable patient care responsibilities. In addition, the integration can promote social distancing between providers and their care teams by enabling secure messaging through mobile devices.

**COVID-19 Provider  
Resources**

COVID-19 updates, Medicare telehealth templates, fast-tracking of new location requests for telemedicine, and other resources for customers

The following resources are being provided to Sevocity customers:

- COVID-19 Updates and Information Sevocity site (also available from the Sevocity Help Menu)
- Medicare Telehealth Templates for eVisits, virtual check-in, and telehealth visits
- History of Present Illness (HPI) content for COVID-19 that can be further customized for the practice
- Automatically added the new COVID-19 CPT code to all customer clinics
- Fast-tracking new location requests for Telemedicine
- Brief videos on documenting and coding telehealth, setting up Favorite assessments and orders for COVID-19 and more
- Proactive calls to customers most likely to need COVID-19 support (geriatricians and other primary care)
- Continuing our unlimited free customization services for customers
- Continuing our free live US-Based Telephone Support 24 hours/day, seven days/week

Sevocity is committed to supporting providers with resources to facilitate patient care and to streamline their workflow at no additional cost.

# AMBULATORY RCM SERVICES



**Rize**

Auto-claims coding functionality for specific types of appointments and encounters

**Ambulatory RCM Services:** In order to help with volume of claims and remote work, we have introduced an auto-claims coding functionality for specific appointment types and for specific encounters. This allows billers to become “reviewers not doers” and reduce the time it takes to submit claims by 75%. This also allows a clinician or physician practitioner to code a claim based on the severity of the session. The AZZLY Charge Master is easily configured, and a weeks’ worth of institutional claims can be billed in 30 seconds and professional claims in 20 seconds. Our goal is to help behavioral healthcare centers treat more in their community through telehealth and get paid for the services they render.

**Claims & Clearinghouse:** AZZLY Rize offers integrated claims and clearinghouse through Availity, an all payer model.

# ANALYTICS

**AWARE platform**

Expansion of ICU capabilities to all beds in the hospital giving providers situational awareness through real-time point-of-care access to vital process-of-care information and analytics

Ambient Clinical Analytics' AWARE family of platforms is available today to create local ICU extensions & Tele-ICU environments to address the surge of COVID-19 ICU demand in all hospital beds. Ambient Clinical Analytics is deploying these solutions to fight COVID-19. We use licensed Mayo Clinic technologies, including 1,200 clinically vetted rules and algorithms giving providers situational awareness through real-time point-of-care access to vital process-of-care information and analytics. While health systems are scrambling to acquire ventilators and PPE, we are preparing health systems for what follows: the surge of patients.

Ambient Clinical Analytics' AWARE platform is designed to:

- Permit your ICU resources to monitor and manage every bed in the hospital like it's an ICU bed
- Expand your ICU capabilities to all beds in your hospital, increasing your capacity to deal with COVID-19
- Yield a virtual 10-fold increase of ICU bed capability, if deployed across the U.S.
- To reduce ICU LOS by 50% and General Inpatient LOS by 38%
- Bring clinicians to the bedside, no matter where the patients are located
- Give all physicians and nurses the ability to see through the eyes of an ICU specialist

Ambient Clinical Analytics can help you utilize a remote web model to get your health systems up and running quickly for the treatment of COVID-19, and then over the following weeks, move to a model that incorporates a larger data set making our solution a key tool for battling COVID-19. We deliver vetted clinical intelligence enabling a guided practice approach with added focused content for COVID-19 and create the ability for you to track patients from the moment they enter your environment all the way to discharge.

The AWARE platform allows for:

- Ability for providers to effectively monitor all beds
- Identifying confirmed and suspected COVID-19 patients
- Providing MEWS scoring to track patient deterioration
- Sepsis alert, bundle delivery, and management of deterioration from septic shock events associated with COVID-19
- Understanding of the total patient condition
- Knowing when to admit and driving escalation of care within a hospital, from admission to discharge



**Midas+**

Dashboard and reporting tools to help healthcare providers spot patterns, trends, and disease hotspots

Conduent Midas healthcare provider customers have access to 96 million interactions (e.g., test results, new admissions) that we're able to merge with other data sources to help providers spot patterns, trends, and disease hotspots—enabling them to make well-informed decisions with dashboard and reporting tools. Additional tools include prebuilt CDC indicators and profiles for tracking and monitoring COVID-19 progression and system management services.

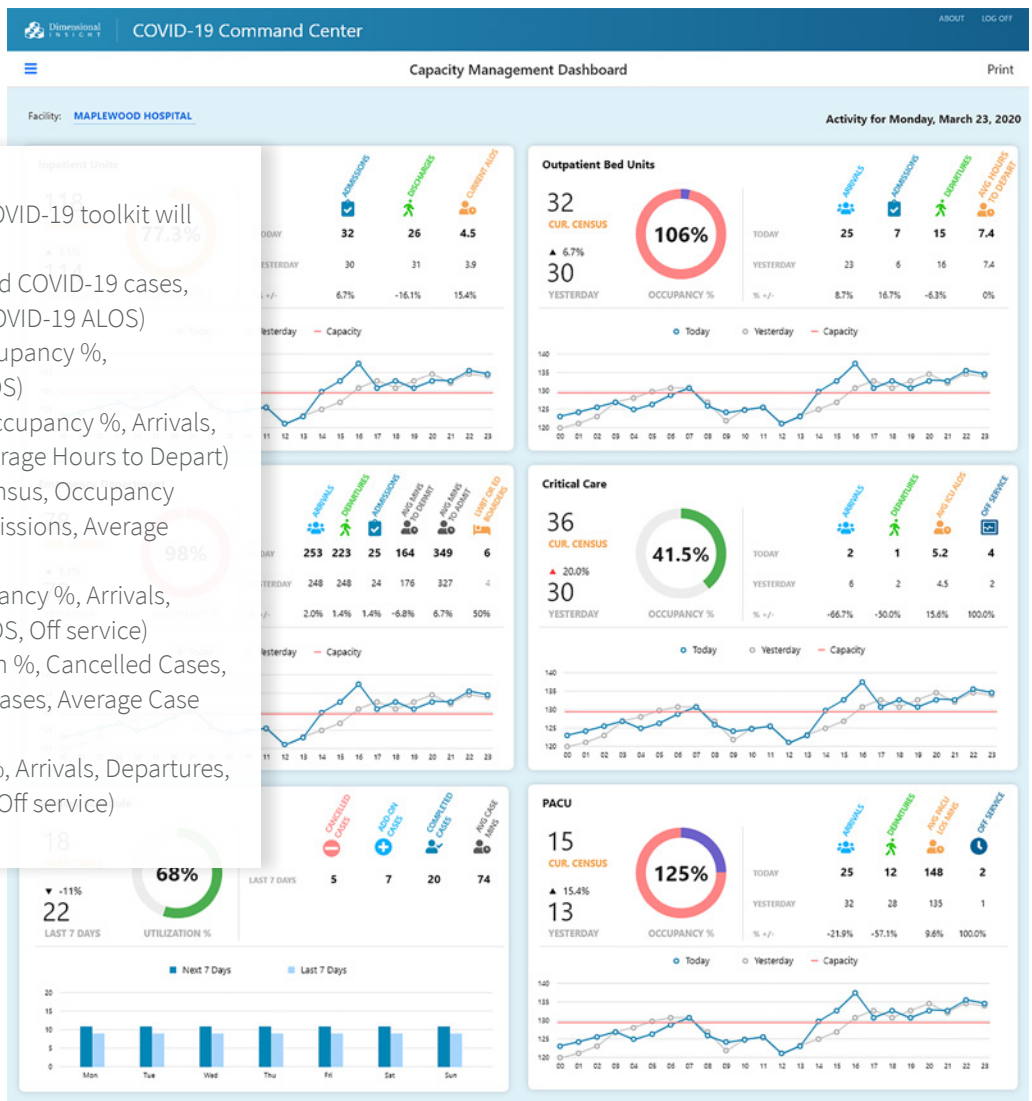
## Diver Platform COVID-19 toolkit

Measurement and tracking of several facets of COVID-19 data as well as patient data

Dimensional Insight, maker of Diver Platform, the 2020 Best in KLAS healthcare business intelligence/analytics platform, is providing a complimentary COVID-19 toolkit to healthcare providers. This kit will provide critical measures or KPIs that hospitals and health systems need to track to better manage their COVID-19 patients as well as the rest of their patient population. It will also provide a capacity management dashboard that displays these current measures in an easy to understand format. In addition, the toolkit will include the logic to implement COVID-19 specific measures based on criteria provided by the CDC. This will result in better, more-informed decisions in order to improve patient outcomes.

Some of the measures that the new COVID-19 toolkit will contain are related to:

- COVID-19 specific (Confirmed COVID-19 cases, Potential COVID-19 cases, COVID-19 ALOS)
- Inpatient units (Census, Occupancy %, Admissions, Discharges, ALOS)
- Outpatient units (Census, Occupancy %, Arrivals, Admissions, Departures, Average Hours to Depart)
- Emergency Department (Census, Occupancy %, Arrivals, Departures, Admissions, Average Minutes, LWBT)
- Critical Care (Census, Occupancy %, Arrivals, Departures, Average ICU ALOS, Off service)
- Surgery Schedule (Utilization %, Cancelled Cases, Add-On Cases, Completed Cases, Average Case Minutes)
- PACU (Census, Occupancy %, Arrivals, Departures, Average PACU LOS Minutes, Off service)



## COVID-19 reporting and analytics

## Real-time analytics generated from patient information from all points of care and across the continuum

As the COVID-19 pandemic continues to grow in severity, real-time patient information from all points of care and across the continuum of care is critical. With support from IMAT Solutions, our clients are focused on three areas of reporting and analytics specific to COVID-19.

- **Event Based:** This covers information related to who was tested, the results of tests, positive diagnoses, who treated the patients, and where the patients were treated. This information not only includes patient, provider and clinical information but is also linked to geographical data.
- **Population Risk Surveillance:** IMAT Solutions clients provide reports and analytics based on a combination of symptoms, diagnoses, procedures, tests administered, test results, and medical equipment. Clients are also able to search through notes, comments fields, and any other unstructured text-based data to include in reporting and analysis.
- **Alerts and Notifications:** IMAT Solutions understands that providers and caregivers are overwhelmed with notifications and alerts under “normal” conditions, and while most COVID-19 information is delivered through real-time reporting, long-term care and assisted-living facilities, homeless shelters, and walk-in clinics will benefit from alerts and notification for patients at risk.

To address the challenge of evolving clinical codes such as laboratory tests, diagnoses, and medical equipment as well as the combination of codes used to identify patients at risk, IMAT Solutions is maintaining a centralized collection of all required clinical codes as they are identified. Updates will be published daily and delivered through IMAT Sets which allow for the creation of profiles based on clinical codes and any other clinical data required to identify patients who may be at risk. Leveraging Sets, clients are able to update all queries, reports, and data extracts with the latest clinical codes in a matter of minutes.

**HealthShare  
Health Insight**

Analytics platform for insights, tracking, and modeling; customer assistance with alerting and dashboard configurations

InterSystems has assisted numerous customers with rapid configuration of its HealthShare Health Insight analytics platform for insights, tracking, and modeling, as well as assisting customers with alerting and dashboard configurations. HealthShare will also be used by several European customers as they build temporary field hospitals to unify the care records between them and the regional hospitals they will support. It is also being used by several U.S. RHIOs, HIEs, and health data networks as they provide the connections, models, dashboards, alerts, and analytics to better respond to and understand the scope of the crisis.

**Patient Triage and Escalation Support Tool (P-TEST)**

Triage support tool designed to better predict at-risk patients for significant pulmonary challenges, ICU admission, and respirator or ECMO support

COVID-19 threatens to overwhelm ICU's and lead to respirator and ECMO shortages. In response, Iodine Software is marshaling its machine learning capabilities to help hospitals intervene early and reduce demand for these scarce resources.

To better support healthcare organizations fighting COVID-19, our innovation team members applied their machine learning and artificial intelligence expertise to our more than 15 million inpatient admissions database to develop a new triage support tool designed to better predict at-risk patients for significant pulmonary challenges, ICU admission, and respirator or ECMO support.

First, we are identifying patients with a rapidly increasing likelihood to face a significant pulmonary challenge. Combined with our existing ability to predict patients with relevant comorbidities (cardiovascular disease, diabetes, existing respiratory disease, and hypertension), we can identify patients with climbing risk early enough to intervene, treat, and ideally avoid the need for scarce critical care services.

To help plan better for developing future needs, we are also developing the capability to identify patients with escalating risks that might need ICU admission or respirator or ECMO support.

With these patients identified, Iodine Software hopes to help physicians (hospitalists, pulmonary specialists, critical care specialists) and care management teams better mitigate and manage the need for the critical care services which may be put under stress in the coming weeks. This new, complimentary workflow tool will be available in early April to both new and existing clients and will be free of charge.

**COVID Analytics**

Off-the-shelf analytics product requiring no implementation or services

Now, more than ever, it's important to have the most up-to-date information to support decision-making related to COVID-19 care. Recognizing this, Prominence Advisors is offering our COVID-19 analytic accelerators for free with no ongoing licensing to get this data into the hands of people that need it ASAP. Furthermore, we've discounted any professional services needed to customize the analytic applications if organizations are short-staffed. The COVID-19 analytic application:

- Combines EMR data with publicly available COVID-19 data and data from other sources in your organization (like call center and supply data) to give you a holistic overview of your performance
- Measures critical inpatient and outpatient measures
- Can facilitate and support real-time analytics from Epic

# BEHAVIORAL AND PUBLIC HEALTH

**Rize**

Remote behavioral health EMR capabilities

AZZLY Rize is a specialty-specific behavioral healthcare and addiction treatment all-in-one EHR/PM/RCM software hosted in Microsoft Azure. With staff having to work remotely, all staff in all departments who are authorized to sign in to the system are able to complete their work, including intake and admissions, office management, setting appointment reminders, telehealth appointments for check-in, auto claims billing, and billing and claims collection. Clinical and medical notes are created for all levels of care.

Due to COVID-19 and the urgency to document in a cloud solution for accurate and timely claim submission and reimbursement, we are now offering a “30-day go-live” implementation and training package for small clinics and treatment centers. Our new strategic partnership with Zoom offers an easy and affordable telehealth solution. AZZLY is also a preferred vendor partner with TSYS and can now offer to support telehealth and mobile billing and online payment button vs. a swipe feature. To help our clients during this COVID-19 pandemic, TSYS will waive the \$200 set-up fee and match the processing rates to their office rates. This way, if an office is closed or is doing more telehealth, we can make it easier for them to get paid. This product requires no integration on AZZLY side so we can get this to our users fast.



**CONDUENT****Maven**

## Disease surveillance and outbreak management module

Conduent's Maven COVID-19 disease surveillance and outbreak management module is a comprehensive tool that allows public health officials to securely track the virus, identify those at risk, enable contact tracing, and inform containment decisions locally and nationwide. Key features include:

- Case management, patient outreach, and tracking automation.
- Contact tracing across an entire country, state, county, city, or region with network graphs and geographic mapping visualization.
- Real-time analytical collaboration between organizations and medical experts. Platform automates the integration of disparate information sources and reporting to public health agencies and the CDC.
- Digital outreach on a large scale to individuals who may have been exposed to COVID-19.

## **Behavioral health EMR**

Free 90-day access to behavioral health EMR as well as various offerings to help current customers respond to and manage care during the COVID-19 crisis

Credible, in partnership with Change Healthcare, is providing immediate assistance to behavioral healthcare agencies now challenged with remote staff, telehealth documentation, and billing complexities by offering agencies free 90-day access to the Credible behavioral health EHR. Agencies can quickly shift from paper documentation to an electronic solution to support the swift documentation and payment of claims as providers implement remote and/or telework strategies to prevent the further spread of COVID-19 while addressing rapidly growing community behavioral health needs.

Credible's commitment to its mission of improving the quality of care in behavioral health will provide providers large and small with a secure, proven, and easy-to-use solution for simplified documentation, efficient billing if needed, and full client/family portal access. Within 72 hours, your agency can be reaping the benefits of the proven Credible system:

- Ability to access your EHR from remote, non-office locations both with and without internet connection
- Ability to communicate electronically with staff and clients
- Create and track electronic prescriptions and refills
- Document and provide clinical services either remotely (telehealth), in crisis situations, or in traditional settings
- Ability for clients to sign "paperwork" (electronic forms) and documents remotely
- Receive a pre-configured electronic health record for your agency designed to support the provision of critical clinical services
- Obtain contracting and access to submit claims electronically to over 2,000 payers nationwide through one of the nation's premiere clearing houses for billing and claims
- Ability for supervisors and physicians to oversee and approve clinical services for continued licensure compliance
- Ability to monitor and oversee the clinical and ancillary service provided by your now remote workforce
- Receive at no cost implementation and enrollment support in enrolling with Medicaid and Medicare for claims submission, essentially enabling electronic claim submissions within 2-3 weeks of contracting

For existing customers, Credible is offering the following resources and services:

- Free language translation services
- Free mobile offering for 30 days
- Free advanced security for 30 days
- Optimization of network configurations to support remote work and telehealth
- New forms and reports relevant to COVID-19
- Regular state and resource updates
- Partner forum discussions

**COVID-19 Risk Assessment and  
Public Health Management  
Decision Making Tool**

Automatically categorize patients' risk level and  
save the results directly to the patient record

Public health professionals are on the front lines of combating the growing COVID-19 pandemic. Local public health agencies are tasked with identifying cases of COVID-19 and working with government officials on how to advise the community on precautionary measures. Patagonia Health, an integrated electronic health record (EHR), practice management, and billing solution focused on public and behavioral health, has developed a COVID-19 Risk Assessment and Public Health Management Decision Making Tool. The assessment tool is available to all Patagonia Health EHR users, free of charge.

Patagonia Health's risk assessment and decision-making tool automatically categorizes an individual's risk of infection. Similar to screening tools the company developed during previous public health emergencies, such as the Ebola outbreak, the COVID-19 Risk Assessment Tool follows CDC guidelines exactly. The assessment will automatically open during the patient check-in process. The software will automatically categorize the patient's risk level and save the results directly to the patient record.

Additionally, Patagonia Health is working with LabCorp to facilitate the ordering of COVID-19 test kits. Users who have the LabCorp bidirectional lab interface can order COVID-19 test kits directly through the Patagonia Health EHR. COVID-19 ICD10 diagnostic and CPT codes are updated and available to users in the interface.

# CAPACITY MANAGEMENT

## Capacity management solutions

Maximize capacity and throughput so your organization experiences fewer bed shortages and has visibility to know where you can send patients

We recognize the COVID-19 outbreak has the potential to result in an unprecedented need for additional hospital beds and increased capacity due to the large influx of patients. We offer solutions of all sizes to meet the specific bed capacity and throughput challenges of your organization including:

- Process-only throughput and care coordination consulting.
- Nursing-unit patient progression solutions to ensure all patients progress toward a safe and timely discharge for their condition.
- Service coordination models and software to manage the simultaneous demand for diagnostic and procedural resources.
- Transfer Center solutions to efficiently manage outside admissions and transfers.
- Full Operational Command Center solutions to coordinate bed placement, transport, and EVS to deliver efficient patient flow and throughput across the organization.

Each solution is delivered by teams of experienced healthcare process engineers and seasoned, masters-trained nursing leaders who partner with your team to design the right-sized solution for your organization. We'll do the heavy lifting. Our process-first approach means improvements in flow and increased bed capacity occur quickly. With the right process in place, purpose-built software tools can then complement process improvements, hardwiring them in place so they are consistent and sustainable across your organization into the future.

**CenTrak**

Automated patient room and staff assignments via command center and capacity management solutions; environmental monitoring to prevent spread of infection

**Patient Capacity Management**

One of the biggest issues we face is the overcrowding of healthcare facilities. Hospitals in Italy are running out of ventilators and doctors and nurses are being overworked and becoming sick. Healthcare facilities and providers are being challenged to treat not only those who have been diagnosed with the novel disease but those with other health conditions as well. Enterprise Location Services combined with command center and capacity management solutions allow for patient room and staff assignments to be automated, reducing wait times and crowding throughout the hospital. The system also communicates bed status automatically, allowing another patient to be treated swiftly. Decreasing wait times and length of stay lowers the risk that a patient will develop a hospital acquired infection and increases the facility's capacity to treat infected patients efficiently and safely.

**Environmental Monitoring**

CenTrak's wireless temperature and environmental monitoring solution provides healthcare facilities with the ability to leverage one network to ensure all departments meet compliance standards, prevent product loss, and ensure patient rooms have the correct air pressure for preventing the spread of infections. Recording and tracking data remotely eliminates the need for manual processes, enabling greater staff efficiency. With CenTrak's IoT sensing solution, facilities can protect important aseptic equipment. Proper disinfection during sterile processing procedures is essential to keeping critical healthcare assets and instruments germ free and safe for patient use. Differential Air Pressure monitoring is extremely important in the case of an airborne pathogen like COVID-19. Maintaining the proper air pressure and flow in a COVID-19 patient's room is necessary for controlling the infection—for example, ensuring that all airflow is inbound to the patient room to eliminate exposure risk in the rest of the facility. This improves patient safety as real-time alerts are sent when air pressure measurements are sensed above or below the set parameters. Maintaining proper temperature conditions is also essential to ensuring that vaccines are safe for patient use. Hospitals will want to guarantee the safekeeping of the expensive, in-demand vaccine or experimental treatments available. Automated environmental monitoring allows staff to take immediate action when storage conditions fall outside of safe temperatures.



## Express Command Center

Match patients to critical resources dynamically in real time

Two tiles that help match patients to critical resources dynamically in real-time (ICU beds, NP beds, and vents). This avoids having underutilized resources in one place and oversubscribed resources elsewhere. Avoids delays and breakdowns common with manual and spreadsheet-based tracking mechanisms. Already live for hospitals, health systems, and regional cross-health-system collaboratives (with no PHI).

### CV19 Critical Resource Tile

- Real-time, all-the-time awareness of beds (ICU, NP, acute, CV19 target beds, etc.) and vents.
- Drillable from state to city to region to system to hospital to unit

### Infectious Disease Tile

- Real-time, all-time awareness of patient load, critical bed status, opportunities to downgrade, and various alerts

### GE's Commitment

- 24x7 turnkey support. User training. Coaching on optimal use. Participation in global community of practice.
- Delivered 100% remotely.
- Live within 1 week from data flowing.
- Traditional or subscription purchase options available. Priced at cost. \$0 down. Payment when dust settles.
- Ongoing support starts after the pandemic is over, or discontinue without issue.

## **Regional Capacity and Resource Surveillance solution**

Capacity planning and monitoring of resources across  
a health system

Hospital IQ, the leading provider of predictive hospital operations software, has developed the Regional Capacity and Resource Surveillance solution to help hospitals manage extraordinary situations like the current COVID-19 pandemic. This cloud-hosted, easy-to-deploy solution helps health systems improve coordination of care, capacity, and required resources across their region.

With the Regional Capacity and Resource Surveillance solution, health systems can streamline communication and coordination within their network, across temporary care locations, and with other hospitals in their community. Through an intuitive, easy-to-use dashboard that shows available bed capacity, including overflow areas, equipment, and supplies across the region, hospitals can eliminate the time-consuming manual methods associated with collecting and collating this information.

### Features:

- Census forecast across your enterprise (e.g. system, hospital, level of care, unit)
- Provisions to enable and manage overflow capacity
- Visibility to regional capacity (e.g. other health systems, critical access hospitals, temporary care locations)
- Equipment and supply accounting (e.g. COVID-19 tests, ventilators, PAPP hoods and motors, eye shields, gloves)
- Statewide COVID-19 monitoring

### Key Benefits:

- Improve timeliness and accuracy of capacity-related decisions
- Improve collaboration across the region
- Improve visibility to supply availability, needs, and usage trends
- Eliminate manual work to collect and collate information across the region
- Fast implementation; can be set up and running quickly

Leaders, crisis management teams, and frontline staff now have the time and insight necessary to support the needs of the region. Time can now be spent ensuring that every patient has access to care, resources are managed effectively, and staff are spending time caring for patients.



**Mobile command center for COVID-19 response**

**Capacity management, census tracking, and system-wide supply planning**

KenSci’s mobile command center for COVID-19 is currently being deployed at three sites on the East Coast. This solution helps charge nurses and hospitalists access bed availability and system-wide supplies on the go in real time. The solution leverages real time data coming in from HL7 feeds, labs, EMRs, and workforce management tools. The solution has two key capabilities:

- Real-time hospital census for bed management: Hospital capacity planning and census tracking, updated in real time, based on test results and bed availability.
- System-wide supply planning: Comprehensive views refreshed in real time for beds and personnel availability across wards, discharge plans, huddle tools, and roll up at a system level, spanning multiple hospitals.

**COVID Command Center for Hospitals, By KenSci**

**Real Time Hospital Census for Bed Mgmt.**

Hospital capacity planning through HL7 ADT and/or FHIR NRT alerting of hospital Census

**Population Health: Risk Stratification and Outreach**

Population and Cohort Analyzer to identify members in the community that are at greatest risk for community acquired COVID-19, based on prior history, comorbidity and SDOH

**System wide Supply Planning**

Real time views, based on EMR, labs, etc. to manage bed availability, personnel and discharge plans across multi hospital systems

## **ASSIGN for Physicians**

Solution that automates the complexities of daily physician-to-patient assignments to improve safety and outcomes

In the face of the COVID-19 health crisis, hospitals are creating high precaution units to prevent the spread of the virus during treatment. ASSIGN can be configured to operationalize the staffing protocols necessary to protect physicians and patients while minimizing the usage of PPE (personal protection equipment). This is accomplished through the proprietary medaptus assignment rules engine, which is designed to meet the evolving assignment requirements during this crisis.

Some of our customers are currently using ASSIGN to limit physicians assigned to COVID-19 patients and to protect physicians who are vulnerable to the virus. This has been accomplished by:

- Creating high precaution units that are limited to identified COVID-19 patients
- Modifying the physician schedule to manage which physicians are allowed to work on the high precaution units
- Configuring ASSIGN to balance the workload, geography, and continuity of physicians working the high precaution units
- Configuring ASSIGN to distribute patients outside the high precaution units in a way that reduces unsafe workloads due to a shortage of resources through workload balancing and overflow logic

**In-Hospital  
Emergency Response**

Instantly report on available beds, equipment in use,  
COVID-related patients, and more

Microsoft has created an In-hospital Emergency Response solution to help provider organizations gain visibility into critical supplies and resources—everywhere across their facilities.

**In-Hospital Emergency Response Components**

- Mobile app—for frontline workers (RNs, charge nurses)
- Power BI dashboard—for healthcare decision makers
- Web app—for hospital IT admins

**Power App Solutions**

- Emergency Response app for frontline staff to report key resources—On first use, nurses simply choose their hospital system, location, and facility to start tracking key data points. The app flexes and grows to track whatever information your organization needs most.
- Staff + equipment—Collect status of current number of patients, registered nurses on duty, and critical equipment by location in a given facility.
- Supplies—Track key supplies to track, manage, and forecast inventory more effectively. When this data is reported to dashboard, decision makers can evaluate supply and burn rate across entire hospital system.
- Staffing needs—Collect requests for personnel by department, role, and urgency. When a request is sent to the dashboard, it can be evaluated and resourced as appropriate.
- COVID-19 stats—Collect status on how many patients are under investigation for COVID-19 and how many tested positive.
- Discharge planning—Collect status and projections on patient discharges across different categories in a given facility. Getting this information would help a facility to meet surge demands.

**Emergency Response and Decision Support Dashboards**

- Get a dashboard view of all the data and insights collected through the mobile app to manage and maximize use of resources.

**Admin + Configuration Center**

- Admins define hospital locations, supplies, and equipment so RNs can report quickly and accurately. Drill down on the details and adapt to changing conditions in just a few clicks.

## Nobl Rounding Platform

Bed expansion, audits for cleaning processes and protocols, and rounding processes to help address staff concerns and questions


The Nobl Rounding Platform is a highly configurable solution that can easily be adapted to round on patients and audit environments of care in response to the changing dynamics of the COVID-19 pandemic. The strong partnership with our clients and quick response of our client service and support team have allowed us to update the software rapidly to support their evolving needs during this time.

- Expanding the number of beds in Nobl: Many of our clients today have single occupancy rooms, but as the demand for beds is expected to go up, we have added additional beds in Nobl to be able to handle patients in newly created double-occupancy rooms or in beds B, C, and D. New vertical zones or triage areas have been added to support rapid assessment of patients in the emergency departments.
- Using Nobl to audit cleaning processes and protocols: Now more than ever we need standardization and adherence to sanitization and disinfection practices. Today many of our clients already use Nobl to audit environments of care. Since COVID-19, we have partnered with clients to create new specific audits of their cleaning processes and protocols for use by EVS and infection prevention leaders.
- Using Nobl to round on employees to address safety concerns and answer questions about COVID-19: Many of our clients today already ask questions during employee rounding to harvest feedback and seek ideas on how to improve processes. Since COVID-19, our partners have altered their employee rounding process to address safety concerns and answer questions specific to the virus. Partners are also using our platform to document employees' ideas on safety enhancements for both staff and patients.

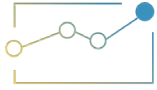
### Focus Question - COVID-19 Personal Safety

Do you feel you have everything you need for your personal safety?

**2**

Previous Responses 

Yes, we have enough personal protective equipment.  Add to Stoplight Report?



# THE ROTHMAN INDEX

PERAHEALTH

## **The Rothman Index platform COVID-19 update**

Capacity management specifically aimed at helping health systems address the anticipated influx of patients

PeraHealth has launched a new capacity management feature specifically aimed at helping health systems address the anticipated influx of patients from the COVID-19 pandemic. This enhancement to The Rothman Index platform incorporates the clinical criteria relevant to COVID-19 and will help hospitals safely and efficiently identify patients as candidates for discharge, and that will improve patient flow and allow hospitals to admit and treat more patients.

This new product enhancement is built on the Rothman Index platform, which includes a suite of FDA-cleared, clinically validated tools for use across the patient surveillance ecosystem. Powered by machine learning, the Rothman Index uses patient vitals, labs, and clinical assessments in the EMR to drive actionable insights toward patient care.

The new enhancement supports seamless access within the EMR, optimizing ease of use by clinicians while providing an on-demand, real-time graphical view of patients meeting criteria for discharge consideration. The system allows both preconfigured as well as customized criteria, providing valuable flexibility for use with different diagnoses and service lines. It is adaptable to align with changing operational realities within the hospital. The tool permits discharge filter criteria to use not only Rothman Index-based criteria but also a wide range of other clinically relevant measures for COVID-19.

Using the qualified short list of patients tagged for discharge consideration enables caregivers and case managers to engage quickly in the clinical conversation of, “Is there a reason not to discharge this patient?” They can also discuss the patient’s potential transition to a lower level of care or an at-home quarantine protocol.

Rothman Index solutions are renowned for being research driven and evidence based, and PeraHealth’s latest offering is no different by being created in consultation with expert nurses and physicians and underpinned by analysis of over 100,000 patient discharges from multiple hospitals around the United States.

PeraHealth’s goal is to help hospitals quickly identify acute care patients that are candidates for discharge, freeing much needed hospital bed capacity in the ongoing fight against COVID-19. The new capacity management feature is being made available to all current Rothman Index customers and is an option for any organization wishing to implement Rothman Index solutions.

## Capacity management dashboard

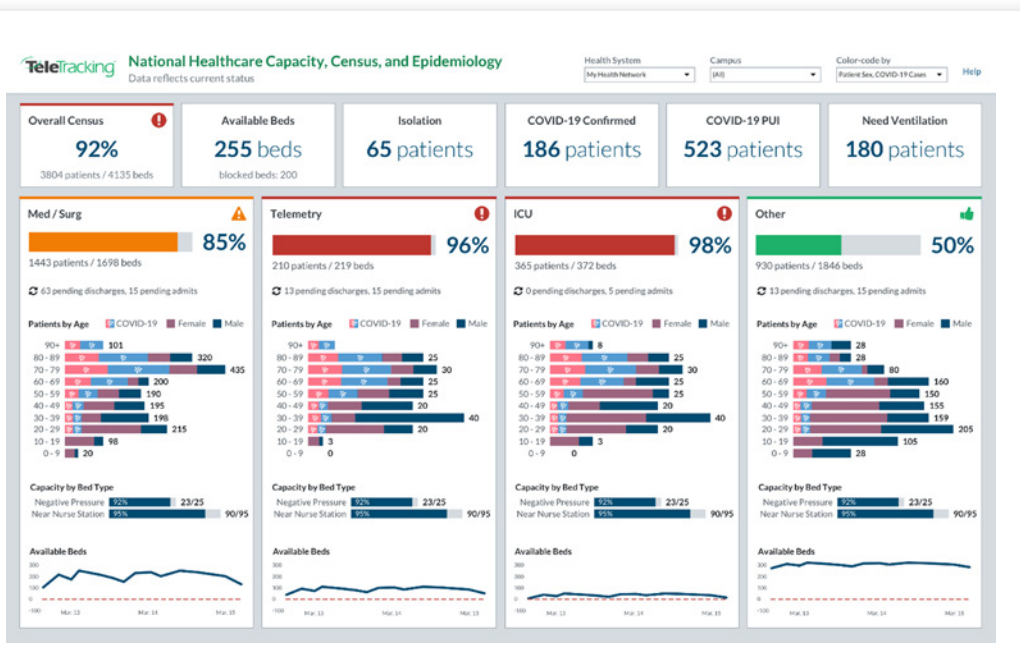
Roll-up of critical information to provide visibility and real-time situational awareness across the health system

The virus is creating significant capacity challenges given that many health systems regularly operate at or above 90% capacity. We know that transparency and visibility across a health system is critical to ensuring that no patient waits for the care that they need—whether that be at a large integrated delivery network with hospitals across multiple states or a small rural hospital.

In response to customer requests for a roll-up of critical information, TeleTracking has created a dashboard that provides visibility and real-time situational awareness of the following information for executives, staff within the command center and incident command center, and caregivers across the system:

- Available beds
- Pending patient discharges
- Isolation patients
- Confirmed COVID-19 patients
- Patients needing ventilation
- Negative air pressure rooms
- Patients by age

The information provided in the dashboard is invaluable when it comes to informing and predicting so that caregivers can plan ahead and also stay safe. For hospitals that do not currently have these capabilities today, TeleTracking is prepared to quickly deploy and assist.



# CLINICAL DECISION SUPPORT & SURVEILLANCE

## CDS resources

Clinical decision support to triage and track COVID-19 patients;  
virtual care platform within the EMR

Summary on how we can support our customers:

- Clinical decision support to triage patients for test/no-test/isolation according to guidelines
- Clinical decision support to triage patients to outpatient or inpatient care for pneumonia (due to COVID-19)
- Distance monitoring integrated with video calls all integrated in our EHR
- Drastically increasing and deploying ICU beds with PDMS connectivity to existing customers
- Quick and easy single-sign-on solution for reporting diagnosis to national CDC authorities
- Integrated EHR analysis of COVID cases—geographical location, admitted, outpatients, and mortality



**Ventilated patient surveillance workstation**

Ventilation surveillance software that can extend the reach of staff over the full range of mechanically ventilated patients by remote monitoring

Capsule Technologies can add clinical surveillance capabilities to existing hospital installations of the company’s Medical Device Information Platform (MDIP). Adding clinical surveillance to MDIP’s data management and connectivity infrastructure could help ease the impact of increased demands for mechanical ventilation and respiratory therapies. One key area of surveillance focus is in the management of mechanically ventilated patients. Capsule Technologies’ Ventilated Patient Surveillance Workstation can extend the reach of staff over the full range of mechanically ventilated patients, wherever those patients are in the facility, by facilitating remote monitoring, potentially reducing the risk of caregiver exposure at the bedside, and increasing the ability to oversee patients who are receiving this type of therapy.

The Ventilated Patient Surveillance Workstation offered through Capsule’s COVID-19 Response Program provides:

- A centralized view of ventilator data (FiO2, Set Tidal Volume, Exhaled Tidal Volume, Set RR, Total RR, Peak Inspiratory Pressure, Positive End Expiratory)
- Centralized alarming based on preconfigured rules (smart rules) determined by clinical decision makers

It can also help support device management:

- Locating medical devices and maintaining a device census
- Tracking device utilization for resource allocation

The Ventilated Patient Surveillance Workstation features:

- No-charge software license access for limited time use
- Discounted implementation services
  - Remote, turnkey solution to speed deployment
  - Ability to run on any workstation that meets specifications
    - Upon request, Capsule Tech will work jointly with customer on procurement
- Additional connectivity hardware, if needed, for integrating ventilators

The Capsule Ventilated Patient Surveillance workstation (Remote Ventilator Surveillance and Bernoulli One Enterprise Software) is compatible with the Capsule MDIP v.9.x and later.



## Novel Coronavirus Information Center

Access to up-to-date research, reference, and clinical and patient resources related to COVID-19

Elsevier launched the Novel Coronavirus Information Center in January 2020 to provide access to our research, reference content, and clinical and patient resources. The site is continuously updated and provides the latest and most relevant research from Elsevier journals, including COVID-19 hubs by The Lancet and Cell Press, and from across the medical literature, including preprints, drug discovery resources and practical information for clinicians and the general public.

The information is curated by our research and clinical content teams, including a medical librarian and infectious disease specialist. We provide clinicians with multidisciplinary content related to COVID-19 to support care across the clinical continuum, including Nursing eLearning, drug monographs, point-of-care content, and multi-language Patient Engagement resources. The COVID-19-specific content we have created for physicians, nurses, pharmacists, allied health providers, and patients is updated frequently to keep pace with evolving information.

Content on the Information Center is curated to present visitors with the latest high quality, evidence-based insights. It features insights from those on the front-line, including a piece from an expert and public health official at the epicenter of the outbreak in Wuhan. We recently produced a podcast series for front-line clinicians that offers COVID-19 insights from leading healthcare experts. The series covers virus transmission and pathophysiology, using medical informatics and telemedicine to manage the pandemic and best practices for emergency preparedness.

The Information Center links to our Clinical Tool Kit website, which provides free access to these clinical resources, so clinicians have them at their fingertips:

- Nursing and Allied Health Care Plans
- Nursing Skills
- Guidance for physicians: order sets, drug monographs, procedure videos, patient education, and
- Links to national and global health authorities

To assist researchers working to develop vaccines and other therapies for COVID-19, the Information Center provides free access to a tool that captures clinical trial data. Visitors can also access drug information from Elsevier's R&D Solutions, which brings together data, analytics and technology to help researchers make data-driven drug discovery and development decisions.

This resource provides clinical guidelines and education for those delivering outpatient, inpatient and ICU care. The Tool Kit's Clinical Overviews and evidence-based Nursing Skills and procedure videos help clinicians who are redeployed clinical staff and clinicians called back to duty to get up to speed on managing COVID-19 patients.

**ELSEVIER** About Elsevier Products & Solutions Services Shop & Discover Search

## Novel Coronavirus Information Center

Elsevier's free health and medical research on the novel coronavirus (SARS-CoV-2) and COVID-19

January 23, 2020 | Updated April 2, 2020

Clinical Information 中文(Chinese language) Research / Drug discovery Public health Patient resources

Facebook LinkedIn Twitter

### Coronavirus (COVID-19) Toolkit

Access based content and resources for healthcare professionals

Paternal and Public info Outpatient & ED Inpatient Care Intensive Care Expert Insights COVID-19

#### Welcome to the Elsevier COVID-19 Clinical Toolkit

Elsevier is committed to supporting efforts to battle this pandemic by providing open access to our clinical resources and tools based on the latest evidence based practices for COVID-19 covering topics from symptom management to diagnosis, treatment and ongoing wellness.

These COVID-19 related materials are provided for use at no charge as part of Elsevier's efforts to support healthcare providers and patients. They are not intended to provide medical advice or substitute for the judgment of healthcare professionals in patient care.

#### Stay Updated

We advised the Elsevier team is constantly updating and adding information as the situation evolves, please bookmark the site and continue to check in weekly or follow us on [Twitter](#), [Facebook](#), and [LinkedIn](#).

#### Patient and Public Information

Information about hygiene and environmental precautions to prevent infection, as well as care and safety management resources.

- Download All Print Materials [pdf] | Updated 04/02/20
- COVID-19 | Updated 04/02/20
- Infection Prevention in the Home | Updated 03/05/20

[View all Patient and Public Information materials](#)

#### Outpatient and Emergency

Resources to support evaluation and triage, isolation, infection prevention and control measures, patient evaluation and testing.

- Download All Print Materials [pdf] | Updated 03/06/20

#### Clinical overviews

Concise evidence based summary information and current guidelines for healthcare professionals.

- Coronavirus (new coronavirus/COVID-19) infection | Updated 03/02/20

#### Nursing skills

Evidence based skills and procedures for nurses and other healthcare professionals.

- Hand Hygiene (Ambulation) | Updated 03/05/20 | Checklist | Updated 03/05/20
- Isolation Precautions Personal Protective Equipment (Ambulation) | Updated 03/05/20 | Checklist | Updated 03/05/20
- Isolation Precautions Contact (Ambulation) | Updated 03/05/20 | Checklist | Updated 03/05/20
- Isolation Precautions Droplet (Ambulation) | Updated 03/05/20 | Checklist | Updated 03/05/20
- Isolation Precautions Airborne (Ambulation) | Updated 03/05/20 | Checklist | Updated 03/05/20
- Isolation Precautions Airborne | Updated 03/05/20 | Checklist | Updated 03/05/20

[View all Outpatient and Emergency materials](#)

#### Inpatient Care

Resources to assist clinicians with managing a patient's condition from treatment through discharge.

- Download All Print Materials [pdf] | Updated 03/05/20

#### Clinical overviews

Concise evidence based summary information and current guidelines for healthcare professionals.

- Coronavirus (new coronavirus/COVID-19) infection | Updated 03/02/20

#### Nursing skills

Evidence based skills and procedures for nurses and other healthcare professionals.

- Axillary | Updated 03/05/20 | Checklist | Updated 03/05/20
- Artery Arterial Patient | Updated 03/05/20 | Checklist | Updated 03/05/20
- Oxygen Therapy and Oxygen Delivery (Patient) | Updated 03/05/20 | Checklist | Updated 03/05/20

[View all Inpatient Care materials](#)

#### Intensive Care

Clinical guidelines and education related to patients in critical conditions, such as acute respiratory distress syndrome (ARDS) and sepsis.

- Download All Print Materials [pdf] | Updated 03/05/20

#### Clinical overviews

Concise evidence based summary information and current guidelines for healthcare professionals.

- Coronavirus (new coronavirus/COVID-19) infection | Updated 03/02/20
- Acute respiratory distress syndrome in adults | Updated 04/02/20
- Sepsis | Updated 03/05/20

#### Nursing skills

Evidence based skills and procedures for nurses and other healthcare professionals.

- Endotracheal Tube and Tracheostomy Tube Suctioning | Updated 03/05/20 | Checklist | Updated 03/05/20
- Endotracheal Tube Closed Suctioning (Patient) | Updated 03/05/20 | Checklist | Updated 03/05/20
- Surfactant/Artificial Airway During Mechanical Ventilation (Respiratory Therapy) | Updated 03/05/20 | Checklist | Updated 03/05/20
- Endotracheal Tube Closed Suctioning (Thorax) | Updated 03/05/20 | Checklist | Updated 03/05/20

[View all Intensive Care materials](#)

#### Expert Insights on COVID-19 with Elsevier

Elsevier has created a new podcast series for those clinicians and providers, in this three part series, experts share their insights into the mode of transmission and pathophysiology of the virus, how medical informatics and intelligence are used to manage the pandemic, and best practices for emergency nursing crisis preparedness.

Expert Insights on COVID-19

[View all available episodes](#)

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**Micromedex**

Evidence-based information at the point of care to support informed treatment decisions and patient conversations related to COVID-19

Clinicians and healthcare professionals on the frontlines of care will have free access to hundreds of pieces of evidence-based, curated COVID-19 and infectious disease content from IBM Micromedex and EBSCO DynaMed. Using these two rich decision support solutions, users will have access to drug and disease information in a single and comprehensive search. Clinicians can also provide patients with consumer-friendly patient education handouts with relevant, actionable medical information. IBM Micromedex is one of the largest online reference databases for medication information and is used by more than 4,500 hospitals and health systems worldwide. EBSCO DynaMed provides peer-reviewed clinical content, including systematic literature reviews in 28 specialties for comprehensive disease topics, health conditions and abnormal findings, to highly focused topics on evaluation, differential diagnosis and management.



## **RN Professional Suite**

Clinical decision support dataset to help caregivers make informed decisions related to COVID-19

PEPID, the leading provider of point-of-care clinical decision support content and application with subscribers in 159 countries, is offering complimentary access for all nurses nationwide to its RN Professional Suite in response to COVID-19. The subscription, being offered to nurses at no cost and normally priced at \$74.95, features an extensive decision support data set that is constantly updated in relation to COVID-19 with the latest protocols from the CDC, WHO, and other entities. The app has over 13,000 updated clinical situations and disease references, a comprehensive drug reference, drug-drug and drug-allergy interactions checkers, dosing and medical calculators, integrated medical images and procedural videos, differential diagnosis generator, an IV compatibility tool, and more. No matter where healthcare providers may be—whether in a rural or metro locale, in a primary or secondary setting, on a hospital ship or at a mobile testing site—PEPID ensures that they will be clinically informed and ready. PEPID provides the most comprehensive and up-to-date information not only relating to the pandemic but integrated with all other medical and pharmacological considerations a healthcare provider may encounter.

**Clinical  
decision  
support**

**COVID-19 clinical decision support capabilities that  
will help frontline providers identify patients most at  
risk for severe illness**

Stanson is enhancing our clinical decision support (CDS) capabilities with COVID-19 content that will assist frontline providers in the identification of patients that are most at risk for severe illness. This will allow for the screening and care of patients in the most appropriate setting, saving inpatient and emergency department resources for the most critically ill patients. Additionally, it will support providers with virtual visits offering a summary of the high-risk elements.

**With our new COVID-19 CDS content, providers will be able to:**

- Make complex decisions by identifying patients who are at the highest risk of developing severe symptoms (elderly, multiple comorbidities, other risk factors) and determine what type of follow-up is needed.
- Use natural language processing (NLP) and machine learning (ML) to extract data from the EHR and to facilitate consistent and reliable care needed for patients.
- Use analytics to get COVID-19 data, allowing insights into ordering and alerting patterns in this uncertain time.

Additionally, Premier has increased resources to support organizations on COVID-19:

- Government advocacy group supports members and gathers recommendations and guidance from Washington, D.C.
- Weekly webinar provides updates and guidance to the clinical and supply chain situations.
- Clinical surveillance COVID-19 real-time alerts, as well as a remote surveillance service—where a certified infection preventionist (IP) logs in to support daily surveillance duties, allowing the facility IPs to focus on preparedness and response.

Stanson's new COVID-19 CDS content is expected to be available in early April and can be accessed via our web-based platform, requiring minimal resources to implement.

## COVID-19 alerts

## Alerts for real-time case identification

VigiLanz's team of Certified Infection Preventionists is proactively providing alerts for real-time case identification as well as additional targeted support, including:

- Syndromic screening for COVID-like illnesses. VigiLanz monitors vitals, imaging, and notes to identify possible patients who have not tested positive, yet need to be isolated.
- Identify all patients being screened, as well as positive patients. VigiLanz can enable alerts for patients that have testing ordered, alerts for all results related to COVID-19, and/or for COVID-19 positive tests. Customization is based on the needs of the infection preventionists at the facility.
- Identify patients who are at high risk, and identify clusters of the disease. VigiLanz has rules to identify high-risk patients that can be deployed in circumstances like this. VigiLanz also has the ability to alert IPs when clusters of specific organisms occur.
- Identify opportunities to change medications from those that are in short supply related to COVID-19. VigiLanz can alert frontline pharmacists when specific medications are ordered to help limit their use.
- Identify patients that were missed through all other means of screening and identification (the "swiss-cheese model"). VigiLanz has rules that leverage ICD-10 billing codes specific to coronavirus to help ensure that any missed patients are identified to limit further exposures.
- Understand the current COVID-19 burden on healthcare systems. Reports including data on admissions, testing, ICU utilization, ventilator utilization, medication utilization, etc. provide system-wide insight.
- Manage the impact of COVID-19 on employees. Work up employee exposures, furlough needs, testing, and disease acquisition in the outbreak tools.



## UpToDate

## Recommendations and reference material on the treatment of COVID-19

For clinicians at the front lines of the outbreak who are seeking the most current, evidence-based clinical decision support, the following topics on UpToDate are freely available to all:

- COVID-19
  - Clinical topic
  - Patient education topics
  - Society guidelines
- Pulmonary and Critical Care Medicine
  - Acute respiratory distress syndrome: Clinical features, diagnosis, and complications in adults
  - Acute respiratory distress syndrome: Supportive care and oxygenation in adults
  - Acute respiratory distress syndrome: Epidemiology, pathophysiology, pathology, and etiology in adults
  - Ventilator management strategies for adults with acute respiratory distress syndrome
  - Prone ventilation for adult patients with acute respiratory distress syndrome
  - Extracorporeal membrane oxygenation (ECMO) in adults
  - Patient education: Acute respiratory distress syndrome (The Basics)
- Guest Pass Program
  - In addition, Wolters Kluwer is making individual guest passes to UpToDate available to clinicians working and supporting those on the front lines. These are for clinicians who do not already have access to UpToDate through institutional or individual subscriptions.
  - Also, please visit <http://healthclarity.wolterskluwer.com/coronavirus-resources.html> for all Wolters Kluwer COVID-19 resources, which are continually updated and expanded. Resources are subject to change without notice.

## Lippincott nursing resources

## Rapid development of curricula to support individual educational paths around COVID-19

Amid fluid and rapidly evolving guidance related to COVID-19, clinician access to the latest evidence is critical—especially as global healthcare systems prepare for increased demand for services and a strain on resources. The Lippincott product suite is uniquely positioned to get nurses and other allied clinicians up to speed quickly to blend the art and science of care delivery in support of optimal patient outcomes.

**Supporting unexpected coverage and rapid deployment needs:** Lippincott Learning enables rapid development of curricula to support individual educational paths around COVID-19, enhancing existing clinical and management skills as well as developing new skill areas to accommodate the need to “float” or cover needs in multiple specialties. In addition, Lippincott Blended Learning supports the rapid deployment of “need to know” information, quickly moving nurses and other clinicians from training to productivity as the need for services continues to increase.



Additionally, Lippincott Procedures and Lippincott Advisor provide the immediate point-of-care guidance needed to eliminate care variability, increase workflow efficiencies and drive improved outcomes in any care setting. Lippincott Procedures provides instant, online access to evidence-based procedure guidance across more than 1,700 procedures and skills from a wide variety of nursing specialties, enabling clinical staff to standardize care around industry best practices. Lippincott Advisor provides immediate, evidence-based, online nursing clinical-decision support at the point of care via more than 17,000 monographs and patient teaching handouts. Armed with access to the latest COVID-19 guidance, hospitals and health systems can ensure that staff and patients follow proper protocols to ensure safety for all stakeholders.

Lippincott also provides a comprehensive COVID-19 resource page that is updated on a regular basis.

### **Health Language Clinical Interface Terminology**

COVID-19 related code and terminology updates for accurate clinician search and documentation

Wolters Kluwer has accelerated updates to their Clinical Interface Terminology solution to incorporate new search synonyms, SNOMED CT, and ICD-10 codes related to COVID-19. Through their EHR vendor partners, these updates support 300,000+ clinicians to accurately and efficiently document COVID-19 related diagnoses, problems, and procedures at the point-of-care.

# COVID-19 ORGANIZATIONAL READINESS ASSESSMENT



**GetWell  
Rounds+**

Digital rounding and customizable surveys; rapidly assess your organization's readiness for a public health crisis with real-time data

Developed by SreyRam Kuy, MD, MHS, FACS, an Aspen Institute Health Innovator, the Kuy COVID-19 Preparedness Assessment Tool, facilitated by GetWell Rounds+, helps organizations and communities quickly gauge their preparedness for COVID-19 and identify areas of weakness for future strategic targeting.

- Access via scannable QR code or URL link
- 2--3 minute completion time
- Simple "yes" or "no" questions
- Scorecard provides immediate feedback
- Export to Excel or PDF

Healthcare and Business Versions

Both based on Centers for Disease Control resources, the easy-to-use survey tools can be quickly deployed across a healthcare system, community, or business. The tools are available at no cost with or without a GetWell Rounds+ subscription.

**Compliance  
Rounding solution**

Free resources, including compliance rounding solution with COVID-19 CDC Hospital Preparedness Assessment and CMS Infection Prevention Worksheet

At Verge Health, we believe compliance rounding drives best practices, standardization, and safety. To help with your efforts in addressing COVID-19, Verge Health is offering free resources to all healthcare organizations. We're offering, at no cost, access to our Compliance Rounding solution with the COVID-19 CDC Hospital Preparedness Assessment and CMS Infection Prevention Worksheet available. The solution drives compliance, captures findings, and ensures resolution of these industry recommendations.

# COVID-19 PROVIDER PROFILE & COMMUNICATION PLATFORM

## Phynd 360

Tracking of provider test results, locations, taxonomies, and profiles so health systems can appropriately track the resources available to combat COVID-19

Your providers are the front lines. Making sure consumers find the right provider—to keep both safe—is critical. By updating Phynd’s provider and location profiles, consumer-facing websites and internal provider directories always display the right information about telemedicine, testing, and contact information.

Keeping providers informed of policies and process changes is just as important. Phynd has capabilities that support both. Here are six ways we help:

- Map your providers to appropriate COVID-19 related taxonomy. Patients concerned about their health can find providers with the right clinical expertise using new ICD-10 COVID-19 terms.
- Track providers’ test and quarantine statuses. Track COVID-19 test results and quarantine status—all confidentially. Phynd 360 is a central source to track when providers are inactive to support online scheduling and update websites in real time.
- Manage team participation in a COVID-19 emergency or operations task force. Keep track of which providers are participating, key roles, and site-specific representatives.
- Highlight providers that offer telemedicine and virtual visits.
- Update location profiles to reflect information on COVID-19 testing, hours of operation, special parking or visit restrictions that is instantly seen by patients on your website.
- Keep your providers and staff informed using our provider outreach tool. Send group-specific emails and communications to highlight new policies.

COVID-19  
RESEARCH  
COLLABORATION  
& PATIENT-DATA  
NETWORKS

## Research and development resources

Workflows, collaboration, content, imaging, and training to help your organization stay on top of research and development in times of social distancing

With the instant switch to remote work in the industry, contract research and academic organizations face new challenges to scale into virtual processes. You definitely do not want to slow down the entire health system at a tipping point. On the contrary: you want to contribute to life saving research in a critical moment!

This is where we believe that arivis AG can help you to quickly configure workflows to even speed up the exchange of imaging and research data between different entities, use workflow patterns that accelerate integrations, and manage compliance and the timelines of your projects even if you need to handle terabytes—from early research to market.

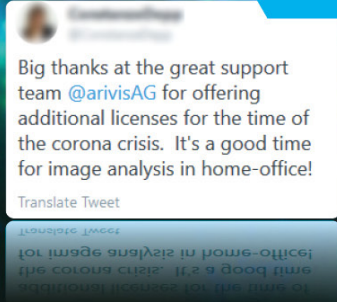
We see three main areas where arivis AG can substantially contribute and enable efficient processes on the critical path:

- **Compliant content, scalable workflows, and collaboration**
  - Secured, platform based, accessible anywhere with any device
  - Part 11 compliant processes ready for regulatory use
  - Supporting necessary cross-departmental teamwork on content for authorities (e.g. FDA, EMA), “fast track”
- **Remote image analysis and management**
  - Remote collaboration in data management
  - Access image data and results from any location simultaneously (no data duplication)
  - Scalable remote image analysis using standard hardware (from home)
  - Interacting with servers facilitating the large data pools
  - Support for multidimensional data of any size and from diverse imaging technologies
- **Training and online education**
  - Ability for doctors to stay on top of fast changing and emerging procedures
  - Enable knowledge management and discuss second opinions globally
  - Give universities and students solutions for “study from home”
  - Education on tests and therapies in the course of COVID-19 (even in Virtual Reality)





# Stay on Top of Research and Development in Times of Social Distancing



# #STAYATHOME



## Patient Network Explorer

Clinerion offers customers the ability to leverage a patient database to conduct COVID-19 research

Clinerion operates a global patient data network platform, Patient Network Explorer, which currently has near-real-time access to the EHR-based data of more than 26 million patients. The platform permits flexible queries of demographic data, diagnoses, laboratory results, medications, and procedures, and it includes the capability to set temporal constraints. Our partner hospitals around the world update the data every 24 hours, which is critical to understanding and tracking a dynamic, quickly moving pandemic.

How Clinerion's real-world data can support the fight against COVID-19:

- To support clinical research, we can search for COVID-19 patients across our global network. As of April 1, 2020, there will be a dedicated code for COVID-19 that may be monitored throughout our network. Patient Network Explorer can send real-time alerts as new cases are captured in a partner hospital's system.
- Respecting that hospitals are working at their limits and are focused on immediate response rather than coding, we are collaborating with our partners to conduct chart reviews and outcomes analyses with respect to COVID-19. To support epidemiology and health economics and outcomes research, we can track and analyze complex combinations of patient data, longitudinally, as is necessary to understand patient treatment diagnostics, treatment modalities, comorbidities and to developing cohort and outcome models by country and healthcare institution.

Clinerion's proprietary ANID technology preserves patient data privacy at multiple levels, meeting international privacy standards such as HIPAA and GDPR. Patient data is deidentified and stays encrypted and firewalled in the partners' IT infrastructures, allowing only a one-way query request from Clinerion's cloud. The query result is a near-real-time aggregate number of patients that match the search criteria.



## IBM Clinical Development

Unified, cloud-based clinical data management system that can help reduce the time and cost of clinical trials and help life sciences bring therapies to market faster

IBM Clinical Development will be offered, with no charge, to Eligible Sponsor Organizations that are part of the fight against COVID-19. IBM Clinical Development is well positioned to accelerate the fight through unity, agility, global reach, and UI.

- Unity: partnering to find a cure. ICD's open platform capabilities are designed to seamlessly integrate and overcome implementation obstacles.
- Agility: fast start-up and updates. ICD's industry-leading study start-up and midstudy update speed enable new trial builds in as few as 4 days.
- Global reach: built to cross borders. ICD's 50+ languages and international scale is positioned to quickly support affected geos.
- UI: designed to jump-start. ICD's industry-leading user interface requires minimal coding and shortens user learning curve.

## COVID-19 Synthetic Data Repository (a partnership of MDClone and its Global Network)

Sharing of anonymized clinical data to enable collaboration on COVID-19 research and treatment

### Objectives

- Aggregate anonymized clinical data from multiple sites and facilities across the world to create a repository of real-world data on COVID-19 patients
- Organize data for meaningful insights on utilization and care delivery experiences
- Build synthetic data sets which can be accessed without privacy barriers
- Enable analysts and researchers to explore aggregated synthetic data sets to find utilization trends and care pathway best practices

### Model

MDClone’s Synthetic Data Engine uses original data sets to create nonhuman subject data (HIPAA deidentified) statistically comparable to the original but containing no actual patient information. This data can be accessed to conduct analyses and build models utilizing what appears as raw patient data (but does not constitute PHI). **This unique capability set will allow interested parties to share data without the security and privacy exposure associated with sharing PHI.**

MDClone and existing customers are already building a catalogue of desired data elements to be shared from each site. **Each site can then send data to the central environment at a client site either as tidy data (curated data files) or via OMOP, HL7, or another format (there is significant flexibility here).**

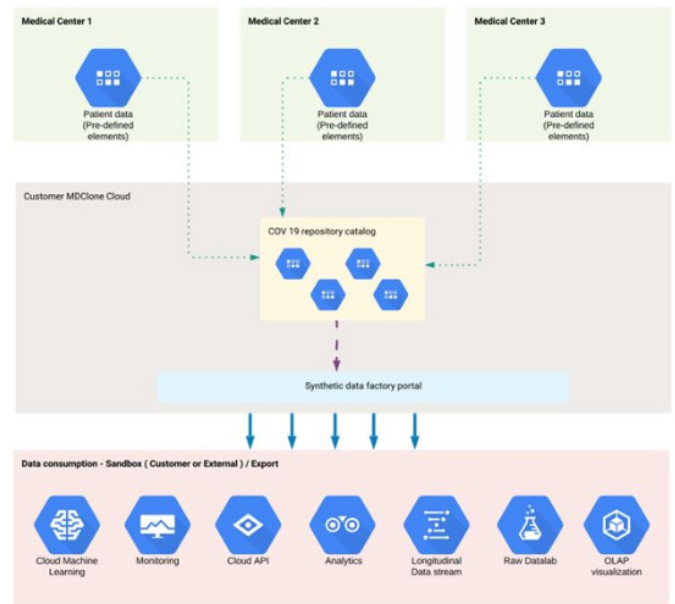
This central environment will contain a substantial and growing number of COVID-19 patients with a significant number of relevant data elements. **From this, synthetic datasets will be produced and made available to users through a portal which controls and monitors access. Synthetic data can be shared inside the cloud environment** (with common analytic tools available).

### How to Participate

To contribute data: Upon execution of a data sharing agreement, data teams can extract the available data elements, with guidance by MDClone, the client, and any other partners.

To access data: Analysts, researchers, and others interested in accessing the data will submit credentials to be approved by a client administrator, and then access to the Synthetic Data Repository will be granted.

Proposed model:





**Oracle Therapeutic  
Learning System**

Clinical trials system to help track and collect all trials  
for COVID-19 therapeutics

Oracle has developed a system using our world class clinical trials system to help track and collect all trials for COVID-19 therapeutics. The Oracle Therapeutic Learning System was the result of a unique and important collaboration with the NIH, FDA, CDC, CMS, and HHS. The system is currently available to every physician in the United States at [covid19.oracle.com](https://covid19.oracle.com).

# COVID-19 SCREENING, TRACKING, & CARE MANAGEMENT

**Miya Precision****Dashboard and mobile solution for tracking and monitoring patients**

An open standards-based platform that leverages Fast Healthcare Interoperability Resources (FHIR) to overcome interoperability issues.

- Home and Hospital Monitoring: We have developed a dashboard and mobile solution. They will display risk based on relevant criteria for all test results, COVID-19 results, time since diagnosis, location, isolation status, active problems, action plans, and other triage considerations. Patients will enter data in the mobile solution and will receive in-context reminders as well as quick access to call or video.
- Hospital at a Glance (HaaG): We have worked with our clients to use the HaaG capability to provide them with heightened visibility of patients to track. It illustrates the beds accommodating patients of interest with a red glow frame. This alert is set by staff managing the care of the patient and is visible to all clinicians across the hospital.

**Patientrack COVID-19 Assessments****Clinical documentation support for patient observations and clinical assessments**

A highly configurable solution that supports clinical documentation such as observations and clinical assessments.

- UK: A Patientrack assessment can be recorded for every patient to identify those patients suspected or confirmed. They will record that the swab has been sent to labs and additional screening has been considered. This resulting data will be used by the Trust Command Centre to identify and monitor.
- NZ: We have published the NZ Ministry of Health COVID screening assessment configured as a Patientrack assessment.

**BESTCare**

BESTCare helps track and monitor both patients' and providers' risk of COVID-19 through temperature and respiratory symptoms and remotely monitors patients who have been diagnosed

**Clinical Decision Support System (CDSS):** In Korea, government agencies notify medical institutions of patients' immigration records for COVID-19 quarantine purposes. BESTCare checks and notifies the medical staff in real time if a patient has been to a high-risk country related to COVID-19 or to an outbreak area within Korea.

**Electronic Health Record (EHR):** In order to mitigate the spread of COVID-19, major hospital clients had to prevent in-hospital infections through the use of the EHR. The following two recommended strategies have been implemented to minimize in-hospital infections. First, body temperatures and respiratory symptoms of all employees are checked every morning and registered into BESTCare. Second, vital signs of all inpatients recorded electronically in BESTCare are monitored periodically, and the possibility of COVID-19 contraction is thoroughly examined by infection specialists for patients with fever without an apparent source of infection.

**Rapid Response System (RRS):** RRS has been provided to client hospitals and fully integrated into the EHR in order to monitor all inpatient test results and vital signs 24/7. The system has worked particularly well in wards where COVID-19 patients are hospitalized. Without any direct physical contact, medical personnel can monitor the status of all COVID-19 patients at a glance. Furthermore, an early warning system allows medical personnel to quickly intervene if a patient's situation worsens. The Rapid Response Team, comprised of intensive care specialists and nurses, can monitor COVID-19 patients and easily consult with other doctors in real time through BESTBoard, the 55-inch touch screen monitor of RRS.



## The Consult Station

Connected medical booth for detection and triage to protect medical staff and contain the spread of COVID-19

H4D is providing hospitals with a fast, efficient, and reliable solution to improve patient flow management in the emergency department. The Consult Station allows patients to reliably and efficiently measure their own vital signs in five minutes. This solution rapidly identifies the sickest patients and reduces contact time with medical staff.

The Consult Station is operational within 24 hours of delivery. It is set up in a dedicated room within the emergency department, a modular structure, or a tent. The connected medical station is the only telemedicine solution that allows all essential physiological measurements (temperature, blood oxygen level, heart rate, blood pressure) to be taken autonomously by the patient in less than five minutes, 24 hours a day. A report of these measurements enables patients to be directly integrated into hospitals' specific COVID-19 protocols. The Consult Station can be also set in remote-consultation mode to enable medical teleconsultations with doctors.

H4D has recently settled this service in the emergency service in the Private Hospital of Vert-Galant, Ramsay Group, to get the sickest patients quickly identified and oriented within the hospital.

The Consult Station is a Class II medical device and has been CE and FDA cleared. The solution meets the strict hygiene requirements of an epidemic contagion. H4D's cleaning and disinfection process is designed to prevent contaminant transfer to the next patient and any medical staff. H4D's solution complies with GDPR and HIPAA regulations and respects legal and regulatory frameworks around personal data protection, confidentiality, and hosting of personal health data.

**TrakCare**

Digital screening and intake management solution for COVID-19

InterSystems has released global functionality for its TrakCare unified healthcare information system to screen and support patients with COVID-19. The functionality is available to all users of the latest editions of TrakCare, and customers around the world have begun using it. The functionality allows clinicians to screen patients for COVID-19 using World Health Organization guidance and a link to the Johns Hopkins Center for Systems Science and Engineering's global cases tracking app. Furthermore, InterSystems' staff has diligently worked to help our customer Gemelli Hospital in Rome configure TrakCare at a temporary COVID-19 hospital in the Lazio region in just 7 days, to bring TrakCare live at Amcare's Women's and Children's Hospital's Baodao campus in Beijing during the height of the epidemic, and to provide rapid integrations between TrakCare Lab Enterprise and new PCR machines being brought online in Sydney.

## iKnowMed

## COVID-19 screening solution for oncology practices

In response to the coronavirus disease (COVID-19), McKesson released enhancements to iKnowMed allowing oncology practices to perform the following actions within their existing workflow: screen patients, document symptoms, order tests, document results, and assign a diagnosis. Reporting for incidence will be available as well. These enhancements follow COVID-19 guidelines from the Centers for Disease Control and Prevention. Ensuring our customers have these capabilities is especially important as they continue to care for and protect the health of cancer patients.

### COVID-19 Screening \* required

Screening Date:

	Yes	No
Do you currently have symptoms of a cough, fever or shortness of breath?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have you traveled outside the US in the past 14 days?	<input type="checkbox"/>	<input type="checkbox"/>
Have you been in close contact with someone who has traveled outside the US or been exposed to COVID-19 within the past 14 days?	<input type="checkbox"/>	<input type="checkbox"/>

Test Date:

Test Results:  Positive  Negative  Pending

Comments:

Add details/dates here...

0 / 4000 characters remaining

**COVID-19 Patient  
Scheduling and  
Screening Template**

Manage high volumes of test requests and provide efficient testing with minimal physical contact

Microsoft has developed a COVID-19 Patient Scheduling and Screening Template to help provide proactive outreach, self-assessment tools, and efficient testing processes. Key features include:

- Keeping patients informed: reach out to high-risk patients proactively to share self-serve information on your website
- Self-assessment risk screening: determine which individuals should be tested by enabling a configurable risk assessment
- Preregistration for testing: gather basic information and generate an encrypted QR code then guide an individual to a testing facility
- Automated testing process: utilize the encrypted QR code for patient check-in to minimize contact, verify the individual's identity, conduct the test, and attach the specimen ID via scan or manual entry
- Interactive dashboarding: track assessments, tests given, test results, risk categories, and more

# EMERGENCY & URGENT CARE

**Emergency &  
urgent care****Queuing technology that helps ERs, urgent care facilities, and  
walk-in facilities preserve social distancing**

ER Express supports acute care facilities (ER, urgent care, walk-in care) with queuing technology that preserves social distancing, including:

- Online virtual waiting room or text to join waiting list (wait from home, in your car, etc.)
- Text-based wait time and treatment time patient notifications
- Pre-screening questionnaires and interactive chat bot that can give patients instructions, answer questions, and direct them to virtual care or PCP
- Patient referrals electronically from local PCPs, telehealth, etc. (for ED only, these are pre-screened patients whose provider ordered a test)

We are currently waiving our fees for 90-days with no obligation.

# ENTERPRISE EHR VENDORS

**Various COVID-19  
resources**

Telehealth solutions, real-time dashboards, daily results reporting, hospital capacity planning, and other resources related to COVID-19

Allscripts EHR clients have been responding to the global COVID-19 pandemic. Our EHR platforms are flexible and clients have deployed screening, surveillance, reporting, clinical decision support, and telehealth integration from Singapore to New York City.

Allscripts areas of focus include:

- Delivering telehealth solutions for both physician practices and hospitals and health systems as well as virtual health solutions to mitigate the need for physical patient visits.
- Providing real-time dashboards for Patients Under Investigation, confirmed patients, ventilator use, and high-risk patients.
- Supporting daily results reporting and hospital capacity planning.
- Providing the COVID-19 Transitions of Care (“TOC”) Hub as an educational resource to share current learnings, latest trends, and best practices for safe and effective transitions for COVID-19 patients across the healthcare system.
- Offering weekly check-ins with clients, regular updates through collaborative platforms, and easy access to Help Desk and Staff Augmentation resources.
- Collaborating with the CDC to review COVID-19-related data it wishes to receive from EHR vendors.



**athenaOne****Order sets and social history questions aligned to CDC's COVID-19 best practice recommendations**

- CDC guidance at the point of care: athenahealth is continuously updating our software to align order sets, social history questions, and more with CDC best practice recommendations. Furthermore, athenahealth has made the latest CDC guidance available in epocrates, our FREE clinical decision support app, as it relates to their patient's situation directly from their mobile device. athenahealth created the epocrates COVID-19 Resources Hub, which includes the interactive COVID-19 guidance tool and COVID-19 Drug Therapy Trial Updates.
- Delivering meaningful insights: athenahealth is helping the healthcare industry track state-by-state clinician activity around COVID-19 testing and prepare for future cases across the United States. The data will be used by the COVID-19 Healthcare Coalition and athenahealth's customers to augment current information on testing and inform decisions on healthcare delivery systems and people at risk of COVID-19 exposure who need diagnostic testing. As part of the initiative, athenahealth has launched two interactive COVID-19 dashboards that will also inform the healthcare community and the public at large including Clinician-Ordered Lab Tests and High-Risk Patients. athenahealth will continue to evolve the dashboards as CDC guidance evolves.
- COVID-19 commercial lab tests available for ordering in athenaClinicals workflow: athenahealth ensures that providers can seamlessly order COVID-19 tests within their normal ordering workflows. Tests from major commercial labs are all available for providers to order today, ensuring nationwide coverage of test accessibility to the providers and patients served on the athenahealth network.
- Enhanced online patient scheduling to ease burden on practice staff: Patients who need an in-person appointment with providers that offer portal scheduling can schedule their appointments online themselves. Self-scheduling eases the burden on staff and enables the practice to prepare to safely receive patients with COVID-19 symptoms.
- Telehealth partners help alleviate demands on healthcare providers: athenahealth is activating its partner ecosystem to facilitate connectivity between its customers and seven telehealth partners, with four offering free solutions.
- Mobility to provide ubiquitous access for healthcare providers: The athenaOne mobile app enables healthcare providers to do their work from anywhere. The app enables providers to order and sign COVID-19 tests, review results, review potential risk factors, and prescribe medications. The Department of Health and Human services has empowered providers to use consumer videoconferencing tools for patient care during the COVID-19 emergency. In response to this HHS guidance, athenahealth has introduced an integration between the athenaOne mobile app and Apple's FaceTime that enables providers to initiate a video call with a patient from directly within the athenaOne app.

**athenaIDX****Staff augmentation, virtual training, and other resources related to COVID-19**

- The athenaIDX customer support team is fully operational to respond to customer issues while maintaining the excellent service customers have come to expect. In addition, the support team is tracking COVID-19 questions to identify any issue trends or opportunities that we can share with our customers.
- In-progress implementations continue according to plan, and we are pivoting to support customers who are shifting their staff to working remotely. Also, there has been no change to our development and release cycles. We are continuing to work as scheduled to meet our commitments to you.
- Below are services that athenahealth is making available to customers to support their evolving needs:
  - Staff augmentation services for remote A/R teams, IT Support, and custom programming.
  - Virtual trainings that are standardized or tailored to meet specific client needs. athenahealth is also capable of tailoring manuals to specific client policy and process requirements.
  - Automation optimization consulting services to assist in areas where automation can be applied across a customer's business in response to COVID-19. Examples include workflows, claim edits, and charge edits.
  - Deeper automation tools such as custom RPA and scripting options are available and offered in conjunction with our development schedule for athenaIDX ambulatory and hospital solutions.

**Various COVID-19 resources**

COVID-19 specific updates to Millennium, testing and triage functionality, public health reporting, patient education, consumer engagement, and telehealth

Please visit Cerner's COVID-19 recommendations page for in-depth descriptions of Cerner's ongoing activity, application updates, recommendations and links to all necessary workflow, configuration, and client community resources (<https://www.cerner.com/pages/covid-19/recommendations>). You can navigate to this page from the Cerner.com homepage as well. Specific initiatives include but are not limited to:

**Clinical Screening and Treatment**

Cerner has developed and pushed a COVID-19 update to Cerner Millennium clients to help actively manage the ongoing threat of the virus in their communities. The updated package for the Infectious Disease Travel Screen PowerForm within Millennium alerts providers when a patient is at risk, based on criteria like travel advisories indicated by the CDC, so clinicians can take appropriate isolation precautions.

Cerner has developed COVID-19 specific content delivered through the Care Pathways to support the initial assessment and screening process. This initial risk assessment content is based on CDC guidelines and currently available along with instructions for how to import and build the Care Pathway within a client's unique domain. This content can be quickly modified to meet the rapid changes in recommendations related to COVID-19 and potentially extended beyond the initial assessment and screening process to provide clinicians with guidance, recommendations, and orders as appropriate.

**Testing and Triage**

For testing, Cerner has published test configurations (including test naming conventions) and model workflows for monitoring pending and in-process tests for clients to consume. Additionally, Cerner is providing a standard report for laboratory staff to monitor the incidence of positive and negative COVID-19 test results with related rules that can notify personnel via email when a positive COVID-19 result is published. Subsequent documentation will immediately trigger the appropriate isolation precautions order and tracking event.

Cerner clients that are extending their Emergency Department(s) by creating "Virus Centers" through temporary structures can add the new patient locations to existing ED location views to create a specific tracking list or zone. This helps facilitate prescreening to divert influenza-like illness patients directly to the "Virus Center" and avoid exposure to the regular ED patient population. The problem alert column in Cerner's ED LaunchPoint can display an icon when a COVID-19 problem is documented. Active or passive clinician alerting is available via SmartZone and Discern Alerts for patients who have been confirmed positive for COVID-19.

**Limiting Unnecessary Clinician Exposure**

With existing technology, clients can use Cerner Patient Observer (CPO) to limit unnecessary exposure of staff as well as conserve personal protective equipment supplies. This technology allows for the use of a camera and two-way communication between a provider and a patient or quarantine area without being present.

## Waiving Fees for Emergency Expansion Capacity and Mobile Offerings

As clients need to urgently expand their capacity to care for higher volumes, Cerner is waiving fees for clients that need increased licenses for expanded emergency capacity and offering to connect critical care devices at no cost. This also includes temporarily suspending all limits on licenses for Cerner mobility applications.

## IT Support Assistance

As the COVID-19 virus continues to spread, the loss of a single resource among hospital and health systems' IT departments could have implications to clients' ability to adapt and support their IT systems. Cerner Assist provides temporary services, such as Help Desk Support, Application Management Support for Cerner and non-Cerner applications and technical support to clients that are experiencing shortages in staff or technology resources.

## Field Hospital Support

Cerner is supporting hospitals' and health systems' unique needs as they establish field hospitals and surge locations in places like parking lots, hotels, and previously closed health facilities. Cerner teams are working around the clock to help establish secure digital infrastructure to allow clients to have the ability to triage and document each patient regardless of where they are treated. Cerner's surge capacity guidance can be found at <https://www.cerner.com/pages/covid-19/surge-capacity-guide>.

## Public Health Reporting

Cerner's Public Health team supports reportable laboratory results and syndromic surveillance (ED and Urgent Care) submissions to local, state, and federal public health authorities. Any laboratory ordering and/or performing the tests can submit an eService request to add the new tests to their reportable lab feeds. As clients await an official LOINC release and subsequent code packages to be made available, Cerner Public Health platforms can add LOINC codes to the messages outside of Millennium prior to submission to authorities.

In addition to laboratory results, the Cerner Public Health team has collaborated with the Center for Disease Control and Prevention (CDC) National Syndromic Surveillance Platform (NSSP) to include travel history in the syndromic surveillance messages.

## Patient Education

Results Callback can be used to promptly follow up with patients about their COVID-19 results post-discharge from the ED. With Cerner's Patient Education Workflow Component and Patient Education window in the Depart Module, clinicians can select Patient Education that is specific to COVID-19. These instructions can be selected and reviewed with the patient at any time or included in their Discharge Instructions.

## Consumer Engagement

Cerner clients can use existing functionality within the HealthLife patient portal, such as Custom Pages, Quick Links, and Banner Alerts, to inform or notify users of information their organization is publishing regarding COVID-19.

## Virtual Health/Telehealth

Cerner is collaborating with virtual health care partners to offer the following resources to assist clients in helping address patient questions and concerns related to COVID-19.

- American Well: Cerner and American Well are supplying clients a module designed to help diagnose COVID-19 patients using telehealth. The package includes access to a preconfigured practice on American Well staffed with providers of the American Well Medical Group, engagement materials to drive patient adoption, and reporting on enrollments and utilization.
- Health Dialog: Cerner is collaborating with Health Dialog to provide 24/7 telephonic access to a NCQA-certified and URAC-accredited registered nurse line. Health Dialog will create a toll-free number specific to each organization, and registered nurses will answer calls in line with the provider organization's branding. This nurse line can help address patient inquiries and questions on COVID-19, perform symptom checking, and direct patients to the most appropriate level of care: whether it's self-care at home following the appropriate self-quarantine guidelines or an appointment with a provider, such as visiting urgent care or calling 911.

## Various COVID-19 resources

Functionality to support alternative care facilities, drive-through testing, MyChart symptom checker, video visits, and data analytics

### **Epic Help for New and Alternative Care Facilities**

Epic is helping its customers extend their systems to support alternative care facilities around the country, such as convention centers, cruise terminals, places of worship, and racetracks, by providing additional software licenses, implementation and technical support, help desk services, training materials, and extra capacity for sites on Epic Hosting—at no charge.

Clinicians also can use Epic's Care Everywhere interoperability platform to see a comprehensive, real-time picture of their patient's health. Records follow patients who are transferred from surrounding sites.

### **Drive-Through Testing**

Epic has released discrete lab ordering and resulting tools to facilitate rapid, high-throughput mass testing workflows, such as drive-through testing clinics. Test result data is then automatically visible at the organization level in Epic's COVID-19 dashboards and at the state and county levels in the COVID-19 Pulse Central dashboard.

### **Patient Symptom Checker in MyChart**

Patients use the symptom checker in MyChart, designed by Epic with CDC guidance, to triage themselves based on their symptoms and to be guided to the right care setting, which may be their home. This guidance lessens the burden on the health system.

### **Video Visits**

Patients are using MyChart to hold video visits with their providers at an unprecedented rate. In one week, over 200 health systems activated telehealth workflows in Epic and over 5,000 clinicians and analysts attended Epic virtual training. One Epic health system went from 3,500 video visits in 2019 to 3,200 visits in one day.

### **Data Analytics**

States, counties, and departments of public health can use Epic's COVID-19 Pulse Central to monitor bed capacity, keep track of ventilator use, and track the pandemic's progression—all in real time.

## **Expanse Ambulatory and the Patient Portal**

Clinical decision support, virtual visits, COVID-19 workflows, and other resources for customers

MEDITECH is sharing best practice workflow guides and configuration instructions for patients under investigation (PUI) for COVID-19 to ensure care teams continue to have the proper coronavirus screening procedures in place. They are also offering complimentary deployment of their Scheduled Virtual Visits software capabilities, free of charge for a six-month period to all customers LIVE with Expanse Ambulatory and the Patient Portal. Virtual visits can help providers practice social distancing by screening and treating patients remotely, directing them to the safest and most appropriate testing location, and mitigating exposure to other patients.

A website landing page has been created to provide customer stories, FAQs, guidance, and any announcements that we would like to get out to the customer base. We will also be sharing information on what our partners are making available or announcements that they may have on our website. A newsletter with information is being sent to our customer and vendor contacts.

MEDITECH has also reached out to MUSE (MEDITECH's User Group) and provided support for MUSE JAM sessions and MUSE ED sessions to allow our customers to network and exchange ideas around processes and areas of need for additional education or support.

# IDENTITY & ACCESS MANAGEMENT



## **RapidIdentity MFA & RapidIdentity SSO portal**

Access management platform to help organizations keep their data secure while employees work from home

To help minimize COVID-19's impact on your organization, Identity Automation is offering current and prospective customers no-cost, no-strings-attached temporary licenses and installation training for RapidIdentity MFA and the RapidIdentity SSO portal through 9/30/2020. Current customers who take advantage of this offer will experience an upgrade to their current response times at no additional cost, and prospective customers will receive our free level of support.

RapidIdentity MFA safeguards organizations from unauthorized access by adding a second or third verification method in addition to passwords, rendering attacks harmless. Our MFA methods can be coupled with most remote VPN solutions, providing access to third-party vendors, contractors, consultants, and others who need remote access to resources.

The RapidIdentity SSO portal helps organizations address access challenges while offering clear productivity and user experience benefits, especially when working from home. A user authenticates one time in one system and can then access multiple applications without reauthentication.

We're also available to discuss your unique challenges and how RapidIdentity's Automated Lifecycle Management, Identity Governance, and Privileged Access Management capabilities enforce least-privileged access and ensure that proper identity and access controls are maintained and updated.

**OneSign**

Single sign-on capabilities that enable hospital staff to quickly access workstations, applications, and virtual desktops

Single sign-on (SSO) technology from Imprivata OneSign is enabling millions of clinicians across the world with touchless access into workstations, applications, and virtual desktops with just a tap of their badge or a swipe of a fingerprint. Providers are instantly logged into their desktops and automatically signed into their applications without needing to repeatedly type a username or password. That allows the clinicians to care for their patients, and that is what matters most during this COVID-19 outbreak. Clinicians need to focus on their patients, but the security and the privacy of patient information is also important. Imprivata OneSign makes accessing workstations simple while securing protected health information (PHI) on unattended workstations and enabling easier and more thorough auditing and reporting of workstation and application access.

**Identity Governance**

Manage system access for new, temporary, or newly remote staff members

Imprivata Identity Governance is being used by organizations to ramp up clinical and support staff to help manage the COVID-19 response. To handle the volume of newcomers, customers are using the “bulk feed” capability to provision access for large numbers of users. Handling multiple approvals, without impacting the provisioning process, can be challenging with mass loading. Depending on their environments, Imprivata Identity Governance customers can handle this in different ways and are able to accomplish bulk uploads quickly, maintaining their audit trails.

Imprivata Identity Governance has also been critical to grant and review remote access rights and deprovision users from remote access when it is no longer needed. Being able to promptly deprovision users from remote access capabilities has both cost and security benefits for healthcare organizations in terms of careful management of remote access licenses and assurance that systems are protected.



# IMAGING & ONCOLOGY

**Enterprise  
Imaging**

Point-of-care image acquisition, zero-footprint diagnostic viewing, and physician/radiologist collaboration and communication

As COVID-19 spreads globally, there is growing demand for diagnostic imaging services to aid screening, detection, and follow-up management. While CT is being used as a diagnostic tool, chest x-rays and bedside ultrasounds are gaining significance in helping to make the decision of whether a patient needs to be admitted or sent home. When it comes to supporting the needs of care providers, Enterprise Imaging's modular platform enables the following use cases:

- Point-of-care image acquisition: This was designed to not only support vendor agnostic standards based on diagnostic imaging workflows but also the evolving demand associated with point-of-care image acquisition and ultrasounds. Bedside ultrasounds are being recommended to identify patients with COVID-19 pneumonia. Our solution intelligently indexes these images within their clinical and patient context.
- Patient-centered, zero-footprint diagnostic viewing: The 510(k) cleared, zero-footprint, full fidelity view functionality provides diagnostic, quality image displays by retrieving original-quality renditions of stored digital x-ray, computed tomography, magnetic resonance imaging, computed radiography, and ultrasound images. The patient-centric, interactive timeline makes image viewing very intuitive. That offers a big leap forward in understanding the patients' story with its thumbnail-enabled, study-by-study, unified view of all patients' images and reports.
- Secure cross-platform communication and collaboration: The zero-footprint viewer enables collaboration inside and outside the hospital as chat and communication tools let physicians and radiologists look at the same image while communicating securely in real time.
- Fast deployment: Agfa HealthCare customers do not require fat clients. The zero-footprint universal viewer is web enabled, mobile accessible, and, if needed, can also be deployed as an option on top of non-Agfa PACS to expand the scope of collaboration to multiple sites or regions without data migration.

## Patient Imaging Portal

Eliminate the need for hard copies of images and allow for the diagnosing of images through a remote PACS

**Patient imaging portal:** We eliminate the distribution of CDs, and that cuts infection risk. We are doing this independently and via integration with EMR patient portals and referring physician portals.

**Cloud PACS:** We provide clinicians access to imaging via a cloud PACS. This will be very important for physicians who do triaging for oncology but who also need to stay at home or out of the hospital to the greatest extent possible.

**Cloud network for image analysis:** We could connect to all application entry titles for CT and lung ultrasounds emerging as a lung function diagnostic tool in order to help rapid triage for decisions about ventilators based on lung function. We are exploring with an AI company for this deployment. If nurses and ER doctors are going to have to make those choices in the ER, then they will need help if they are not trained in imaging.

**Research consortium/registry:** We have created research registries in the UK and Brazil. There is an easy upload of imaging to a national research database.

## Telehealth for imaging

Eliminate the need for hard copies of images and allow for the diagnosing of images through a remote PACS

Healthcare institutions today are facing an urgent need to expand telehealth offerings in order to adapt to the changing healthcare landscape. Ambra Health is proud to offer our solutions to providers or facilities needing to implement telehealth workflows.

Three Ways Your Facility Can Go Virtual:

- Image Intake and Remote Consultation: Ambra's ImageShare technology, web-based viewer, and enhanced tooling enable patients to upload images and receive virtual care from physicians.
  - Study intake:
    - » Allow patients to submit imaging from the comfort and safety of their home with ImageShare pages powered by Ambra's web based uploader.
    - » ImageShare pages are fully customizable and can be published on your institution's website, emailed to your patient population, or sent directly to patients.
    - » Sending sites can also submit imaging using ImageShare pages. If they don't have an Ambra Gateway, they can simply download studies from PACS and upload via your ImageShare page for a fully hands-free imaging workflow.

### Upload Studies to Hospital Telehealth Program

**Choose studies to upload**

[Choose File...](#)

Description	Images	Patient		Modality	Study Date
		Name	DOB		
<input checked="" type="checkbox"/> CT LOWER EXTREMITIES FOOT	250	Siri Apple	04-02-1940	CT	10-05-2006

Email

Department

Reason for visit

Is your appointment in the next 48 hours?

Yes  
 No

[Upload Selected Studies](#)
[Preview Selected Studies](#)
[Cancel](#)

- Image Sharing: Eliminate in-person contact required to burn, mail, and deliver CDs by sharing studies with web-based solutions.
  - Implement hands-free imaging delivery using ad-hoc web sharing or image-enabled patient portals.
  - Patients can view, download, and share their diagnostic imaging and reports.
  - Ambra’s ad-hoc sharing tools are available to all customers.

- Review:
  - » Once the imaging has been reviewed, your physicians can use Ambra’s Meetings feature to send virtual meeting links to patients and review imaging results. The meetings feature can also be used to collaborate with colleagues, as explained below.
- Teleradiology: Ambra Health enables various teleradiology workflows for community hospitals and health systems.
  - Enable your physicians to conduct diagnostic reads and complete radiology reports using Ambra’s web-based FDA 510k cleared diagnostic viewer and reporting module.
  - Utilize Ambra’s Meetings feature to send meeting links to colleagues to collaborate and review imaging.
  - Allow highly impacted sites to send studies to your facility for diagnostic reads. Outside sites can send studies using the web uploader or the Ambra Gateway. You can then send imaging and reports back via the Ambra Gateway or ad-hoc sharing.

## red dot

### Chest x-ray AI solution to aid in diagnosis of patients suspected to have COVID-19

Behold.ai proposes red dot, a CE Marked Class IIa chest x-ray (CXR) AI solution that has been developed over two years and rigorously tested on more than 7,256 NHS patients. We can deliver a seamless, integrated notification into the hospital's RIS or PACS in less than 30 seconds. We can rapidly deploy this solution as a vital insurance policy as capacity struggles. Benefits include:

- Triage with minimal human oversight in <30 seconds
- Less human-to-human contact than other tests
- Continually improving algorithm performance
- Continual staff testing to monitor/manage spread of COVID-19
- Can be conducted outside the hospital setting

Based on 7,256 NHS patients and ground-truthed by three UK FRCR Consultant Radiologists, red dot can instantly triage by:

- A normal chest X-ray with a proven level of confidence that the CXR is normal, referred to as High Confidence Normal (HCN). This flag identifies normal examinations with above human accuracy and has been validated on 7256 NHS patients across multiple NHS sites and is a key scalable rule-out test. We can instantly add 28% additional reporting capacity for chest X-rays.
- Abnormal—We can identify CXR examinations that are abnormal with 92% sensitivity (based on 7,256 NHS patients across multiple sites), thus prioritize them for management. Suspected COVID-19 patients with severe illness and/or at high risk can be fast tracked for treatment.
- Positive COVID-19 patients—Using publicly available data from various countries, our algorithm can correctly identify 93% of COVID-19 patients as abnormal based on 143 cases. These results are very promising and require additional COVID-19 chest X-rays to further validate the performance of the red dot algorithm. No false negatives from this dataset were within the HCN threshold, further demonstrating the efficacy of this flag.

**ProKnow**

## Vendor-agnostic cloud-based application for collaboration

Elekta is helping clinicians work remotely while continuing to offer high-quality radiotherapy treatments. To start, we are increasing the amount of remote access licenses for Monaco free of charge for 90 days. This will enable the clinical staff to perform the full treatment planning workflow so that treatments can continue. Additionally, Elekta is enabling access to ProKnow, a vendor-agnostic, cloud-based application that enhances collaboration within the radiotherapy workflow by supporting a network of experts engaging in contouring, chart rounds, and peer review. Clinicians can view patient datasets, define the targets and organs at risk, and review structures, plans, and doses from virtually anywhere on any device by an unlimited number of users. The application can be accessed from standard web browsers, obviating the need to install any specialized software on local devices. This access will be granted free of charge between April 6th and June 28th. This HIPAA-compliant technology will be supported by a vast library of videos, documentation, and other self-help resources along with regular webinars from Elekta experts.

**Oncology**

## Complimentary consultations with workflow experts to help support community oncology practices

Flatiron is offering complimentary consultations with workflow experts to navigate services and resources related to COVID-19. Recommendations include information gathered from Flatiron clinical and technical experts, as well as relevant third-party resources to help support community oncology practices during pandemic. Recommendations include:

- Policy and regulatory updates
- Detailed telehealth guidance to learn how to set up and bill for remote visits
- COVID-19 FDA guidance on clinical trials: Non-binding recommendations for proceeding with clinical trials during this time

Other resources relevant to COVID-19 can be found [here](#).



**Edison Datalogue  
Connect**

**Remote access to shared images and remote viewing capabilities**

**Share and collaborate on images, cases, and reports quickly and easily:**

- Remote access to shared images and remote viewing capabilities
- Remove the CD from the workflow entirely to avoid unnecessary COVID-19 exposure
- Maintain imaging workflow productivity and continuity of workflow
- Protect doctors by allowing remote access
- Allow symptomatic doctors to work remotely
- Flexibility to expand staff to different locations via remote access
- Easily share data and images on high-risk transfer patients
- Address new scenarios with flexibility, e.g., field hospitals

**Two delivery options:**

- Quick setup option (zero install): Advantages of zero install option include
  - No IT support needed
  - Quick and easy access (within the same day for physicians to self-register and share)
  - See FAQ for description of reduced functionality
- Networked option (Edge device install): Advantages of the networked option include
  - Customer specific organization
  - Edge device facilitates access to customer PACS

GE's Commitment: Edison Datalogue Connect provides quick and easy image sharing between physicians, medical staff, and any remote healthcare professional your team needs to collaborate with. Edison Datalogue Connect allows clinicians to share diagnostic quality imaging in a safe, HIPAA-compliant, secure environment quickly and easily when the functionality is needed the most.

**Imaging Insights**

**Improved visibility utilization & throughput, quality & consistency, patient experience, and physician referrals**

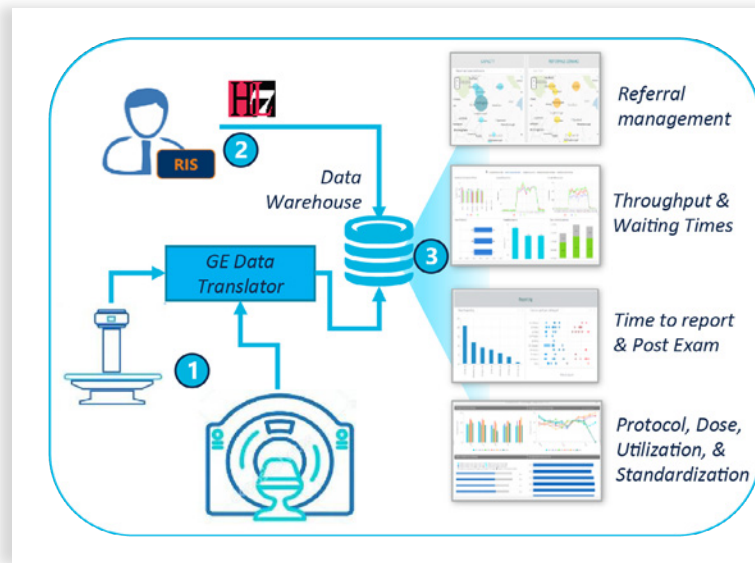
Current challenge: Imaging departments have to drive results with ad-hoc or limited visibility around several areas including: utilization & throughput, quality & consistency, patient experience and physician referrals.

The solution: Imaging insights with customer success



How it works: it begins with data sourced from machines<sup>1</sup> (GE & non-GE), RIS, or both.

1. **Aggregate:** Vendor-neutral data aggregation, verified against the machine DICOM Conformance statement, to ensure apples-to-apples comparisons.
2. **Integrate:** If RIS integration is chosen, use HL7, query retrieve, or any other methods available
3. **Insights:** Practice data, drill-down capability on the fly, organized by machine fleet type, RIS, and improvement opportunity areas
4. **Customer success:** Regular touchpoints with an analytics expert to train, pull in needed resources, and help align teams on common objectives plus customer success leader touchpoint engagements during the year to supplement Imaging Insights department-wide data intelligence (IMAGE).



**GE’s Commitment**

Proven outcomes with specific customers:

- Rapid deployment: Deploy across modalities for rapid operational improvement
- Faster patient care: Upwards of 80+ patients/month
- Improved diagnostic confidence & speed: Protocol harmonization and 2-minute exam reduction, same IQ
- Enhanced patient experience: Backlog reduction up to 8 weeks; schedule based on actual exam times, adapt challenging procedures
- Increased staff satisfaction: Predictable working hours, fewer delays and rush hours, shared common goal with team

## **NilRead PACSGear Image Link Encounter Workflows**

**Vendor-agnostic, web-based access to DICOM images;  
quickly capture images in the emergency department  
or other triage location**

Hyland Healthcare wants to help customers better manage the medical imaging demands related to COVID-19. It has put together two special packages that are designed to get customers up and running quickly while minimizing the immediate financial impact and providing the option to return the product after the “trial period.” For both solutions it’s offering use for six months and deferring implementation fees. After six months, organizations can decide to acquire the software at a discounted price or let the license expire.

### **Remote Diagnostic Reading and/or Image Enabling MyChart Patient Portal**

NilRead is a vendor-independent, web-based software solution for remotely accessing DICOM images from any VNA or PACS and can help you better manage the medical imaging demands of COVID-19 by:

- Enabling radiologists to make diagnostic image interpretations remotely
- Allowing over-taxed healthcare facilities to easily route medical images to other locations for interpretation
- Facilitating real-time image collaboration with other providers
- Sharing medical images online with your patients via Epic MyChart
- Supports diagnostic reading for up to 30 concurrent registrations. We would design a custom offering for more concurrent diagnosticians.

### **Point-of-Care Ultrasound for Emergency Departments**

With PACSGear Image Link Encounter Workflows (ILEW), clinicians can quickly capture images in the emergency department or other triage location. The images are then linked to the patient’s record in the EMR so that they can be easily accessed.

PACSGear ILEW increases the speed and accuracy of point-of-care image indexing by bridging the worklist functionality that exists in many point-of-care ultrasound (POCUS) devices by providing access to the HL7 patient and study data generated as part of normal clinical workflows.

- Once stored in a VNA or PACS, point of care studies can be made available through the NilRead viewer for remote diagnostic reading.
- PACSGear ILEW eliminates clinical blind spots often created by point of care devices, enhancing clinical visibility and improving patient care.

### **Additional Hyland COVID-19 Offers**

- OnBase Employee Reporting Application: Helps organizations track and manage illness in their teams during the pandemic. Employees can report information such as fever, exposure to COVID-19, or illness with COVID-19 with this app.
- Remote workforce support: Keep staff connected and content accessible with ShareBase, Hyland’s secure cloud-based sharing and collaboration platform, through a free subscription until at least June 1, 2020. Improve bandwidth to support web-based access to enterprise data, documents, and real-time interactions with a six-month free pilot of the OnBase Web Server.

**Various imaging-related  
COVID-19 resources****Remote image viewing, hosting, sharing,  
storing, and access**

- Remote imaging viewing, hosting, sharing, storing, and access are available in the US. IBM Watson Health is a leading provider of innovative artificial intelligence, enterprise imaging, and interoperability solutions. These Merge-branded imaging solutions have been used by providers for over 25 years to facilitate the management, sharing, and storing of billions of patient medical images.
- As healthcare providers struggle to manage volumes of patients and volumes of data, we can help provide a way to easily collect, manage, and store images. IBM customers may be seeking to optimize their imaging platform and successfully refocus their resources from infrastructure support. IBM is a trustworthy hosted service provider that offers an operational expenditure (OpEx) model and extensive resources. Hosted enterprise imaging on IBM's private cloud has the robust architecture and security-rich features that help promote business resilience and meet the needs of growing infrastructure. This solution helps support current and newer workloads with an agile, configurable infrastructure featuring some of the latest hardware and software and the ability to scale as needed.
- IBM Watson Imaging's downloadable true zero web viewer is available in any browser. Clinical data in its native format is aggregated from multiple sources to a "single pane of glass" with diagnostic-quality, real-time collaboration capabilities. By combining image exchange tools with the universal viewer, images can be shared throughout the enterprise or around the world with easy-to-use tools on a powerful, scalable platform.

## Reporting PLUS+

## Remotely read exams and create imaging reports

Reporting PLUS+ is a standalone remote reporting environment that can integrate with any PACS, RIS, HIS, or EMR. By using Reporting PLUS+, radiologists can limit their exposure to COVID-19 by remotely reading exams and creating imaging reports from home.

Reporting PLUS+ also allows radiologists to use voice recognition and familiar automation tools and stay connected with their on-site imaging team. Radiologists can access studies remotely from a configurable universal reading worklist. Reporting PLUS+ allows radiologists to log and access patient priors and patient health histories while off-site. Radiologists can also remotely return studies to the technologists for clarifications or comments using the “Return to Tech” feature while also maintaining proper social distancing.

Automation tools available in on-site reporting apps will still be available remotely. These include:

- DICOM-structured report data put directly into a report
- Voice-navigated macros and nested macros
- Automatic signing & automatic distribution
- Automatic next reading modes
- Critical test result management (optional)

Reporting PLUS+ can be deployed quickly and remotely.

**PowerShare**

Free volume increases for existing PowerShare spoke facilities and access for new spoke facilities for 60 days

**Nuance PowerShare:** Provides organizations with increased access to view, manage, and share medical images and diagnostic reports on the industry's largest network for easy, on-demand digital transfers through free volume increases for 60 days.

**Nuance PowerShare Patient Access:** Through unlimited access to a secure patient portal, patients may receive shared images, share studies out to connected facilities, and download their imaging exams from digital media—with no quantity restrictions. And with the PowerShare Mobile App, patients can easily view, upload, and share medical images from their mobile device.

**PowerScribe 360****PowerScribe One**

Free PowerScribe Mobile Radiologist 90-day licenses for PowerScribe 360 customers; free virtual support to set-up PowerScribe 360 and PowerScribe One for at-home or remote reading

**PowerScribe Mobile Radiologist:** Enables radiologists with iOS and Android devices to securely sign, create, or edit PowerScribe 360 and PowerScribe One reports and addenda using secure speech-enabled workflows from anywhere with free 90-day licenses.

**PowerScribe 360 and PowerScribe One:** Support at-home and remote reading with free virtual support to setup PowerScribe 360 and PowerScribe One.

## PowerServer RIS/ PACS cloud solution

Enable radiologists and referring physicians to collaborate on patient diagnosis

Data accessibility is the key benefit of RamSoft's PowerServer RIS/PACS cloud solution, which makes it easy for radiologists and referring physicians to collaborate on patient diagnosis. We are deploying this remotely for COVID-19 testing in Honduras and are able to deliver cloud solutions ASAP to support COVID-19 testing. Our zero-download viewer allows referrers to view patient images in real-time. Moreover, our streamlined workflow engine helps reduce turnaround time for referring physicians. This shortens the response time to treat patients.

Being a responsible solution provider, RamSoft is focused on making connected healthcare achievable through interoperability. We embrace both EMR integration and open access to imaging data for improved healthcare outcomes.

We also offer time saving add-on apps:

- **Secure messaging:** The advantage of having this secure messaging feature integrated into our RIS/PACS is that if a radiologist notices something critical about a patient's case, he/she can send a secure message directly to the referring physician. Video consults with the patient are also possible—very useful during the COVID-19 outbreak.
- **Automated appointment scheduling and reminders\*:** Free clerical staff from confirming appointments by allowing patients to be notified via their choice of text, robocall, email, or all three. Once notified, your patients will have the ability to confirm or cancel their appointments.
- **Patient portal for quick sharing of reports:** A secure, online platform that allows providers to share imaging reports directly with patients. Once patients receive access to their records, they can securely share them with other physicians in their original diagnostic quality.

\*Available for U.S. customers only

**Zebra**

Identify and track development of GGO lesions, offer insights into COVID-19 severity, enable quick and effective diagnosis, triage, and evaluation of patients

- While laboratory testing has served as the first line of diagnostics during the COVID-19 crisis, these tests have limited accuracy and do not indicate the state of disease progression. CT scans have been proven to be the most accurate tool so far for screening COVID-19 (98% accuracy vs. 71% of the PCR test).
- Zebra is working on software for a machine-learning algorithm that analyzes CT scans. That software will offer substantially higher detection rates while conducting a comparative analysis of multiple CT scan images of the same patient in order to measure the development of the virus.
- We are leveraging a patented algorithm that Zebra developed in the past for detecting ground glass opacities (GGO), which are imaging features of COVID-19 pneumonia. The patented technology provides segmentation of predefined features in a 2D slice of a 3D anatomical image, including GGO.
- Zebra researchers and engineers are currently using clinical data from thousands of medical images to train the AI model of the COVID-19 solution. The algorithm will be validated against confirmed COVID-19 CT scans from newly created databases around the world.
- By identifying and tracking the development of these GGO lesions, the software will offer key insights into disease severity and enable doctors to diagnose, triage and evaluate patients swiftly and effectively.
- We do not believe this will replace the PCR test, but it may have substantial value since deciding which suspected COVID-19 patients should be hospitalized is challenging due to the very limited resources that the public system has. The vast majority of COVID-19 patients are mild, so having this automated tool will help make critical decisions on whether or not to hospitalize based on a COVID-19 risk score driven by the analysis of the CT images.
- The proof of concept will be available for assessment by mid-April.

# INFECTION CONTROL & MONITORING



## **Harris Infection Control/Antimicrobial**

Real-time data related to patients' COVID-19 status and condition

Harris Infection Control/Antimicrobial provides instant access to COVID-19 information, such as diagnostic test data, culture results, confirmed positive cases, isolation statuses, medications, and therapy days. That enables staff to treat patients effectively and improve outcomes.

With configurable admission/triage assessment tools based on CDC, WHO, and PHAC public health agencies, Harris Infection Control/Antimicrobial includes recommended COVID-19 screening questions for identifying infected or at-risk patients.

The solution sends out real-time alerts to a clinical communication system to inform necessary personnel when a positive COVID-19 result is identified so that the infection control protocols can be initiated. Patient outcomes are improved when positive cultures are identified faster and patients are isolated in a timely manner.

## **Uniphy Health enterprise-level clinical mobility platform**

Secure clinical alerts regarding COVID-19 test results and patient symptoms

Uniphy Health enables clinical alert notifications to key personnel while preserving the privacy and HIPAA-compliant security of patient data.

A positive COVID-19 test result will immediately trigger a text, voice, or email message to the ordering physician, nursing coordinator, infection control team, and others who need to be aware.

Similarly, the documentation of patient-reported COVID-19 symptoms automatically triggers alerts to clinical and coordination personnel so they can quickly arrange isolation procedures to protect staff and other patients.

**OneSign**

Access logs to determine whether providers have accessed workstations in areas of the hospital that have been exposed to infection

Yale New Haven Health (YNHH) has implemented a process for using Imprivata OneSign to help mitigate the spread of infectious disease. They do this by using OneSign data to identify users who have been in areas of the hospital with a potential risk of infection.

YNHH uses multiple data points (for example, staffing sheets) as a means of assessing risk, while OneSign provides the granularity to narrow down which specific users have accessed workstations in different units. This is accomplished by analyzing the information that OneSign collects when a user taps their proximity badge to access a workstation.

That login data can be analyzed in real time via a Computer Activity and/or Login Activity report, providing a record of the user's name, the workstation they accessed, the time and date they accessed the workstation, and how long they used it for. By matching this data to the location of the workstation, YNHH is able to determine which specific users were in areas with a risk of infection, and they can take any necessary actions.

Details on YNHH's use case can be found at the [Imprivata COVID 19 Response page](#). We thank Glynn Stanton, YNHH CISO, and his team for sharing this process that we hope you find valuable in your own efforts to prevent the spread of COVID 19.

**TheraDoc****Custom alerts for COVID-19 and notifying infection preventionists of patients who are at risk, under investigation, or have a positive test result**

During this pandemic, one of the most critical activities to prevent the spread of the virus is identification. One of the core capabilities of TheraDoc is the ability to track and respond to outbreaks. Results of up to a 78% reduction in time to collect data for outbreak investigations have been shown.

Premier has deployed a package of custom alerts for COVID-19, notifying infection preventionists of patients who are at risk, under investigation, or have a positive test result for coronavirus. Alerts are available to detect reported symptoms as well as clinical data like vitals, radiology results, travel history, and pending lab test results. These alerts build on the tool's core capabilities of offering provider organizations a flexible, adaptable response to detecting outbreaks and infections in the patient population.

In addition to the existing capability that TheraDoc provides that allows users to create a unique flag for the patient record, we have launched a custom package of COVID-19 flags. These flags automatically activate with a positive lab result and can be used to track patients throughout their stay as well as maintain a list of those included in the outbreak.

Remote surveillance is a unique service that we offer for TheraDoc members. Our team of certified infection preventionists (IPs) log into TheraDoc daily and maintain normal surveillance duties while the facility IPs focus on preparedness and response. In response to COVID-19, we have increased our resources to support more organizations.

In addition, Premier members have access to:

- The Premier Safety Institute website and, for TheraDoc users, an online community. Both are updated daily with curated content and resources for clinicians
- Government advocacy groups, which are at work to support our members and gather recommendations and guidance from Washington
- Weekly webinars that provide updates and guidance to the clinical and supply chain situations
- Specific COVID-19 guidance content, planned for an April 1 deployment to current clinical decision support (CDS) users for identification of the most at-risk patients at the point of order

Finally, in alignment with Premier's core strength of integrated data with unprecedented analytic access, we are evaluating reports specific to COVID-19 for deployment. These reports will be of critical importance as the outbreak subsides and the needed retrospective work begins in order to evaluate outcomes related to both positive and suspected cases.

**Infection  
control****Incident form templates, library of COVID-19 policies, and other relevant resources and best practices**

With the impact of COVID-19 increasing daily, it is more crucial than ever for healthcare organizations to share best practices and learnings to help mitigate the effects of the virus across the continuum of care. As the global leader in patient safety, RLDatix has built an online resource center to share COVID-19 information through the lens of safety, policy management and infection prevention.

[This resource center](#) includes:

- COVID-19 incident form templates for patients and staff. These templates were developed using guidelines from the CDC, NHS, Government of Canada, and the Australian Government Department of Health and are free for healthcare organizations around the world.
- Complimentary library of COVID-19 policies that can be implemented immediately. RLDatix encourages providers who have already developed their own COVID-19 policies to submit them via a form provided on the website so that others can learn from what they are doing.
- Information from the World Health Organization, U.S. Centers for Disease Control & Prevention, the U.K. National Health Service, Government of Canada Public Health, Australian Government Department of Health, and the U.S. Department of Health & Human Services.
- Best practices to leverage RLDatix software in the fight against COVID-19.

With HUB, RLDatix's online community of over 6,000 global patient safety experts, clients can connect in real-time with colleagues who are on the front-line of fighting COVID-19 in a safe and trusted place.

RLDatix software also helps to support COVID-19 efforts with tools for patient safety, case evaluation, policies, infection surveillance, staff management

**Sentri7**

## Clinical surveillance resources for COVID-19

As healthcare organizations prepare for the expected surge in COVID-19 cases and strain on resources, maintaining a state of proactive readiness will be paramount. Sentri7 clinical surveillance integrates into existing EHR infrastructures to continuously monitor patient conditions and deliver actionable, intelligent, and measurable alerts directly into clinician workflows. By breaking down data silos that exist across healthcare settings, Sentri7 automates surveillance of medication and culture data to ensure clinicians are armed with evidence-based guidance in real-time to stay in step with outbreaks, speed response, and make the best patient decisions. Notably, the solution has a proven track record of reducing hospital-acquired infections (HAIs) and isolation management compliance.

Features immediately available to all Sentri7 customers include:

- **Adopt evidence-based COVID-19 Rule Content in minutes** to seamlessly monitor hospitalized patients who have tested positive for the condition. Real-time alerts are triggered if qualifying patients are flagged in the EHR or transmitted back to the EHR from an outside lab.
- **Positive COVID-19 lab results populate Sentri7's Notifiable Conditions.** Confirmed coronavirus cases are presented in a centralized view to improve monitoring of positive cases and to streamline reporting to hospital leaders and public agencies.
- **The COVID-19 Monitoring Analytics Dashboard for Sentri7 provides a comprehensive, interactive view of cases** and related testing for hospital or health system, including but not limited to: total patients tested versus positive cases; patients in critical care; average length of stay among COVID-19 cases; age distribution of COVID-19 patients; and breakdown of community-acquired versus healthcare-acquired infections.

While there is currently no FDA-approved antiviral treatment available for COVID-19, inevitably some patients will develop secondary bacterial infections and will require antimicrobial therapies. Antimicrobial stewardship remains an industry priority amid alarming statistics related to antimicrobial resistance. In addition, a surge of patients in hospitals across the world has led to drug shortages, making the prudent use of antimicrobials for the shortest duration possible a key strategy to conserve pharmaceutical supply.

- Sentri7 helps hospitals and health systems improve appropriate use of antibiotics, while arming clinicians with information to minimize drug costs, prevent harm, or avoid the potential for adverse events.
- Care teams can leverage the power of Sentri7's high-impact alerts to guide proper therapy, flag antimicrobial misuse, and identify opportunities to contain drug costs and conserve use by proactively flagging drug substitutes.

Additionally, advanced analytics and ready-made reports deliver unprecedented visibility into the measurable impact of interventions in terms of cost and outcomes performance. Hospitals and health systems of all sizes depend on Sentri7 to optimize medication therapy as well as reduce readmissions, HAIs, and length of stay.

# INTERACTIVE PATIENT SYSTEMS

## Patient Experience Platform

Automated educational content, RTLS integration, interactive surveys, meal ordering, and other educational and interactive resources for patients

eVideon's Patient Experience Platform provides education, entertainment, and virtual engagement. The EHR integration ensures highly customized, real-time content. Features that can help during the COVID-19 pandemic include:

- Automated, tailored education (e.g., pediatric-friendly COVID-19 content for pediatric patients, hand washing reminders, information from the CDC). The content is tailored to each patient's demographic and language.
- Instant triggers via RTLS. The system can display notifications (e.g., when a clinician enters the room, the TV displays a hand washing reminder). RTLS integration can also track and report staff entries into patient rooms so that hospital leaders have real-time data about potential exposures.
- Interactive surveys with branch logic. These can help patients provide feedback without human contact and report any hygiene breaches.
- Digital meal ordering, which eliminates the need to pass around paper menus between patients and staff. This reduces the amount of potential infection sources and eliminates any human "middlemen" taking orders and risking exposure. Menus are patient-specific and only display items available based on each patient's diet orders.
- Service/item requests decrease human-to-human contact while helping patients get the care, services, and items that they need. Patients can request items (e.g., blankets and water), and that reduces the number of personnel that needs to come in and out of a patient's room.
- Live streaming for distraction therapy or education. For example, one of our partners live streams an aquarium for their pediatric patients. We can display a feed from anywhere a camera can go. Our VA partners also display the Veteran News Network to show veteran-specific content.
- Distraction therapy in the form of on-demand movies, HDTV, and the patients' own streaming services in order to keep patients relaxed.
- Relaxation content and sleep aids, which help patients feel at ease. Even simple solutions, such as a fan sound during sleep, can help calm the environment.

## Digital Patient Door Display & Digital Signage

EHR-integrated digital patient door display, up-to-the-minute digital signage

Digital Patient Door Display integrates with the hospital's EHR to instantly display outside the patient room, isolation contact, or other precautions to ensure that nurses and staff have proper personal protective equipment (PPE) before entering a patient's room. This can also warn visitors that the patient is in isolation and cannot have visitors at that time. Information is instantly updated based on real-time available information in the EHR.

Other features include other customizable notifications and precautions and a patient reposition countdown clock that can flash when it's time to reposition a patient in order to avoid pressure ulcers.

Digital Signage broadcasts up-to-the-minute information for patients, staff, and visitors. It can broadcast specific alerts as information changes (for example, sudden changes in visitation policy or availability of transport). Digital Signage can also display educational content (e.g., proper handwashing technique, educational information from the CDC about COVID-19). The tool requires no special training and uses a simple drag-and-drop editor. It's also an easy way to disseminate vital information in multiple languages.

## GetWell Inpatient

## Community awareness, infection prevention, and critical patient communication

We want to empower patients to learn the signs, symptoms, and best practices that prevent the spread of the virus.

### Community awareness

- Provide direct links from promotional space to public health information and guidelines from the CDC and WHO sites
- Broadcast messages to patients in real time with custom, system-wide, or localized content

### Infection prevention

- Deliver video education and on-screen reminders for hand hygiene and other best practices for infection control
- Limit in-room peripheral devices with the GetWell Remote mobile app that pairs patient smartphones with in-room TVs

### Critical communication

- Communicate vital information and precautions with GetWell Signal, an interactive digital panel mounted at point of room entry
- Upload CDC-approved guidelines on personal protective equipment requirements



**Interactive  
patient solutions****Interactive patient engagement tools to help educate patients  
about changes and recommendations related to COVID-19**

SONIFI Health is highly sensitive to the effects COVID-19 is having on healthcare systems' patients, communities, employees and business operations. The organization is prioritizing and expediting all COVID-19 requests, supporting customers by deploying messages, and optimizing information and workflows on their SONIFI Health interactive patient engagement system.

Site-specific safety protocols are being communicated on digital endpoints and interactive televisions throughout facilities. Digital displays can be easily and quickly updated to reflect changes to visitor policies, safety precautions, and operations protocols as often as necessary for the hospital's specific needs in response to COVID-19.

Education videos from content vendors and the CDC about COVID-19, infection control and safety precautions are being added to and elevated in content libraries for clinicians to assign patients to watch. The SONIFI Health system is also being used to have these videos automatically assigned for patients to view on demand on the interactive TV, saving nurses valuable time that can instead be used for direct patient care.

SONIFI Health is working with customers to optimize their positive distraction, education, and bedside request deliveries, both to help keep patients and visitors calm and to reduce nurse workflow needs.

To offer emotional support to isolated patients and exhausted healthcare workers, SONIFI Health's system is also being used to share well wishes, motivational messages, and inspiration from community members, family members, and the health systems themselves.

Additionally, for hospitals needing to quickly add beds and capacity in response to the rapid spread of COVID-19, SONIFI's nationwide field service team is assisting facilities in setting up the technology and networks in the new rooms. The service and installation experts are delivering inventory and using existing infrastructures to connect any distribution systems needed.

**TeleHealth Services  
Outcomes Team**

**Video message campaign providing medically  
accurate coronavirus information**

The severity of the COVID-19 pandemic cannot be underestimated, and providing medically accurate coronavirus information rapidly and consistently is essential to the public's health and well-being. The TeleHealth Services Client Outcomes Team responded to the initial COVID-19 outbreak in early February (before the coronavirus became a serious threat in the U.S.). A video message campaign was produced to help hospitals quickly inform their patients and visitors about the virus using their Tigr Interactive Patient Education and Engagement System.

Approximately 40 U.S. hospitals are broadcasting this video message about how to prevent the spread of the coronavirus. The video is being displayed on patient room televisions and in other locations throughout hospitals and clinics, including waiting rooms, lobbies, and cafeterias, along with being posted to numerous hospital websites. The message itself is designed to be easily updated if more information about the virus needs to be communicated.

Using guidelines from the U.S. Centers for Disease Control and Prevention (CDC) and federal "plain language" for clarity, the brief two-minute [video](#) explains:

- What the coronavirus is
- What the symptoms are
- How it is transmitted
- How to prevent getting it
- Best practices

The built-in editor tools inherent in Tigr systems provide hospitals with a flexible, adaptable solution to easily change messages throughout hospital facilities in real time. Additional communications about the virus are being promoted at TeleHealth Services' client hospitals via on-screen banners, tickers (scrolling across the bottom of the tv screen), and dedicated TV channels to quickly update information as new information emerges.

Since the initial video message was produced, additional CDC-approved coronavirus videos have been loaded onto hospital and ambulatory clinic Tigr systems, including:

- [Coronavirus: What Older Adults Need to Know](#)
- [6 Steps to Prevent COVID-19](#)
- [10 Things You Can Do to Manage COVID-19 at Home](#)

# INTERNAL COMMUNICATION

## Various COVID-19 resources

## Text analytics solution and employee collaboration platform

Medallia is helping existing clients communicate, interact, manage workflows, and uncover blind spots so they can make better decisions and support their patients and community. We are also offering a free 90-day trial to non-customer healthcare organizations. Please note, these solutions can all be deployed within hours, not weeks or months.

### Text Analytics Solution

Medallia Text Analytics Coronavirus and Employee Experience Topic Sets help keep up with rapidly changing developments of the coronavirus epidemic. It analyzes signals related to the outbreak, including the impact of policy and business changes or the move from in-person to virtual servicing and engagement.

Text Analytics with the coronavirus topic group provides:

- Text Analytics - topic for common coronavirus modules for ad-hoc reporting
- Theme Explorer - discover themes originating in coronavirus verbatims
- Read Comments - read comments that mention coronavirus to identify pain points and trends
- Segments - identify most affected segments when looking at the coronavirus topic
- Ranker - identify most affected locations & regions within your hierarchy when referring to coronavirus

### Ideation & Crowdsourcing Innovation Solution

Given the unprecedented nature of the ongoing coronavirus pandemic, we believe leveraging the collective wisdom of your employees and customers will allow you to innovate and more quickly adapt. Crowdicity mobilizes your employees to collaboratively share and find solutions to the issues customers are facing. Many of our clients have engaged their employees to crowdsource ideas for supporting customers and employees during the COVID-19 crisis. Here are a few examples of ideas that are being collected right now.

- How to better support customers (based on specific concerns employees have heard)
- How to adjust tasks/processes to be performed remotely
- Work-from-home tips
- Ways for employees to help impacted teammates

### Digital Listening Solution

Medallia Digital helps listen to customers on your digital channels and rapidly respond to their needs. It also helps identify behavioral themes and patterns across digital journeys and provide real-time insights to optimize conversions. Medallia Digital is already being put to use to inform business strategies during this pandemic. Surveys strategically placed on frequently asked questions (FAQ) pages are helping organizations add and tailor content to help. These same survey types have also been helping location-based organizations who remain open understand those in-person experiences and operations via an online form potentially faster than other forms of communication. Our customers have placed sensitively positioned intercepts along key pathways to prioritize impactful improvements of content, product, and infrastructure to ensure all online experiences are able to meet customer expectations.

**Microsoft Power Platform  
Template Application for  
Crisis Communications****Coordinate internal information sharing and team  
collaboration in response to evolving conditions  
in times of crisis**

As COVID-19 cases spread globally, employees at Microsoft have assembled a solution for organizations to coordinate internal information sharing and team collaboration in response to evolving conditions in times of crisis.

Crisis Communication Apps based on this template have already been implemented at hundreds of organizations around the world. Key features include:

- Employees can report their work status (e.g., working from home) and make requests. This helps managers coordinate across their teams and helps central response teams track status across an organization
- Admins can use the app to push news, updates, and content specific to their organization and provide emergency contacts specific to different locations
- The app includes the ability to add RSS feeds of up-to-date information from reputable sources such as WHO, CDC, or a local authority
- The app is GCC (US Government Cloud) compatible

Microsoft is giving all Power Apps users temporary access to a premium feature, Power Apps Push Notifications, so organizations won't need any premium licenses to use Power Apps to push information to users for the duration of the COVID-19 crisis.

Microsoft is working closely with the user community to support organizations in their efforts to implement this template and add capabilities based on user suggestions.

**Microsoft Power Virtual  
Agent Crisis FAQ Bot****Customizable chat interface for disseminating  
COVID-19 information**

The Microsoft Power Virtual Agents team has created a customizable Crisis FAQ Bot to help organizations make information easily available to people regarding COVID-19 through a chat interface that can be implemented on any website.

The Crisis FAQ Bot is fully customizable in low code and can provide answers in response to frequently asked questions from people looking for information, such as customers, employees, and students.

Below is an example of some key suggested topic groups for a bot built to handle a crisis response. This example is based on similar crisis efforts like the CDC site FAQ.

- Emergency contact information for your organization
- Advisories specific to your organization
- General public health information (for example, based on CDC site FAQ)
- Preventive measures and tips (based on CDC site FAQ)
- Exposure assessment (based on CDC site FAQ)
- Frequently Asked Questions (based on CDC site FAQ and on actual questions that have been asked of your organization from all sources, including your bot in production)

Organizations can sign up for the Power Virtual Agents trial version to create a bot and customize topics as needed for intended audiences. A 30-day free trial of the bot is available and currently may be extended for an additional 30 days.

After deploying the Crisis FAQ Bot, organizations can track what users are asking about and how the topics are performing using the built-in analytics capabilities in Power Virtual Agents. This will help you adapt your topics to address what your users are asking your bot.

## Healthcare Workforce Pulse

Quickly gather and respond to employee feedback

Qualtrics has created several free solutions to help organizations during this time. These solutions are available to current clients (can be found when you create a new project), as well as to anyone who signs up for a free account.

Frontline healthcare workers are facing an unprecedented and high-risk scenario with the rapid spread of COVID-19. Now, more than ever, these workers and their leaders need real-time data to help them understand, prioritize, and respond to the needs of employees and clinicians. Failure to understand and move quickly, identify needs, and respond to workforce feedback will come at an incredibly high cost to both patients and employees. Healthcare leaders must know what's going on with their employees so they can:

- Do everything possible to prioritize the safety of the employees
- Provide support, supplies, and equipment to protect, preserve, and save lives
- Understand what they can do to improve the resilience of healthcare workers

The Healthcare Workforce Pulse is designed to help any organization on the frontlines of the COVID-19 crisis to quickly respond to employee feedback. This solution will help leaders adapt to the influx in patient and employee needs, coordinate logistics across their healthcare systems, and do everything possible to deliver speedy and high-quality care for workers and patients alike.

The solution is comprised of two options with automated reporting:

- A quick pulse check-in provides a holistic view of the overall organization and helps you understand trends associated with open-text feedback.
- A broader assessment to pinpoint gaps and help you take action on up to four key areas surrounding the healthcare workforce experience: safety, resilience, support, and communication.

# INTEROPERABILITY PLATFORMS

**Data platform  
technology**

Alerts for COVID-19 related triggers as well as  
additional COVID-19 related responses

InterSystems data platform technology is playing a key role in several COVID-19 related responses. The company's partner DHC, which uses InterSystems data platform as the basis for its medical technology solutions, has been tapped as the technology provider for the temporary hospital in the Wuhan region in China. Our InterSystems IRIS for Health data platform is also being used by customers including Franciscan Health and Atlantic Health, to trigger alerts for clinicians of high-risk patients or the availability of test results. The company has also provided its iKnow Natural Language Processing tool as open source and has configured an explorer tool to enable users to search the full Covid-19 Open Research Dataset using NLP. As a sponsor of the MIT COVID-19 challenge, InterSystems is providing FHIR Resources, an API Connector, a trial version of its InterSystems IRIS for Health data platform, and video tutorials free of charge to all participants.





**Consensus healthcare interoperability platform**

**Free access to on-demand patient-record query through Consensus healthcare interoperability platform**

J2 Global, Inc., a leading Internet and information services company, announced today that it will offer healthcare providers free access to on-demand patient record query during the COVID-19 crisis through its recently introduced Consensus healthcare interoperability platform. On-demand record query is a valuable tool within Consensus that enables healthcare providers to access the patient records needed for treatment through Carequality.

The need for important patient information to be shared, along with the facilitation of requests and response for patient records, are vital to ensuring proper patient care during a public health crisis such as COVID-19. The Consensus query tool, connected by Kno2, can ensure timely, coordinated care responses by providing access to a comprehensive, on-demand patient record retrieval service from a surrounding community of providers at no charge.

The stress on frontline healthcare workers to quickly assess a patient's acuity level and history and prioritize patients at greater risk has increased dramatically with COVID-19. Emergency rooms, urgent care centers, specialty providers, telehealth providers, skilled nursing facilities (SNFs), durable medical equipment (DME) companies, and others across the care continuum are all struggling with access to needed patient data. The Consensus query tool can lessen that burden for the entire healthcare community with an on-demand record retrieval service.

Consensus is offered by J2 Global with eFax Corporate, the largest enterprise-grade, cloud-fax solution that has also earned HITRUST CSF Certification. Consensus, connected by Kno2, offers an additional level of collaborative data sharing, including cloud faxing, direct secure messaging, patient query, HIE connectivity, and an exchange API integration all in one easy-to-use platform.

## **Interoperability platform**

Connect to virtually any source system and create  
a modern API for data exchange

Redox provides an interoperability platform used by over 250 digital health companies and over 700 hospitals and clinics. Redox connects to virtually any source system and creates a modern API for data exchange. Redox has connected to over 40 EHR systems. In response to the COVID-19 crisis, Redox is waiving connection fees for new connections during April, May, and June.

# LABORATORY SOLUTIONS

**Laboratory  
solutions**

Rules engine facilitates advanced workflows that help laboratories quickly process, reflex, and route specimens; capabilities to conduct and monitor QC/QA activities for COVID-19 testing

The laboratories we support play an integral role in helping to address the pandemic and reduce the impact of COVID-19. Orchard's solutions include specific functionality that supports our customers in this time of need. Our products' sophisticated rules engine facilitates advanced workflows that can help laboratories quickly process, reflex, and route specimens, as well as providing robust capabilities to conduct and monitor QC/QA activities for COVID-19 testing.

Orchard also understands the dire need for time-sensitive information to flow from public health laboratories to the CDC and to community and reference laboratories. Our state-of-the-art integration and interfacing capabilities that connect laboratories facilitate rapid dissemination of results and test interpretations. Orchard's products can play a critical role in routing these time sensitive tests from where they originate to all the key laboratories across the country that are on the diagnostics front line.

In addition, our award-winning customer support team is available to assist as needed. To offset the burden currently placed on laboratories, Orchard is offering advanced levels of LIS administration and service-level agreements that can help your healthcare organization with its lab-related IT and security demands and allow laboratory professionals to focus on testing. Orchard has expert resources available that understand laboratory IT (e.g., networks, databases, cloud services, etc.) who can help you maximize LIS availability, speed, and reliability.

# MEDICAL EQUIPMENT



## Various COVID-19 diagnostic, triage, and monitoring solutions

Medical devices, supplies, and communication solutions to help diagnose and treat COVID-19 patients

As health organizations prepare for an increase in patients due to the spread of COVID-19, Hillrom is ready to help in meeting critical product, services, and solution needs. Hillrom is using the U.S. Center for Disease Control's interim guidance for healthcare facilities to prioritize its efforts. We help physicians and hospitals be prepared to treat increased numbers of COVID-19 patients in the following five areas:

- Frontline screening and diagnostic capacity: Maintaining availability of thermometry, vital signs, and resting ECG devices to quickly examine patients and determine the level of care needed.
- Infection control and cross-contamination reduction: Providing solutions to triage patients and dedicate supplies to isolation rooms in order to minimize cross-contamination risk. Increasing production of disposable thermometry probe covers and single use pressure cuffs.
- Respiratory distress monitoring, portable ventilation, and automated supportive treatments: Delivering innovative technologies to continuously monitor respiration rate and allow more patients to receive mobile or home respiratory treatments during recovery.
- Infrastructure expansion to create surge capacity: Working with governments & hospital systems to prepare to treat, monitor, and move more patients in acute settings, including technology to automatically detect signs of possible patient deterioration.
- Care team communications extension: Preparing for care teams to stay connected across temporary spaces in hospitals and adjacent temporary facilities, as well as home or remote working spaces.

Additionally, Hillrom has established the Hillrom for Humanity Critical Care and Respiratory Support Program. This program is to support qualifying US hospitals that have an established need during the COVID-19 pandemic. The program includes ICU beds, patient monitoring, and respiratory health devices. Hospitals selected to receive the donations will each receive:

- Two Progressa ICU beds, including frame and surface
- One Connex vital signs monitor
- Three respiratory health technologies: The Vest, which provides high-frequency chest-wall oscillation; The MetaNeb System, for oscillation lung-expansion therapy; and the Life2000 noninvasive ventilator

# PATIENT ACCESS

## Various COVID-19 resources

Optimize revenue cycle operations, provide patient-centered access, and create an effective action plan for revenue recovery

Managing patient volume and helping patients with financial challenges as the COVID-19 crisis grows is a crucial and immediate issue for providers. Change Healthcare is assisting with short- and long-term solutions that help providers optimize revenue cycle operations and provide financial support to patients.

Change Healthcare is already helping hospitals manage their overflow call volume and patient access tasks, i.e., appointment scheduling, pre-registration, nurse messaging and triage, etc. We can quickly deploy Call Center support, including multi-lingual representatives, for health organizations that are not set up to work remotely—helping to facilitate call overflow and activate COVID-19 pre-screening lines and follow-up care coordination.

We also offer analytics-driven insights to uncover insurance on the front end to speed collections and cut patients' out-of-pocket costs.

Our Patient Engagement Solutions can help alleviate the burden of normal Access operations as we automate patient activities such as price delivery, payment collection and more or quickly deliver important information about COVID-19 through customized messaging on patient statements or auto-delivery of digital communications.



**PatientSecure**

Maintain optimal check-in throughput during times of increased case load; track patients' interactions with staff and care providers to track potential transmission of COVID-19

During these challenging times, PatientSecure can help.

- As volume increases and the importance of correct patient data becomes even more important, patient identification and an optimal check-in process is more important than ever
- PatientSecure captures valuable data about when and by whom patients were checked in to the hospital or healthcare organization. This data could prove to be very important in the coming weeks/months.

For clinicians, treating patients based on their correct medical record is always important. In a pandemic situation, when healthcare providers and organizations are under intense pressure, using PatientSecure could help:

- During times of increased caseloads, maintaining optimal check-in throughput. Whether via patient access staff or kiosks, with PatientSecure, enrolled patients don't need to produce identity cards or other documents, and patient access staff members don't need to identity-proof patients (and possibly handle cards) or search for records.
- Tracking care provider/patient interaction. PatientSecure reporting captures when (date and time) and where (by facility, department, and endpoint machine) patients appear in your organization (Knowledge Article with screenshots available in the Imprivata Support and Learning Center).

Regarding managing risks related to the transmission of COVID-19, decisions about how to respond to COVID-19 patient-related contact with the PatientSecure palm vein scanners deployed at facilities ultimately rests with the infection control leadership. Having acknowledged that, below are some current suggestions for cleaning and handling:

- PatientSecure palm vein scanners should be addressed with the same approach as for other similar equipment used at patient check-in (e.g. electronic pen pads, conventional pens, clipboards, kiosks). The CDC recommends that routine cleaning and disinfection are appropriate for reducing risk of COVID-19 transmission in healthcare settings.

The PatientSecure handguide (hand outline) and scanner housing (cup) may be cleaned with an alcohol wipe between patient uses. Per CDC guidelines, a 70% or greater alcohol solution is effective against COVID-19.

**Integrated Patient  
Access Solution**

Patient access functionality to make patient interactions easier, faster, and more accurate

During the COVID-19 health crisis, PELITAS is here to support you in helping your patients. We remain flexible, nimble, proactive and responsive; all the qualities that make us Best in KLAS in patient access technology for the second year in a row. Be assured that our entire team is available 24/7 to ensure that your patient access operations run smoothly.

Now more than ever, hospitals and physicians need patient access technology solutions that make interactions easier, faster, and more accurate. Our Integrated Patient Access Solution (iPAS) provides:

- Eligibility Verification: to help patients understand their insurance benefits and allow staff to collect the co-pays/deductibles at the time of service
- Financial Assistance Qualifier: to determine charity and other financial assistance program qualifications
- Service Tracker: to manage and track patient wait time, facilitate prioritized service, and send updates to patients via text
- Much more

No matter the level of assistance the government provides to patients, iPAS has the functionality as well as support services and client success teams to effectively assist you in navigating new complexities. We can adjust to system changes and customize iPAS immediately to support the new or changing requirements around federal, state, and local assistance, including helping patients understand their plan's specific coverage and out-of-pocket liability requirements.

# PATIENT ENGAGEMENT

**COVIDCENTRAL****Risk management AI program that helps manage clinical risks of coronavirus and demands of social distancing**

CareCentra's patient engagement platform, MoBe, supported by two randomized clinical trials with Intermountain Health, works by building a user's MoBe Map, or their unique/individual motivation to change their health behaviors, and their ability to do so. Its AI engine then generates precision nudges (a combination of content, frequency, channel, and incentive) designed for that individual patient, persuading them to act in ways they are both motivated and able to act in. Where available, the system considers the social determinants of health information for the user's zip code where available. Using this engine, we have built COVIDCENTRAL: a COVID-19 Risk Management Program that helps manage both clinical risks of a coronavirus infection and the stress and demands of social distancing with a holistic approach for pre- and post-diagnosis.

After the initial symptom check, the program delivers risk mitigation protocols while informing your patients of both the nature of COVID-19 risks and the relevant resources they could leverage in their vicinity. It also prompts tiny actions based on the user's unique MoBe Map to manage physical activity, diet, and stress during social distancing while only escalating exceptions to your named help desk if there is one.

Patients are enrolled through a single SMS message from your system that contains a link to download CareCentra's nudging app. Once downloaded, patients provide basic information, such as age, gender, and zip code, to begin their customized care journeys. The AI that powers the app will then begin nudging them based on goals they prioritize, such as:

- Understanding and practicing social distancing
- Staying physically active while working from home
- Eating healthy while staying home (including managing risk enhancers like diabetes)
- Managing stress from social distancing
- Staying informed on COVID-19 progression and risk handling
- Handling the risk of infection in the environment

A user's experience gets more personalized with time since the AI uses reinforcement learning to increase the accuracy of their MoBe Maps. Users will also be linked via a social community on Instagram which allows users to exchange notes and tips on managing risk at this difficult time. As an omnichannel offering, the platform can also integrate with your own patient app and nudge via text messaging as needed.

The COVIDCENTRAL program seeks to reduce utilization of scarce resources while providing validated guidance to patients. CareCentra offers to demonstrate their capabilities through this unique precision nudging platform to support your system's efforts during this challenging time.



**Children's**<sup>SM</sup>  
Healthcare of Atlanta

**COVID-19  
Pediatric  
Assessment Tool**

Free comprehensive assessment, including video and audio, parents and caregivers can use to determine whether a child needs medical attention

Children's Healthcare of Atlanta has developed the COVID-19 [Pediatric Assessment Tool](#) in partnership with IBM Watson Health to assist parents and caregivers with making decisions in one of two scenarios:

- A child is exhibiting cough or fever symptoms, or
- The child is not yet symptomatic but has a known COVID-19 exposure

The tool is based on an algorithm that walks parents/caregivers through a series of questions and results in suggested next steps to take, including either administering at-home treatment, safely transporting the child to the nearest emergency department, or dialing 9-1-1.

**COVID-19 self-  
assessment tool****Free conversational AI assistant to address common questions about COVID-19 and guide patients through a self-assessment**

Clearsense is sharing a complimentary enterprise COVID-19 self-assessment tool developed by Hyro. This conversational AI assistant provides real-time updates from the CDC on the COVID-19 outbreak.

The COVID-19 assistant enables healthcare organizations to address common questions about the coronavirus, guide people through a self-assessment, and evaluate their risk for infection in a swift, seamless interface. It is simple and easy to install on any website using a basic JavaScript code.

The information provided by the assistant is based on information provided by the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). Unlike a typical FAQ or chat solution for COVID-19, there is no list of questions for patients to filter through. This tool allows patients to type or speak a question of interest using their own language. By implementing natural language understanding (NLU) capabilities, the tool can continuously understand and guide patients through a conversation, including suggesting additional topics based on the patient's previous question.

This tool is available for healthcare systems to use on their websites as well to assist with providing accurate information to patients and communities while freeing up time for call centers. We are partnering to offer this free of charge and as part of our promise to connect our customers to technologies to improve care.

## **The Theon Platform for Care Management**

Free assessment and triage of patients seeking COVID-19 information, resources, and care

Starting in March and at no cost until September 30, 2020, healthcare organizations can access a publicly available version of Geneia's Theon Platform for Care Management to easily triage, outreach to, and engage patients for care coordination.

The magnitude of COVID-19 strongly suggests the patient populations of hospitals and healthcare systems will grow, potentially exponentially in the coming weeks and months. Healthcare organizations need easy-to-use care coordination tools to triage affected patients, guide the right patients to testing, and manage their ongoing care.

Theon Care Management is a targeted care management workflow solution to assess and triage patients seeking COVID-19 information, resources, and care. The care management solution guides a healthcare organization's employee to gather pertinent information to route the patient to the appropriate next best action or outcome.

Depending on answers to questions within the application, a patient is guided to:

- Educational resources
- A nurse for clinical assessment
- The nearest testing location
- The emergency department

The free version of Theon Care Management available for COVID-19 triage and patient management is a lightweight, tailored solution that leverages critical functionality and workflows from Geneia's Theon Platform for Care Management, and is powered by Salesforce Health Cloud. Salesforce has offered free access to Health Cloud for qualified emergency response teams, call centers, and care management teams for health systems affected by coronavirus.

A set of reports are available to help healthcare organizations manage and plan for appropriate resources.

The Geneia Data Intelligence Lab is refining a model to predict the patients who will be a higher risk for COVID-19 impacts. It will serve as a tool for presymptom triage of the population that could be used in conjunction with the intake and clinical assessment questions currently in the solution. The model will be incorporated into the Theon Care Management shortly.

Geneia is working with CodeScience, a strategic partner of Salesforce, for quick start deployment and configuration. Technical and product support is available during the license period.

## GetWell Practice

## Identify at-risk patients and address urgent needs

The GetWell Practice Symptom Screener offers first-level screening. Symptom screening questions allow staff to identify at-risk patients and address needs urgently.

Available from home or on-site, the prescreener helps reduce overcrowding in waiting rooms and decreases the potential for exposure in packed physician offices and urgent care clinics.

- Prompts guide patients through a series of questions
- If symptomatic, staff members are alerted, the iPad locks, and the iPad routes patients to front desk
- There, the care team can triage and conduct secondary screening as needed
- Preregistration patients that screen positive are encouraged to stay home and coordinate care and next steps by phone
- Reporting capabilities include tracking patients that screen positive



**Healthgrades  
Coronavirus Chatbot**

Free chatbot designed to inform patients about COVID-19 with a symptom checker for patients to use.

Healthgrades recently released a free chatbot available to all consumers intended to inform and keep the public up to date about coronavirus. This important public service provides background on coronavirus and, if the user is experiencing symptoms, performs a symptom analysis to help determine level of risk. Since access to accurate information about coronavirus is so important, please feel free to share this tool should it be helpful to your readers and colleagues. Users can text CORONA to 83973 or visit [hg.viruschat.conversahealth.com](https://hg.viruschat.conversahealth.com) and enter their zip code to have access to real-time information about coronavirus, including answers to commonly asked questions and tips for staying healthy.

## Online MCC COVID-19 Management Solution

Multiple functionalities for population management

Health Insights is empowering hospitals and patients by providing an online MCC COVID-19 Management Solution.

### Objectives

- Keeping hospital services for confirmed cases.
- Reducing overcrowding of patients at hospitals.
- Reducing patients' exposure to coronavirus by managing patients' noncritical health activities remotely.
- Minimizing providers risk of exposure and virus spread.
- Tracking spread of cases across a geography.
- Providing smart, configurable, electronic COVID-19 forms for triaging, documentation, and reporting that are integrated into the EMR and hospital workflow.

### MCC COVID-19 Management Solution

Patient side: Providing a secure online consultation model via mobile application and patient portal

- Personalized patient communication with providers for medical advice anytime, anywhere.
- COVID-19 self-assessment with configurable recommendations and automated, rule-based online medical consultation request based on assessment score.
- Online medical advice: self-assessment result will be included with the online consultation request for providers to be aware of patient's medical condition with an option to choose from voice (recording or dictation), video, or online chatting to talk to nominated providers by hospital to discuss their health issues.
- Location detection and sharing the patient's contact number can be sent by the mobile application while conforming to patient privacy and information confidentiality.

Hospital side:

- Hospital clinical staff will be alerted with online requests and will be able to take relevant actions regarding each consultation.
- Patients' online requests will display chronologically with each request waiting time.
- Requests can be filtered by patients' answers to self-assessments, age, and chronic conditions.
- Hospital can act proactively by targeting patients susceptible to severe complications if they are infected such as elderly patients and patients with chronic conditions.
- Actions available to providers for responding to online requests:
  - Triaging patients based on hospital triaging scores.
  - Flagging patients who need follow-ups with automatic alerts.
  - Sending targeted educational materials or dispatching containment teams to patients' locations for isolation.

**Keet****Patient engagement platform for monitoring and engaging patients outside the clinic**

Keet is a remote patient engagement platform that allows you to both monitor and engage patients outside clinic walls. Keet supports the delivery of patient-specific care plans through highly configurable, automated workflows that support a variety of conditions and scenarios. With Keet, you can:

- Monitor patient health status with health risk assessments and patient reported outcomes
- Deliver patient education to improve understanding
- Record and upload videos to build trust and provide context
- Support both synchronous and asynchronous communication through secure messaging and telehealth
- Automate the monitoring and engagement of patients through predesigned workflows

Keet is the condition-agnostic platform flexible enough to address the rapidly changing needs of healthcare providers in light of COVID-19. As a public service, Keet is offering a version of their platform for free through the end of June.



## **Kyruus ProviderMatch and KyruusOne**

## **Patient facing provider search and scheduling for healthcare organizations' websites**

Kyruus ProviderMatch for Consumers enables health systems to offer a dynamic, consumer-friendly provider search-and-scheduling experience on their websites. In addition to facilitating provider search and scheduling, the solution also allows health systems to display urgent care, retail clinic, and virtual care options, so consumers can navigate to the right care options based on their specific needs. In terms of virtual care, health systems can customize a virtual care profile to display in ProviderMatch search results when consumers search for applicable terms, making it easy for them to understand when this is an option and how to access it. The profile has a customized call-to-action button, which can link out to either an internal or third-party landing page. Kyruus is currently waiving integration fees around virtual care.

The company's provider data management platform, KyruusOne, forms the foundation of the ProviderMatch solutions, powering them with robust and accurate provider data. KyruusOne includes a physician-curated clinical taxonomy with more than 20,000 search terms, including clinical terms and their related synonyms. Kyruus' clinical team has updated this taxonomy to enable customers to configure provider profiles to indicate providers who see patients for coronavirus symptoms and, in turn, show them in the ProviderMatch search results. Consumers can search using terms like "coronavirus," "COVID-19," and "novel coronavirus" to obtain appropriate matches. Health systems can also opt to configure their settings to show alternative sites of care or virtual care options for these terms.

Kyruus also recently formed a partnership with GYANT to collaborate on enabling patient-provider matching and scheduling within a chat-based experience, building on GYANT's navigation and triage functionality. GYANT has announced the availability of a COVID-19 Screener and Emergency Response Assistant, which health systems can deploy quickly to provide patients with curated CDC or WHO educational content and a virtual triage option.

**Various COVID-19 resources****COVID-19 patient education, health assessment surveys, and results tracking**

Orca Health is offering its Patient Communication, Patient Education, and Health Assessment Surveys regarding COVID-19 to healthcare providers at no cost.

These automated tools allow providers to effectively communicate with their patients:

- Accurate CDC Patient Education
- COVID Health Assessment Survey (CVDHA)
- Custom Survey Cadence
- Health Assessment Tracking & Results
- PROMIS Global Health Survey
- Quarantine Guidance

The COVID-19 Health Assessment Survey (CVDHA) will be sent either automatically to patients within an educational Care Pathway and then resent at a cadence of one, two, three, four, and six weeks for continued risk assessment or at a custom cadence set by the provider.

At this critical time, Orca Health's HIPAA-secure platform enables patients to access accurate, reliable information from a provider they trust and safely increase patient-provider communication. It also provides a way for healthcare providers to track patient symptoms, evaluate health risks, and encourage informed patient engagement.

Orca also offers digital patient outreach solutions designed to help bridge the gap of elective surgery cancellations and clinical disruptions from COVID-19.

Orca's Care Pathways can be sent to current or new patients and provide:

- Quality Patient Education on conditions and treatments for home review
- Patient Surveys for pain scales and symptoms to help triage and track worsening problems
- PROMs surveys for completed procedures and ongoing remote check-ups
- Physical Therapy Videos, gamified for increased engagement and compliance

These pathways can be used to maintain patient-provider communication, reduce calls to clinics, facilitate remote care, and complement telehealth consultations.



## PKB Remote Platform

## Patient-controlled medical record system with telehealth and patient engagement capabilities

Patients Know Best (PKB) is working with current and new customers to enable the rapid deployment of our Patient Held Record platform. The PKB personal health record and clinical portal is a fully remote, cloud-based solution that is instantly available on any device with an internet connection (no need for downloads).

To facilitate your COVID-19 response at speed and scale, we offer collaborative care features on top of our standard features, to help manage any existing appointments that need to continue and to support COVID-19 specific triage.

### How can sites achieve this?

The key is to perform single tasks that serve many users:

- create all patient records
- invite all professionals
- distribute communications for all stakeholders
- release test results and appointments to all patients
- register all patients at scale
- train clinical users using one- to-many approaches (e.g. using webinars and online manuals that PKB offers)

In addition to the above, there are many features that can be used to manage workflow including but not limited to:

- Care plans: creating event-specific care plans that can be used immediately or easily adapted to local needs.
- Video consultations: supporting various methods of remote care using PKB functionality alone or alongside other systems.
- Updating patients: sharing information with patients in a timely way to help reduce anxiety and ensure they receive accurate updates; critical to effectively managing cohorts.
- Asynchronous messaging (with picture, video, or documentation attachment features): used to conduct follow-up appointments and answer concerns or queries without the need for face-to-face appointments or telephone calls.
- Structured consultation and surveys: self-monitoring and tracking of symptoms via:
  - integration with telehealth and telecare apps and devices allowing home monitoring of symptoms
  - symptom trackers

**PaxeraHealth:  
Corona Care**

Track, monitor, and engage with those released from a hospital or ED that have confirmed cases of COVID-19

PaxeraHealth: Corona Care is a platform designed to help governments, health systems, and providers track COVID-19 related symptoms of potentially infected patients. The platform is used directly for patients that have been examined at a clinic or ER and need to be sent home. It includes an app to track whether individuals have moved from low-risk groups into high-risk groups as well as to provide instructions and precautions for dealing with symptoms. A provider portal enables providers to categorize patient cases by severity and mitigate risks of public spread by providing all patients with knowledge and resources to deal with low-risk symptoms at home, while also tracking the development of symptoms in higher-risk patients.

Upon discharge from a clinic or ER, the patient will receive a QR code to download the application and link to the healthcare facility. The platform includes a mass enrollment module that can send text message invites to a population. After the download, registration, and identification process is complete, the patients will receive a push notification to answer a preliminary COVID-19 survey regarding their recent travels and basic symptoms. Patients will receive customized, frequent COVID-19 surveys during the time of treatment to track symptoms as well as the ability to directly report dramatic changes in their symptoms immediately to their providers. Results of these surveys are available to the physicians and call centers via the provider portal and are color-coded by severity of case. Providers can request the return of high-risk patients to the facility for more in-depth care or communicate via built-in instant messaging and video calling.

The platform enables healthcare providers to communicate with their patients outside of the facilities via instant messaging or video calling as well as receive up-to-date patient vitals and a copy of the patients' relevant medical records. The app enables patients to request their medical data from the hospital EMR via FHIR connection to be shared with the providers on their portal from all other healthcare systems or sources. The app enables patients to add their imaging studies, wearables, and digital devices such as digital thermometers or "patient generated data."

The system gives the providers a full view of the patients' current and previous health data. If permitted by the patient, providers will be able to geolocate a patient in case of emergency. The app will include a bulletin board to give instructions and guidelines about COVID-19.

## Patient & Family Communication

## Engage patients with relevant COVID-19 updates and instructions via text message

PerfectServe's Patient & Family Communication (PFC) solution—a key part of the company's Unified Clinical Communication platform—allows healthcare organizations to engage patients with relevant COVID-19 updates and instructions via text message. Because of its potential impact and short implementation time, PerfectServe has extended a complimentary offer of PFC software and services to all customers for COVID-19 purposes.

Sample PFC use cases PerfectServe has implemented for COVID-19 include:

- **Announce curbside test access to patients:**
  - On-demand message is initiated by nurses in a call center, which points the patient to a specific clinic site.
  - Message instructs the patient to park, call a designated phone number, and wait for a test to be administered at their vehicle.
- **Conduct two-way secure messaging with patients:**
  - Secure, encrypted messaging interface enables two-way communication with patients.
  - Gives providers the ability to conduct risk or screening assessments to ask about symptoms and monitor responses.
- **Inform patients how, when, and where to access care:**
  - Includes both physical care access and hyperlinks to existing virtual clinic or telehealth platforms.
- **Provide patient education on best practices for disease avoidance and management:**
  - Can be as simple as pointing patients to the CDC website.
- **Try to catch potential cases before they walk in the door:**
  - After a reminder for an appointment is delivered, another message can follow asking the patient to call to initiate a phone screening with a clinician if they have flu-like symptoms.

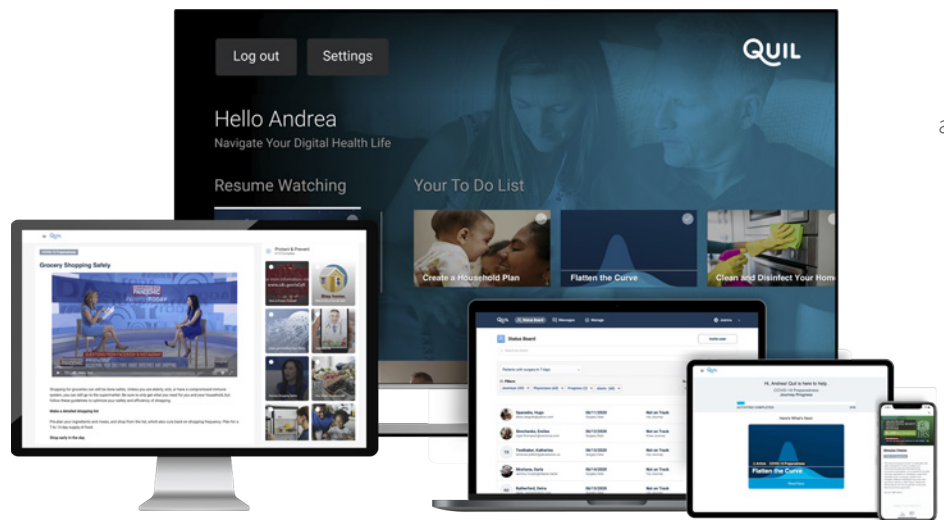
PerfectServe's PFC solution can be launched with different outreach modes depending on the customer's needs and resources. Simple one-way patient outreach with predefined content can be live within days, while more sophisticated two-way messaging with pathways that can be timed with scheduled events can be live in a couple of weeks. PFC implementation requires customers to supply formatted patient lists and data, including patient telephone numbers.



## COVID-19 Preparedness Tool

Provide patients and caregivers with the most important and latest advice from trusted sources

When it comes to advice regarding COVID-19, too much information can be a bad thing. All Americans are now having to prepare for, and deal with, pandemic while keeping themselves and their loved ones safe. With that in mind, Quil has created an app that is an action plan containing the most important, highest impact information and steps to take to support healthy living at home and adjust to new work-life balance realities.



The Quil platform is designed to be personal and engaging to help individuals take actionable steps toward becoming the healthiest version of themselves. With the onset of COVID-19, many individuals have found their home and work environments completely disrupted. By compiling the most important and highest impact information and aligning it with steps that individuals can take to care for themselves and their loved ones, we can help individuals live their lives despite the disruption of their environments.

The Quil COVID-19 Action Plan and Resource Toolkit provides:

- COVID-19 information and recommendations to support flattening the curve
- COVID-19 symptoms and CDC recommendations on what to do if you are sick
- Actionable steps to help prevent and protect against contracting the virus, including hygiene, social distancing, household planning, grocery shopping safety, and many others
- Caregiving best practices for tending to a loved one or friend infected with the virus
- Self-care, stress reduction, and in-home exercise techniques and resources
- Best practices to improve productivity and focus when working from home

This COVID-19 Preparedness Tool will be updated daily to support new information and emerging best practices.



## SR Health initiative

## Various patient engagement and communication capabilities related to COVID-19

After delivering 50 million COVID-19 communications on behalf of their clients during the first week of the crisis in the U.S., Solutionreach and its SR Health initiative have seen heightened provider focus on three areas:

- Providing access and education to patients from their homes via text, voice, and/or email
- Minimizing waiting room traffic to keep patients safe
- Managing unprecedented call center and office patient call volumes.

To assist large healthcare organizations during this time, Solutionreach has identified key capabilities in our product that provide the greatest benefit during this outbreak and is offering free 30-day usage. Organizations can begin deploying messages within 48 hours.

Customer usage and adoption have gravitated toward these features that the Solutionreach team is rapidly enhancing:

- Telehealth links embedded in appointment reminders, previsit instructions, and group messages convert appointments from in-office visits to telehealth.
- Text-first group messages allow providers to communicate through the most effective medium (90% open rate among patients). These group messages enable targeted outreach to high-risk patients, certain demographics, and patients with upcoming appointments. Many organizations lack this capability and have only email-based group messaging.
- Previsit instructions about COVID-19 symptoms encourage patients to take extra precautions or follow specific directions.
- Previsit screening via digital check-in forms allows for prescreening for COVID-19 symptoms and reduces time patients spend congregating in waiting rooms or touching equipment (clipboards and in-office tablets).
- Two-way text messaging enables communication with patients who have a question but, because of high call volumes, face long wait times for response. Office staff can handle multiple conversations at once while still focusing on in-office patients. Two-way text also allows patients to check-in remotely from their vehicles. Staff can text the patients when it's time for them to see their provider.
- Post-appointment surveys enable providers to gather follow-up information from patients that can help prevent the spread of sickness or allow them to provide additional care.

# PATIENT FINANCIAL EXPERIENCE

**Patient payment  
and experience**

Complete technology solution for payment processing, eligibility, estimation, and patient payments with a concierge services layer

Given the uncharted territory we are in as an industry, specifically with the current layoffs of your revenue cycle staff, Millennia can help by providing:

- **Fast Implementation:** We know you do not have time for large and long implementations. With our deep experience with 70+ HIS systems, including Epic and Cerner, we will implement large hospitals and/or physician groups in quicker than 60 days. Some, we can even do under 30 days. This speed to implement is not our best case, this is our standard case.
- **Free US-Based Concierge Staff:** The current climate has you low on staff. A free concierge staff to support your facility and/or hospital for both inbound and outbound calls is included as part of our service. Our state-of-the-art physical and virtual call center is standing by to give you the FTE bandwidth you need immediately, all the while keeping your patients satisfied.
- **Process Continuation:** With your team smaller than ever, we know you need processes and therefore reimbursement to continue. Our technology will work for you to continue each and every process. From statements to MobilePay to our US-based staff, we will keep your patients happy and therefore your patient reimbursement whole.

**Online patient billing  
and payment platform**

Relief for providers and patients contending with the economic consequences of COVID-19 through tailored bill payment options and communications

Since the emergence of the COVID-19 pandemic, VisitPay and its clients have been working together to mobilize new communication and payment strategies to help patients at a time of great clinical need and growing financial concern.

Specifically, our clients identified two areas that needed immediate focus: patient communication and financial flexibility. VisitPay incorporated new functionality in a special COVID-19 update on March 19, with several subsequent updates forthcoming as the full extent of the crisis becomes better known.

**Patient Communication:** Providers asked us to help share their clinical and health advisories with patients. New alerts and communication options within VisitPay make it easier for patients to find critical COVID-19 updates across the bill-paying experience. We also implemented a series of alerts to encourage patients to use online communication methods like chat and secure messaging to resolve financial questions or take actions providers may choose to make unavailable through the self-service portal.

**Payment Flexibility:** Our provider clients are now able to make it easy for their staff and patients to arrange payment holidays, defer the start date of a payment plan, reduce a monthly payment, and offer more flexible payment options that provide temporary relief on interest charges if levied on payment plans. Plan charges and durations will be automatically adjusted when holidays or interest-free periods expire.

# PATIENT INTAKE MANAGEMENT



## Epion PreVisit

Patient intake solution allowing patients to check in using their own mobile devices with COVID-19 screening built in

Epion Health is a leader in patient engagement specializing in mobile check-in solutions. Patients digitally complete registration, consent, and clinical-intake forms and make payments. Epion Health has responded swiftly with the following remedies to help providers effectively deliver healthcare in the midst of COVID-19:

- At-home check-in: No charge for new PreVisit users through April. Epion Health is not charging for its PreVisit product through at least April of this year. PreVisit allows patients to complete essential check-in steps needed before a telehealth or physical office visit. This offer is available to any account not currently using PreVisit.
- Redox COVID-19 campaign vendor. Epion Health will be one of the participating vendors joining an effort led by Redox to offer a suite of technologies FREE of charge through June of this year to health organizations using any of the many Redox-integrated EHR platforms.
- Telehealth integrations. PreVisit's functionality is compatible with telehealth solutions that use the native PM calendar functionality.
- New COVID-19-specific patient text messages. This new feature helps providers triage by communicating to patients how to get the healthcare they need in light of COVID-19.
- COVID-19 screening questions. Epion Health offers multiple ways to screen patients for the Coronavirus. Epion Health has provided their clients with specific instructions on how to implement these questions and include them in the check-in process.
- iPad cleaning instructions. Many of Epion Health's customers use iPads for in-office check-in. Epion Health has released instructions on how to properly clean iPads between uses, keeping staff and patients safe.
- Epion Health COVID-19 Task Force: A team focused on supporting our customers and the greater healthcare community.

**Vecna Digital  
Clipboard****Triage COVID-19 with Vecna Digital Clipboard with streamline triage,  
patient flow, and patient tracking**

Streamline triage, patient flow, and patient tracking with Vecna's Digital Clipboard. As the COVID-19 crisis continues to overburden healthcare facilities, streamlining patient intake is more critical than ever. As patient demand escalates, we understand the need for a rapidly deployable, user-friendly solution. Vecna's Digital Clipboard can be deployed immediately with the preloaded COVID-19 questionnaire for patient screening and alerts, with or without integration to the back-end system. The survey is configured to identify which patients are seeking coronavirus screening as well as to ask a series of questions identifying the level of infection risk. If any answers are affirmative, a notification will appear as an alert.

- Vecna Digital Clipboard: Patient Intake: In addition to clinical intake and triage through the integrated COVID-19 questionnaire, the Vecna Digital Clipboard also records and allows updates for demographics and insurance eligibility and estimates and makes payments. Digital Clipboard also enables quick and efficient digital signature capture.
- Vecna Digital Clipboard: Triage & Patient Flow Management
- Vecna Digital Clipboard streamlines patient flow prioritization and provides wait time estimation as well as clinical throughput reporting and administrative alerts.



# PATIENT OUTREACH

**findhelp.org**

Resources for helping people find emergency help programs, including food assistance, financial help, school assistance, and more

At Aunt Bertha, we are responding immediately to needs of all of our healthcare customers and the general public through our emergency response team.

- Austin-based Aunt Bertha quickly created findhelp.org, a brand-new site focused on helping people during the crisis. This includes help for all staff of customers as well as the general public. We have directed much of our data and network teams to find the emergency COVID-19 programs, including food assistance, financial help, school-assistance, and more. Anyone can use the term covid19 to find these emergency programs quickly and for free. You can also share this among your own networks!
- We are supporting all of our customers by listing the internal programs they are creating so their staff members have help and one place to go to find programs internally.
- We are also creating flyouts on many of our customers' sites to help direct people to customer emergency websites. So far, 55 of our healthcare customers have set up the flyouts to direct people to their emergency response sites.
- Our community engagement team is assigned to help nonprofit organizations during this time of need, so if our customers have nonprofit partners that need help creating screening forms, or eligibility processes, we are here to build them and update information like capacity to streamline processing and support.

**Patient outreach  
resources**

Resources to help providers securely communicate and engage with patients around lab results related to COVID-19

- Automated COVID-19 patient/family screening, involving automated interactive phone calls and text messages in English and Spanish to all patients with upcoming appointments (PCP appointment, procedure, rehab, etc.) to screen for COVID-19 symptoms and send alerts back to health system.
- Faster and more efficient communication of test results and patient follow-up as our health systems get overwhelmed with the ramping up of testing.
- Employee outreach to check on staff.
- Web platform for documenting and closing cases and tracking follow-up interventions.

## Patient outreach resources

### Automated patient outreach platform utilizing text messaging

HealthTalk A.I. is a patient relationship and patient outreach platform built to help healthcare providers maximize patient communication, improve follow-up care, and gain insight into patient experience at scale. It is a fully automated, text-based system that delivers user-friendly communication with specific messages and rules dictated by each healthcare organization. The system gives providers the ability to engage 100% of their population, further decreasing risk and amplifying quality of care impact.

HealthTalk A.I. can help fight today's COVID-19 health crisis by doing the following:

- Improving patient access to information by providing up-to-date, standardized messages to patients (in any language) to help decrease anxiety, promote delivery of accurate information, and decrease risks related to potentially inaccurate information circulating in the public.
- Decreasing incoming call volume by allowing patients to self-schedule at designated times and indicate the nature of their question/request to automate scheduling with the appropriate resource.
- Automating basic triage questions to promote timely response by giving patients the ability to self-select and indicate their symptoms, by providing specific and expedient responsiveness to patients and families, and by ensuring that they are routed to the appropriate resources.
- Decreasing potentially dangerous walk-ins by giving patients peace of mind that they will talk to a healthcare provider at a designated time.
- Informing patients about virtual services and obtaining consent by communicating with patients regarding new care delivery mechanisms ( i.e., telehealth or virtual communication) and easily obtaining necessary acknowledgement of information and consent to initiate remote care delivery.



## HST Schedule Sharing

## Patient text messaging for surgery centers

HST Pathways and Casetabs have partnered to offer patient text messaging at no additional cost for surgery centers during the COVID-19 crisis. This is a limited-time extension of HST Schedule Sharing, which is currently available at no cost to clients and allows physicians and staff members to view their real-time case schedules remotely via web or mobile app.

The patient-texting offer allows surgery centers to communicate health-related information directly to patients. Using HST Schedule Sharing, surgery center staff members can provide outbound communications to their patients without requiring them to go into the office. The texting capabilities are entirely customizable by the health system as well as the individual center. The text messages may also be used to send information to the patient about his or her surgery in the event it needs to be rescheduled, the signs and symptoms related to COVID-19, and information about preventive measures such as handwashing and social distancing to help patients stay safe.

Across the nation, ambulatory surgery centers are coping with changing business operations in response to the virus. The remote coordination of clinical staff and patient visits that are often scheduled months out is essential as the situation evolves and new guidance becomes available. Incorporating the use of text-based messaging can help outpatient surgery centers quickly provide information to a high volume of patients, with messaging tailored to reflect existing appointments and urgency through the program's interface with patient records.

Building upon their existing partnership in developing solutions for surgery centers nationwide, HST Pathways and Casetabs will be offering this service as a no-cost benefit for all HST Pathways clients to help ease the burden of the national public health crisis.

## Patient outreach resources

Multichannel broadcast messaging, secure messaging, and chat functionality

### Medical Offices Are Using the Relatient Platform to Manage and Support Patients and the Community

The fastest way to educate and inform patients and staff is to use automated tools at your fingertips. Relatient is flexible in creating patient and staff communication for unexpected patient care needs and office updates, like the COVID-19 crisis. We want to offer our insights and outreach advice.

#### Use Tools for Effective Patient Communication

Providers and staff using Relatient have the tools to communicate in the best ways for patients. Texting, calling, and emailing to quickly address health concerns and make a difference in managing patient care and improving your practice efficiency.

- Broadcast messaging: On-demand messaging via text and email is an easy way to push out important announcements and alerts regarding care, schedules, and office news.
- Secure messaging: Staff and clinicians can initiate two-way conversations with patients related to prevention and treatment. HIPAA and security protections are available for detailed conversations.
- Messenger chat: Staff and clinicians can quickly reach out to patients individually one-on-one and handle needs for more conversations via mobile messaging.

#### Reach Patients Quickly in Different Ways

Relatient offers you suggested messages for various time-sensitive topics that need your proactive outreach, like updates on COVID-19, including these message samples.

	TEXT SAMPLES		EMAIL SAMPLES		VOICE SAMPLES
	<p><i>"If you have traveled to Asia, Italy, or Iran internationally within the last 2-3 weeks, and have symptoms of coronavirus, please contact our office at XXX-XXX-XXXX."</i></p> <p>OR</p> <p><i>"If you have traveled and visited areas of the United States with numerous cases of COVID-19, including the West and East coasts, you should be aware of cases that have emerged after domestic travel."</i></p>		<p><b>IMPORTANT:</b> Coronavirus Update</p> <p>Steps to Protect Yourself:</p> <ul style="list-style-type: none"> <li>-Wash your hands often.</li> <li>-Avoid touching your face.</li> <li>-Avoid close contact with people who are sick.</li> <li>-Stay home when you are sick.</li> <li>-Cover your cough or sneeze with a tissue.</li> <li>-Clean and disinfect frequently touched objects and surfaces.</li> </ul>		<p><i>"Physicians Group is reaching out to our patients about the Coronavirus. If you have a cold or flu-like illness, please call us prior to your scheduled appointment. Visit our website physiciansgroup.com for more information. Press # to listen to this message again. Thank you."</i></p>

**COVID-19 Awareness and Prevention Programs**

Capabilities for sending educational messages and providing resources and support to keep patients up to date on the latest COVID-19 information and to emphasize individual preventive actions

It's critically important that you communicate now with your members and patients about COVID-19, providing educational resources, the latest changes, and information on how they can best protect themselves. Don't wait for your members and patients to come to you.

Revel's Coronavirus Awareness and Prevention programs help you engage your members and patients when they need it most. Our proven multichannel communication platform is designed to drive people to take healthy actions. These programs provide information about community spread and the latest resources, and they offer tips from the CDC to keep people safe. We can quickly get messages about COVID-19 out to members and patients using the most effective engagement channels that are well suited to connect with people during this time of social isolation.

Right now, here's how Revel can help:

- Send Educational Messages: Provide resources to help people stay healthy, including educating people on safe practices.
- Provide Resources and Support: Keep patients up to date on the latest information by offering tools and ideas to help people stay physically distanced without social isolation.
- Emphasize Individual Preventive Actions. Empower people to take control of their health and show them how they can take preventive actions to minimize the spread of the virus.

## COVID-19 HEALTH ALERT EXPERIENCE MAP



## Smart Engagement Platform

Mass communication of customized information via a multimodal platform (text, mail, email, live agent, IVR)

In times of crisis, getting the right information to the right people at the right time can save lives. SPH Analytics' Smart Engagement Platform allows health plans, providers, and government agencies to provide mass customized information at scale via a multimodal platform (text, mail, email, live agent, IVR). The Smart Engagement Platform can quickly reach hundreds of thousands of people, keeping them abreast not only of evolving clinical protocols and safety guidelines but also of changing logistics, such as triage sites and available capacity. The Smart Engagement Platform includes an option to analyze claims or clinical data to risk stratify the population according to established clinical guidelines or customized criteria. The Smart Engagement Platform offers three key benefits:

- Promotes patient safety and clinical best practices
- Helps calm patients by letting them know what is happening, how to deal with a rapidly evolving situation, and where to look for additional resources
- Reduces stress on the delivery system by guiding patients to the most appropriate and most available resources

To get started, all we need is access to your claims or a list of targeted recipients, inclusive of demographic and contact information. If the risk stratification option is desired, the list should include ICD-10 codes for the last year. Then an experienced SPH Analytics project manager works with you to determine what information will be delivered to which recipients via which communication modalities. The communication content can be recorded or developed by you or by SPH Analytics. Throughout the campaign, you will receive a simple easy-to-read report detailing which recipients successfully received information.



## COVID-19 Pathways

### Care-monitoring pathways for providers and patients related to COVID-19

#### Twistle COVID-19 Prevention Pathway

- Target: Asymptomatic individuals who have general questions about COVID-19
- Text to enroll
- Includes general information about COVID-19, educational resources/links, contact/hotline information, and personal hygiene reminders

#### Twistle COVID-19 Screening Pathway

- Target: Patients who call or message triage call centers with exposure concern
- Initiated by staff through EHR
- Includes CDC exposure risk assessment, general information about COVID-19, educational resources/links, and personal hygiene reminders

#### Twistle COVID-19 Self-Monitoring Pathway

- Target: Patients who call or message triage call centers with symptoms but are well enough to quarantine at home and self-monitor or patients who have been evaluated in a clinic or ED, do not require hospitalization, and are well enough to self-monitor
- Initiated by staff through EHR
- Includes symptom surveillance, risk scoring/clinical referral protocol, and general information about COVID-19

#### Twistle COVID-19 Exposed Healthcare Worker Self-Monitoring Pathway

- Target: Healthcare workers who have had an exposure to COVID-19 but are well enough to quarantine at home and self-monitor
- Initiated by infection control staff
- Includes symptom surveillance, risk scoring/clinical referral protocol, general information about COVID-19, educational resources/links, and personal hygiene reminders

#### Twistle COVID-19 RN (Centralized) Monitoring Pathway

- Target: Patients with documented or probable COVID-19 infection who have been initially evaluated at a clinic or ED and do not need to be hospitalized
- Discharge initiated (EHR)
- Includes symptom surveillance (with or without oximetry), risk scoring/clinical referral protocol, general information about COVID-19, educational resources/links, and personal hygiene reminders

#### Twistle COVID-19 Suspected or Positive COVID-19 Patient Monitoring Pathway

- Target: Patients who have COVID-19 or suspect they have the virus
- Initiated by staff
- Ease the burden on hospital infrastructure through telehealth

**WELL Rapid  
Release Program****Unified patient communication through automated  
broadcast messaging**

To help in these tough times, WELL Health has worked with our partners to fund and engineer the Rapid Release Program (RRP) that allows health systems to manage urgent COVID-19 patient communications at scale and that can be fully deployed in just 48 hours. RRP deploys a lightweight, crisis-oriented version of WELL below cost to new customers and provides unlimited use of our most critical features for 90 days.

RRP eases the burden on call centers and front desk staff to provide consistent and timely communication. For patients, reaching out to their providers is as easy as sending a text or email or starting a web chat. WELL, on behalf of the provider, analyzes the content and automatically responds or routes the message to the appropriate staff group.

WELL's robust EHR interface means there is no need for duplicate data entry. Our analytics and workflow back end is designed for central administration, and the platform can support unlimited users and integrations, including integrations with telehealth vendors. It is easy for staff members to learn in 15 minutes, and they can begin using it immediately.

RRP Includes the following:

- Automated and live texting
- Unlimited users
- Support for SSO, domain provisioning, and IP white-listing
- User roles that allow for restricted access to specific locations or providers
- Audit logs with all conversations, which can be posted back to the EHR
- Editable message content that can be personalized by provider, location, and event type
- 19 languages

The WELL platform is already enabling existing clients to respond to the dramatic increase in call volume and patient inquiries related to COVID-19. WELL clients sent more than 630,000 messages related to COVID-19 during the first two weeks of March. Inbound messages increased 51 times during the same time period.

RRP is designed to quickly onboard new health systems with frictionless patient communication tools. By automating a high percentage of the communications traffic, provider responders can optimize their time and efforts on scenarios that require a human touch. In addition, provider resources can perform these tasks from any location, including their homes.



## Emmi

## COVID-19 overview video, phone outreach, and discharge instructions

### Free Video Content

Through Emmi, Wolters Kluwer is helping people globally understand what COVID-19 is and what preventative measures they can take. They have released and are continuously updating “Understanding COVID-19 and How to Stay Safe.” This video helps educate the public on ways to stay healthy during this pandemic by explaining:

- What COVID-19 is and how it's spread
- What the symptoms are for COVID-19
- What to do if you are feeling sick
- What to do if you are worried you've been exposed
- How to stay healthy
- How to slow the spread of the virus

Available in 18 languages, this PSA is free and available for anyone seeking to educate the public and their communities. It can be embedded in websites, social media, and email campaigns. For Epic customers, it is available in the COVID-19 patient-facing task in MyChart and through the Self Triage workflow in the Foundation.

### Phone Outreach

In addition, with EmmiPrevent for COVID-19, Wolters Kluwer is helping providers keep their patients safe by automating communication with large numbers of them more consistently. This outbound IVR solution helps educate patients and communities (especially high-risk patient populations) and reduces the strain on already over-burdened frontline healthcare workers during this unprecedented time.

Wolters Kluwer is providing this service for free (waived fees for set-up, deployment, and an “inventory” of calls) for any US-based healthcare provider organization. This solution will be available for the remainder of 2020.

### Discharge Instructions from Emmi

Our updated discharge instructions are now available, including easy-to-read information about recommended care at home, follow-up care, drugs, what physical activity will be limited, and more.

# PAYER SOLUTIONS

**Various COVID-19 resources**

**Minimize staffing concerns, reassure members, and manage claims and payments**

### Minimize Staffing Concerns

Change Healthcare can minimize staffing concerns for health plans struggling with the delivery of mission critical functions due to COVID-19. We can remotely support business functions where payers have staffing shortages or vendor challenges with experienced healthcare consultants and administrative experts. This allows the health plan's employees to focus on immediate COVID-19-related needs while increasing the ability of employees to work safely from home.

- **Advisory—Consultant Services:** Below are some critical areas we support where payers may need the most attention in the battle against COVID-19:
  - Incident response management
  - Project management
  - Communications
  - Government relations and compliance
  - Vendor management/delegation oversight
  - Benefits/provider contract/claims system configuration
  - IT security assessment
  - Virtual Chief Information Security Officer (vCISO)
  - Remote temporary staffing (to support enrollment, claims, provider network management, etc.)
- **Outsourced Mailroom Services—Claims and Document Conversion Services:** Reduce your dependency on internal staff to support the receipt, indexing and distribution of paper claims. Our Claims and Document Conversion Services can accept claims on behalf of a health plan, converting paper claims to electronic files to increase first-pass claim adjudication rates and help speed claims payments to providers.
- **Outsourced Print Communications:** Change Healthcare can replace or supplement In-house print departments to produce and distribute transactional and marketing communications as COVID-19 staff impacts occur. Receive a “no-cost” analysis of the cost savings and risk reduction you would benefit from by outsourcing your in-house communications services.

### Reassure Members

Change Healthcare is helping payers reassure members, minimize call center volume, and speed responsiveness with multi-channel print and digital COVID-19 communications on healthy practices, benefits, and online resources.

- **Smart Connect—Text, e-mail and IVR delivered COVID-19 Guidance/Resources:** All health plans may not have the bandwidth for large scale COVID-19 communications. Change Healthcare can send your members SMS texts, emails, or IVR (interactive voice response) to provide COVID-19 guidance and a link or phone number to access additional information.
- **Member Communications—Print delivered COVID-19 Guidance/Resources:** Health plans may struggle to produce, distribute and fund unanticipated communications regarding COVID-19 communications. Change Healthcare can quickly and cost-effectively send your members print communications and inserts containing COVID-19 educations, tips and benefit guidance. Helping you reassure members while helping direct them to online resources to minimize inbound call volumes.

## Claims Management and Payment Accuracy in a Pandemic

COVID-19, changes in telehealth, and new state mandates are resulting in an overwhelming rush of new claims—many with never-seen-before nuances that must be quickly understood and addressed.

Change Healthcare is helping health plans manage policy with rapid content updates, including new codes. Our support teams are working with plans to address any content modifications needed to handle new or modified services. Where available, our Policy Management Module can support new policy development for rapid deployment within the claim workflow.

Some states are also restricting audits as a result of the pandemic, but payers still need to address improper payments. Change Healthcare can also help payers improve accuracy by enabling alerts about potentially problematic claims. We can then identify and collaborate with outliers to help drive changes in billing behavior.

- **ClaimsXten™ Services—Claims Policy Management:** Payers are seeing a deluge of claims as a result of the pandemic—and these are new claims—with nuances never seen before and in an unprecedented volume. Change Healthcare can manage, update, and develop content and policy related to the pandemic quickly and effectively to support payers ensure proper payment and reduce the chance for fraud.
- **Coding Advisor—Accurate Payment without Audits that Reduce Provider Abrasion:** States are mandating that payers significantly reduce audits—particularly in the inpatient/retrospective arena. It's likely this mandate will extend to include out-patient audits. But payers still need to address improper payments and maintain savings levels. For accurate payment without audits, leverage pre-submission editing to identify potentially problematic claims before they are submitted with alerts to errors, delivered in a way that supports collaboration—and relationships with providers.

**Health Payer and  
Claims Management**

Mitigate and manage increases in fraud and abuse,  
changing regulations, and overall volume of work

With the anticipated increased volume of claims, Conduent Health Payer and Claims Management solutions help find ways to mitigate and manage increases in fraud and abuse; changing regulations; and overall volume of work. Additionally, Conduent supports our Nurse First Response service for 24/7 care triage on exposure claim intake leveraging our COVID-19 protocol, which follows CDC guidelines and allows us to notify clients if someone has been exposed, has symptoms of COVID-19, or is confirmed to have COVID-19.

**Health Insights  
Population  
Analysis for Payers**

Analytics to help employers and health plans understand and plan for COVID-19's potential impact on their employees/members and the associated costs to their business

Solution available in the US. Most people infected with COVID-19 have mild symptoms and recover. Individuals at highest risk for severe disease and death include people over age 60 and those with underlying conditions, such as hypertension, diabetes, and cancer. Employers and health plans need to understand and plan for the potential impact on their employees and members and the associated costs to their business. IBM Watson Health has 40 years of experience in providing analytics to uncover key insights and help improve member health and manage costs and risk.





## **Health Language Reference Data Management**

## **COVID-19 related standard codes and terminology updates**

In partnership with CMS, AMA, and SNOMED International, Wolters Kluwer has accelerated updates to their Reference Data Management solution in order to provide clients a single source for the most up to date diagnosis, problem, and procedure codes, including the recently announced COVID-19 SNOMED CT and ICD-10 reference codes, enabling clients to accurately code, analyze, and report coronavirus cases.

# PHARMACY SURVEILLANCE & INFUSION THERAPY

## Various COVID-19 resources

## Informatics technology, including real-time notification of test results, drug inventory/shortages, and hospital utilization

- Advancing informatics technology: BD has overarching informatics-technology capabilities that could assist health systems in addressing real-time notification of test results, drug inventory/shortages, and evolving concerns around hospital utilization, particularly in ICUs. These data and analytics capabilities, such as HealthSight Clinical Advisor and Infection Advisor, with MedMined insights, are imbedded in more than 500 hospitals and 50,000 clinics across the US and could also serve to identify evolving geographic hot spots and trends of both flu and COVID-19.
- Providing drug delivery devices to support treatment: Similar to flu cases, all hospitalized cases of COVID-19 are likely to require some form of intravenous infusion therapy that BD's technologies are positioned to deliver. BD is preparing for a full-scale response to COVID-19, leveraging our available scale to respond to demand for infusion technology as medically necessary, along with vascular access kits, peripherally inserted central catheters and midlines, and tubing and connectors that deliver essential medications.
- Diagnostic capabilities to identify COVID-19: BD's diagnostic capabilities can be used to test for COVID-19 through our BD MAX open platform system. BD is working to develop COVID-19 tests on BD MAX, and laboratories are also using BD MAX to create their own lab-developed tests. BD's diagnostic offerings include tools for the collection and transport of specimens, including swabs for the collection of clinical specimens from nasal passages or throat sample sites and vials that contain media that allow for the safe storage and transport of the specimen.



## Sentri7

### Insights and recommendations to optimize drug therapies, enhance antimicrobial stewardship programs, and manage medication use

Sentri7 clinical surveillance empowers pharmacists with patient-specific insights and recommendations to optimize drug therapies, enhance antimicrobial stewardship programs, and manage medication use to ensure patient safety and reduce costs.

While there is no FDA-approved antiviral treatment available for COVID-19, effectively managing and monitoring current inventory for key medications is necessary, and pharmacy teams can use Sentri7 out-of-the-box rule content to monitor key drugs, medication duration review, and opportunities for de-escalation.

Features immediately available to all Sentri7 customers include:

- **Adopt evidence-based COVID-19 Rule Content** in minutes to seamlessly monitor key drugs being used to treat COVID-19 patients. Evidence-based clinical content can be adopted to identify and monitor patients who are receiving off-label or investigational drugs of interest (e.g. remdesivir, hydroxychloroquine).
- **Intuitive, dynamic dashboards** and reporting for a real-time view of your clinical initiatives including rule performance. On-demand access to key reports on your COVID-19 initiative, providing granular detail into intervention patterns, trends and key metrics by prescriber, facility, and system-level.
  - COVID-19 Monitoring Dashboard provides key metrics on number of tests conducted and results, mean length of hospitalization, ICU admission, and other metrics to assist pharmacists in forecasting drug utilization and resource allocation.
- **Updated content to facilitate drug shortage management** providing real-time alerts to identify patients on drugs with limited supply to facilitate conversion to second line drugs or early discontinuation when clinically appropriate.

Inevitably some patients will develop secondary bacterial infections and will require antimicrobial therapies. Antimicrobial stewardship remains an industry priority amid alarming statistics related to antimicrobial resistance.

- Sentri7 helps hospitals and health systems improve appropriate use of antibiotics, while arming clinicians with information to minimize drug costs, prevent harm, or avoid the potential for adverse events.
- Care teams can leverage the power of Sentri7's high-impact alerts to guide proper therapy, flag antimicrobial misuse, and identify opportunities to contain drug costs by proactively flagging drug substitutes.

Additionally, advanced analytics and ready-made reports deliver unprecedented visibility into the measurable impact of interventions in terms of cost and outcomes performance. Hospitals and health systems of all sizes depend on Sentri7 to optimize medication therapy as well as reduce readmissions, HAIs and length of stay.

# POPULATION HEALTH MANAGEMENT

**GuidingCare****COVID-19 assessment for screening patients for COVID-19 and mental health status**

On March 19, 2020, Altruista Health leveraged the speed of technology development to deploy an evidence-based COVID-19 assessment to its health plan customers. The assessment can be populated throughout the GuidingCare technology platform for care management. It incorporates all recommendations from the CDC and other health agencies and addresses both physical and mental health as related to the pandemic. The questionnaire will stratify who should be tested, based on clear risk factors and symptoms, in order to focus on patients who need the most help the soonest. As the nation's largest and most widely adopted care management and population health platform, GuidingCare can be populated with the COVID-19 assessment to reach the more than 50 million contracted Americans that Altruista Health serves through health plans. The GuidingCare technology platform integrates care management, care coordination, and quality improvement programs through a suite of sophisticated web applications. Health plans and healthcare providers use GuidingCare to transform their processes, reduce avoidable expenses, and improve patient health outcomes.



## Various PHM resources

Tools to help segment populations by their risk level related to COVID-19 and engage patients with relevant patient education

### Population Segmentation and Stratification

Regardless of the capabilities deployed by a given customer, each instance is built on a set of algorithms intended to segment and stratify the population into a number of COVID-19-specific cohorts.

- High-Risk for COVID-19 Complications: Algorithmically identify patients at high, medium, and low risk for COVID-19 complications for an initial outreach screening.
- Suspected COVID-19 Patients: Identify diagnosed patients and mine notes for suspected COVID-19-positive diagnoses.
- Medical or Mentally Vulnerable: Algorithmically identify patients with medical or mental health vulnerabilities who are put at risk by limited care capacity.

### Education and Engagement, Outreach and Surveys

Your patients need to hear from you, and you need to know more about them. Arcadia can help you send public health education, screening tools, and real-time updates about access to care. And it can provide targeted, multimodal engagement with your high-risk patients to identify whether patients' care needs are met and to educate on care plans and pathways if patients are infected.

- Public Health Announcements: Make sure your patients can hear from a trusted source (their doctors) on what to do and not do during a pandemic. This communication is handled via text message.
- Cohort Specific Screenings/Surveys: Based on specialized population cohorts, Arcadia will send a text message to a patient with a secure survey. That allows you to extend your care team and automate some engagement with your patients while keeping the data in the care plan. For COVID-19-positive patients told to stay at home, you can monitor disease progression.

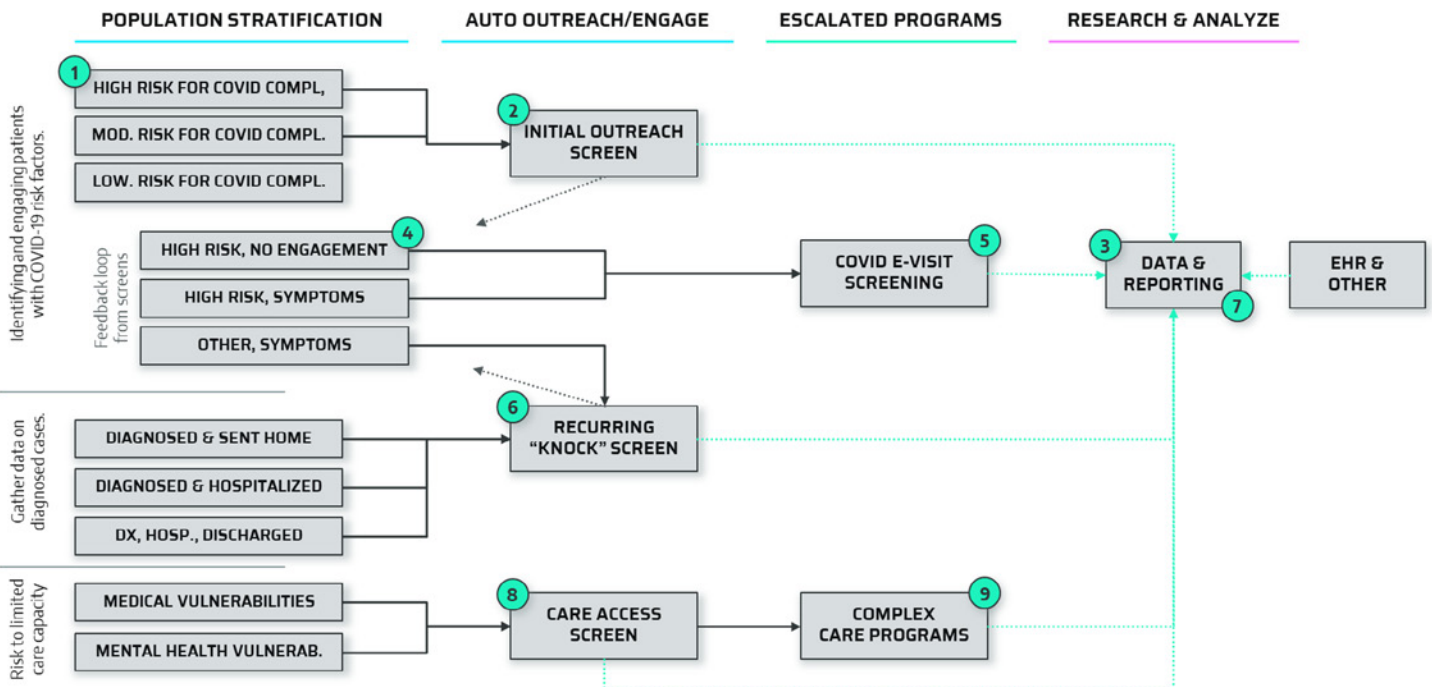
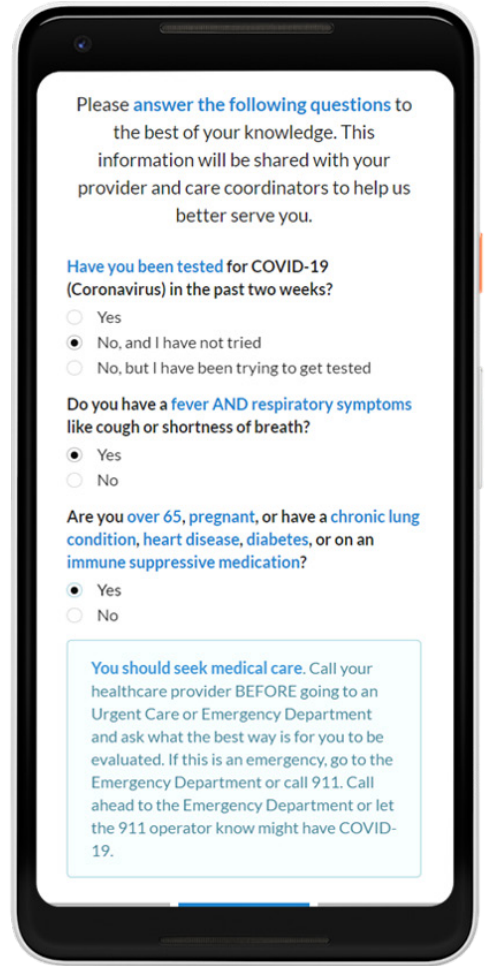
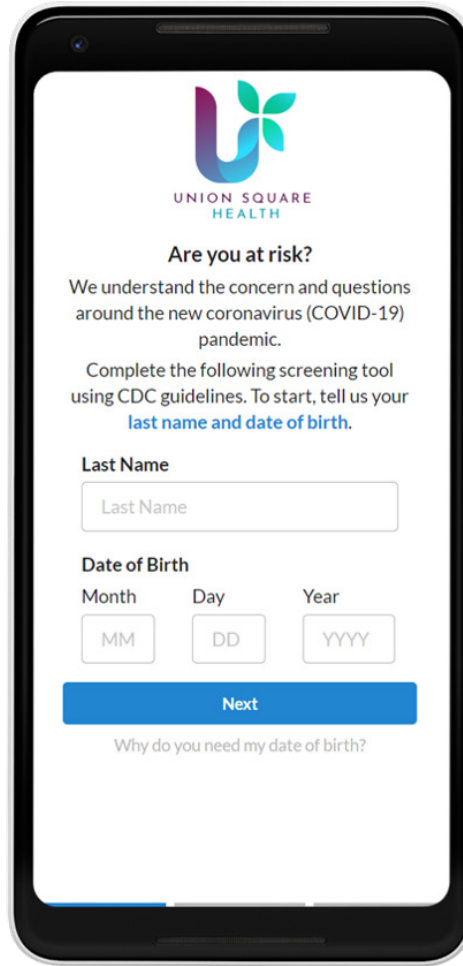
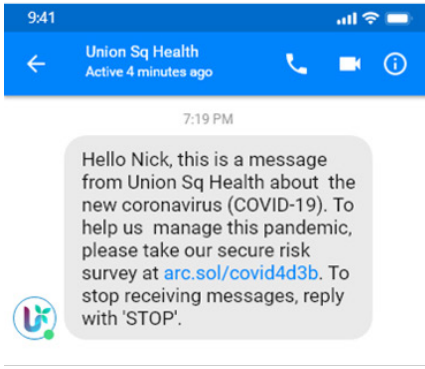
### Care Team Extension

The front lines are under assault. You need to do whatever you can to unburden the care team and allow for an increase in telehealth services. Arcadia can help find patients with high medical needs who may not be easily served during this crisis, and it can screen for who can self-manage and who needs escalation. This also applies to patients with existing mental health issues that the stress and anxiety of a pandemic can complicate. Arcadia can help find these patients and guide them to the services that can help with COVID-19-specific care management assessments as well as additional engagement models for each specialized population cohort.

### Research and Analytics

You need access to good, fast, trusted data to effectively deploy resources to respond to the pandemic. Arcadia is surveilling systems and diagnostics from all your EHRs, HIEs, labs, and claims systems, and we are directly surveilling patients.

- EHRs: Nightly extractions of patient charts including structured, pseudo-structured, and unstructured note data.
- ADT feeds: Real-time alerts of admissions, discharges, and transfers from hospitals and HIEs.
- Labs: Testing response made available to understand what is happening to patients with an integrated data set.
- Patient Responses. Real-time additions of data entered by patients via text message surveys or entered by care managers on the phone with a patient.





**Azara  
COVID-19 tools****Identification and monitoring of those at risk or sick with COVID-19**

The current COVID-19 situation is creating challenges for everyone, especially for FQHCs that care for so many already identified as higher risk due to chronic conditions and challenging environments.

Azara Healthcare has created new tools to help identify patients at higher risk for COVID-19 complications and manage patients that have been tested for COVID-19.

**New Registries**

- **Infectious Disease–COVID-19 Risk of Complication:** Use this registry identify patients that are considered higher risk for COVID-19 as defined by the CDC—individuals with a diagnosis of heart disease, lung disease or diabetes. This registry includes each patient’s age, most recent date and diagnosis code for any of the aforementioned chronic conditions, and upcoming appointments (including telehealth).
- **Infectious Disease–COVID-19 Testing:** Use this registry to evaluate and monitor patients who have been tested for COVID-19. The registry includes each patient’s age, most recent testing dates and results, coded symptoms recognized by the CDC, and upcoming appointments (including telehealth).

**Other Considerations That May Assist You in Managing the COVID-19 Situation****Patient Care**

- Identify patients at risk who have an upcoming appointment so that you can make arrangements for them to avoid unnecessary exposure.
- Reach out to patients at risk to address needs, such as prescription refills.
- Filter by patient diagnosis, patient risk, and other filters found on Azara Healthcare’s registries to assist in identification of vulnerable populations.
- Customize either registry to add additional inclusion criteria.
- Look at risk scores if your center has the Risk Stratification Module.

**Operations**

- **Telehealth** – As you expand your telehealth capacity, use the Patient Interaction Measure group to monitor your utilization of telehealth.

## CLiX Unlock

Repository of patient data for identifying high-risk individuals and social factors patients may face

Detailed information on symptoms, comorbidities, and social factors are very important in determining overall risk. This information is usually carefully recorded in EMRs by clinical staff even when patient encounters are completed via telehealth, as now recommended for symptomatic patients. Unfortunately, much of this vital information is in narrative form as free text. It is not coded and therefore not available for analysis. Instead, precious clinical time is needed to manually review charts and look for signals.

Clinithink's AI solution, CLiX unlock, can recover information from narrative free text data and deliver critical insights supporting the following:

- Specific identification of those most at risk of severe or fatal COVID-19 infection, enabling proactive intervention to reduce risk
- Collection of ongoing symptomatic and comorbidity data to better inform the understanding of the outbreak as it evolves
- Creation of decision trees to support overwhelmed clinical teams, many of which will be operating beyond their skills and knowledge during the peak phase

**CV19 Vulnerability  
Index**

Free open source AI-based tool to identify individuals  
vulnerable to severe complications of COVID-19

ClosedLoop is offering a free open-source AI-based tool to identify individuals vulnerable to severe complications of COVID-19.

- The CV19 Vulnerability Index (CV19 Index) is an open-source, AI-based predictive model that identifies people with heightened vulnerability to severe complications resulting from COVID-19.
- The CV19 Index helps organizations identify the most vulnerable individuals and protect those individuals from becoming infected. Further, protecting vulnerable individuals helps to protect the healthcare system, healthcare workers, first responders, and other vital community resources from becoming overwhelmed.
- The CV19 Index is being released through multiple channels and is available immediately [here](#), on Amazon's SageMaker platform, and via ClosedLoop's HIPAA-compliant hosted platform. The CV19 Index is available for use through any of these methods at no cost.
- ClosedLoop has created a forum [here](#) for experts to further enhance and extend the CV19 Index. Healthcare leaders in population health, public health, and hospital systems are encouraged to join the discussion and find ways to leverage this free tool and service to reduce the impact of COVID-19 in the United States and abroad.

**Collective Medical****Alerting tool to notify governments and healthcare organizations to threats arising from COVID-19 and similar infectious diseases**

Collective Medical has developed a real-time event notification and care collaboration platform ideally positioned to enhance regions' and states' ability to identify, treat, trace, and analyze infectious diseases, such as COVID-19. Collective's COVID-19 functionality is free to all existing customers and those not yet on the network for the remainder of 2020.

The platform connects patient data via a nationwide network in use by approximately 1,000 hospitals, tens of thousands of providers—including primary care clinics, behavioral health clinics, FQHCs, skilled nursing facilities—and every national health plan in the country. The network spans 50 states and covers many ports of entry into the United States.

Collective Medical's unparalleled network and sophisticated, configurable product capabilities position us to uniquely offer value to public health agencies and related stakeholders in combating infectious disease outbreaks. The size of our facility footprint allows public health officials to identify and locate individuals across the United States that are already known to be at risk or that present symptoms that independently indicate that they are high risk. Known risk factors can be pulled from a vast variety of source systems and pushed directly into the provider workflow at the point of care. This information can then be used by highly trained medical professionals to identify those in need of isolation and further assessment.

Public health departments in states and regions where Collective Medical's platform is currently implemented can benefit from COVID-19 functionality almost immediately. For those regions that have not yet adopted the platform, implementation is a fast and lightweight process. Those regions' participation in the Collective Medical network will support the larger care continuum's ability to quickly and effectively manage outbreaks.

**CONDUENT**



**Healthy Communities  
Institute**

Target vulnerable populations and focus  
proactive community outreach

Conduent’s community health HCI platform, Healthy Communities Institute, provides detailed information at the zip code level on at-risk populations that may be associated with a suppressed immune response. This platform also gives providers valuable SDOH data to target vulnerable populations and focus proactive community outreach efforts to support populations of greatest need.

## Evoke360

### Database of patient health interactions at the point of care to support identification of patient risk

Our application has been built with the foundational principles to help proactively manage an entity's population relative to quality, utilization and documentation of conditions. Out of the box, our comprehensive solution provides summarized and member-level detailed insights that allows providers and large organizations to act at the macro level and at the point of care. Examples of this range from our real-time feeds for admits, discharges, transfers (ADTs) and emergency visits, as well as pharmacy, labs and claims. With the combination of over 20 years of experience in the healthcare industry and the malleability of our solution, we have been able to meet the needs of our customers in this evolving landscape.

Under the hood, we have created engines that allow for predictive and suspecting analytics that allows users to act prospectively versus 60–90 days after an event has occurred. By sequencing trends of similar events, labs, pharmacy, vitals and history of conditions, we can create flags to notify an organization to take an action before an adverse event can occur. In the past, the traditional medium for many organizations to share this information was through faxes, large Excel downloads, engagement personnel and non-payer agnostic joint operating committee meetings. Our payer agnostic solution breaks these barriers by offering a real-time digital solution that can even integrate within the electronic health record (EHR).

With the recent COVID-19 pandemic, the healthcare community is scrambling for accurate, timely and remote solutions. With our fully web-based and smartphone-friendly application, Evoke360 can provide all the information you are looking for from the safety of your virtual care location. Using our proprietary suspecting engines, we are working to follow trends and best practices to help you identify and proactively manage your population while notifying you in real-time of any flagged inpatient event.

**Various PHM resources**

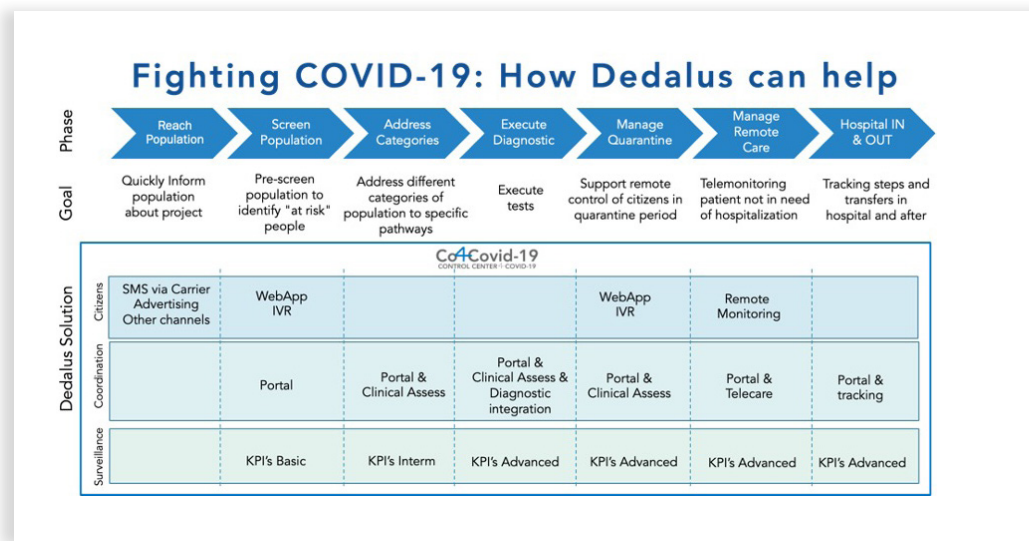
**Tools to help identify at-risk individuals in the community**

It's clear that underestimating the risk has been the most important diffusion medium for COVID-19. In this scenario, there are some preliminary actions that every institution must take very quickly.

- Address the questions and anxieties of a population stressed from the spread of fake news
- Screen the population to immediately detect possible COVID-19-positive citizens
- Guide infected populations toward isolation and quarantine to fight the spread
- Monitor the phenomenon in real-time to enable quick and effective reactions

To help institutions address these needs, Dedalus believes digital tools can be an essential ingredient. But to be truly supportive and effective, these tools must be simple, easy to use, process-related, and highly configurable. We have moved in this direction with a clear understanding that digital tools are fundamental, but without leadership and organization from the institutional side, it is impossible to achieve valuable results.

Dedalus aims to support the process to quickly screen the population, identify cases that need to be clinically addressed, support the management of cases not in immediate need of hospitalization, and support the surveillance of the outbreak.



**COVID-19 Care Coordinator****Solution for risk stratifying patients and supporting CDS and care coordination**

Enli COVID-19 Care Coordinator (eC3) is a patient management program available in the Central Worklist care coordination application. eC3 helps healthcare delivery organizations and healthcare payers identify, manage, and monitor patients under investigation or diagnosed with COVID-19.

**What Are Its Key Features?**

- Leverages Enli's cloud-based Central Worklist application with COVID-19-specific configuration.
- Translates current CDC and WHO guidance on self-isolation at home into care team decision support.
- Allows clinical users to assess symptomatic and high-risk individuals to determine whether self-isolation is safe and practical.
- Facilitates periodic care coordination check-in calls to detect symptomatic deterioration and possible need for in-person care.
- Incorporates CDC and WHO guidance regarding when to discharge patients from self-isolation.
- Supports importing patient lists from any data source and supports manual data entry.
- Supports exporting data to systems of record, including analytics platforms, EMRs, and payer care management applications.

**What Is Required to Coordinate Care for a Patient with a Suspected COVID-19 Diagnosis?**

According to users, there are four primary technology requirements to enable a COVID-19 program:

- Care coordination entities need a user-friendly tool to guide screening and decision support consistent with CDC and WHO guidelines and medical evidence.
- Care coordination managers must enable lightly trained care coordination and auxiliary staff to assess the right path to care, before during and after testing.
- Care coordinators need to onboard individuals before they present at the hospital or clinic and are set up in the EMR, and to monitor them at home until they can be brought into the health system.
- IT system leaders need the ability to export data to additional systems of record, including EMRs, care management platforms, and immunization registries.

**Who Are the Users?**

Primary users of eC3 are responsible for onboarding patients with a positive or suspected diagnosis for COVID-19. Additional members of the care team include health coaches and care managers responsible for overseeing and monitoring patient progress through the care management program, including risk stratification, counseling, intervention, triage-to-care delivery, and program completion.

**How Is eC3 Being Used?**

Powered by Enli Central Worklist, Enli's COVID-19 care coordination solution risk stratifies patients with suspected or confirmed diagnoses and provides a complete patient profile in a single view, including demographics, comorbidities, social determinants, and patient progress through each stage of the CDC-developed care management protocols. Care coordinators have access to COVID-19 program tasks, alerts, reminders, and the capability to communicate with the patient via text messaging.



The primary jobs that care teams are faced with and are able to solve with eC3 include the following:

- Import and organize COVID-19 patients.
- Risk stratify and triage suspected and confirmed cases.
- Monitor and coordinate care as patients progress through the program.

**When Will eC3 Be Available?**

The solution is available today and live at provider organizations in 14 states. Depending on integration requirements, the go-live can be accomplished in less than 2 hours. Updates occur daily in alignment with evolving CDC and WHO guidelines and customer feedback.



**eQSuite COVID-19  
Assessment Tool  
and Plan of Care**

Assessment tool for identifying, educating, and tracking those at high risk for COVID-19

eQHealth Solutions has developed an electronic COVID-19 assessment tool and plan of care that has been deployed into their population health management platform, eQSuite. The COVID-19 solution is available to their clients using the eQSuite platform and is utilized by their own eQCare population health services staff to provide case management, disease management, and care coordination for their clients' members. As a result, high-risk members are identified and proactively contacted by the care management professionals. This ensures members understand what the disease is, how it is transmitted, and how to prevent spread. Additionally, this solution supports:

- Education of the member related to prevention of contracting the virus
- Education on the signs and symptoms of the virus and what to do if you begin to experience symptoms
- Education on to what to do if you have contracted the virus
- Ongoing care transitions and complex case management for members who have been hospitalized with COVID-19, including active discharge planning
- Education on the many facts and myths about the virus and its spread
- Assistance in coordination of needed services in the event that facilities begin to shut down services such as outpatient physical therapy and other treatments and procedures
- Assistance in coordination of physician appointments
- Assistance in understanding changes and updates related to coverage of COVID-19 testing and treatment
- Ability to ensure that any admissions for a diagnosis related to a COVID-19 exposure are sent immediately to our case management/care coordination team for outreach

**Tracking of COVID-19 screening and clearance in staff and patients**

**Tracking of emerging populations and measurement of COVID-19 screenings across a progression of phases and risk factors**

### **Program Goal**

Forward Health Group (FHG) recognizes that measuring COVID-19 screenings for healthcare staff and patients in an appropriate and prioritized manner will be essential in the future. FHG's PopulationManager software is equipped to track emerging populations and measure COVID-19 screenings across a progression of phases (including exposed, screened, nonscreened, quarantined, recovered, and expired) and risk factors (including age and comorbid conditions). This transactional and timebound measurement allows organizations to create targeted action lists at the individual patient and staff member level to move the needle on screening priorities. FHG's system aggregates fragmented data elements from disparate systems and sources (EHRs, external labs, screening centers, patient entered data, etc.), allowing rapid analysis of thousands of records to yield a view of current state metrics and trended performance results on screening initiatives. This program is focused on providing organizations with timely and accurate data about their current progress toward screening key populations to better manage COVID-19 for their patients and their staff in the years ahead.

### **Program Value**

- Provide insights and trends regarding the tracking of screened populations including clinical staff, physicians, and their patients so that organizations have insights into screening percentages across multiple phases of the COVID-19 screening continuum.
- Create dynamic lists of individuals that still need screening or follow-up to facilitate improvement follow-up by appropriate staff members.
- Enable ongoing monitoring of COVID-19 cases as they move between phases to ensure completion of necessary screening and clearance.
- Quantify the availability of critical resources at the individual specialty, staffing-category, and hospital levels to highlight demand and enable informed decision-making for current and future staffing needs.
- Identify screening performance and those staff members that should be available to work because they have recovered and cleared screening.
- Provide insight into performance improvement of screening rates across a community.

## **Patient & Staff Tracker**

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## **Public Health Surveillance**

Enhancement for case detection, reduction of transmission, and management capacity and supplies

As COVID-19 continues to spread, leaders around the globe are racing to understand and respond to the crisis. Most urgently, US healthcare systems need data-informed surveillance and containment strategies that can rapidly enhance case detection, reduce transmission of this highly infectious disease, and manage capacity and supplies—limiting the danger of system overwhelm and poor outcomes for patients and caregivers. After dozens of conversations with healthcare partners about their challenges, we've launched our COVID-19 Response, including seven COVID-19 Solutions. We're continuously refining these tools with input from pilot organizations and will provide them at no incremental cost through the end of 2020:

Our offerings address the following:

- Identification of COVID-19-positive patients' locations, other patients' risk of exposure, and clinicians and staff interactions
- Infectious disease surveillance
- Impact of positive cases and exposures to staff quarantine
- Lack of resources and lack of automated monitoring for hot spots using local geomapping

The Health Catalyst COVID-19 response includes the following product and services:

- Patient Flow: Patient & Staff Tracker
- Patient Safety Monitor Suite: Public Health Surveillance
- Patient Safety Launch Solution: COVID-19 Module
- COVID-19 Capacity Planning Tool
- COVID-19 Disease Registry
- Touchstone Suite
- Leading Wisely Application
- Population Builder
- Instant Data Entry Application (IDEA)
- Staff Augmentation Support Services
- Patient Safety Partnership Services
- Other Analytics Accelerators:
  - Practice Management: Patient Access
  - Readmissions Explorer
  - Blood Utilization
  - Supply Chain Explorer
  - Infection-Related Analytics Accelerators

Our seven COVID-19 Solutions are as follows:

- **Patient & Staff Tracker:** A tailored module of the Health Catalyst Patient Flow Analytics Accelerator, this tool allows partners to track patients who test positive for COVID-19 within the health system setting, including which staff members have interacted with these patients.
- **Public Health Surveillance:** This tailored module of the Health Catalyst Patient Safety Monitor Suite: Surveillance Module identifies unusual patterns of symptoms and clinical tests that could represent illness. Flagging events of significance in a timely manner supports an effective public health response and management of infectious agents.

- **Staff Augmentation Support:** Health Catalyst is offering this service in response to requests from health organization partners to utilize our team members as additional trained analytics, data science, and domain-expert staff members to respond to increased demands due to COVID-19.
- **COVID-19 Registry:** Health Catalyst designed the registry to identify three patient populations of interest, including patients at risk in the community for adverse outcomes (ventilation or death) if infected; suspected COVID-19 patients; and confirmed COVID-19 patients.
- **COVID-19 Dashboard:** Built on the Health Catalyst Leading Wisely application, this dashboard enables health systems to track all the critical metrics associated with the pandemic in one place in their settings. We'll deliver a prototype of this solution by late next week.
- **Capacity Planning Tool:** Built on industry-leading work out of the University of Pennsylvania, this tool enables health systems to perform scenario-planning to understand and forecast local COVID-19 demand and manage hospital capacity, equipment, and resource constraints (free of charge to any health system).
- **Financial Impact Planning and Analysis Resources:** An advanced set of COVID-19 financial impact capabilities is under development to assist with managing and overcoming current and post-COVID financial challenges.

**COVID-19 patient tracking**

**Identification and tracking of COVID-19 patients and those in higher-risk categories**

With our ability to aggregate medical claims data from all services with clinical data from Electronic Medical Record systems and admissions discharge and transfer data (ADT) from the Health Information Exchanges (HIE) with laboratory results, HealthEC can operationalize an immediate solution to track every American who has tested positive for COVID-19 (or negative at the time), combine their encounters with any provider, hospital, or emergency room, and compile an individual patient record from these data sources.

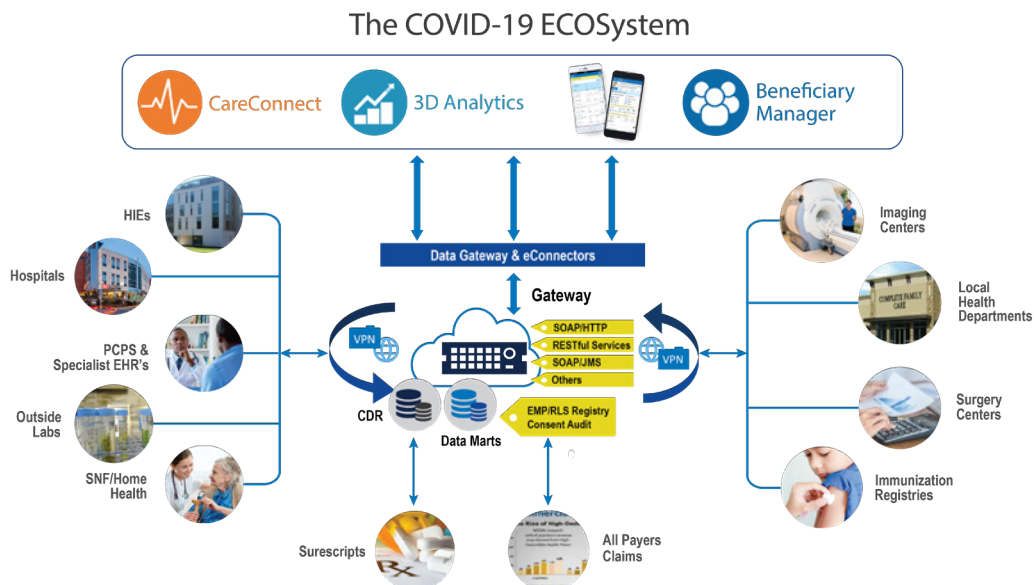
We can implement this solution by receiving data from the following sources:

- All lab companies and hospitals with labs that send us the results via HL7 transactions
- Local, state, regional, or national HIEs (Sequoia Project) that send ADT data with the COVID diagnosis
- A copy of the claim for each COVID-related ER visit or discharge from the hospital
- A clinical discharge summary or EMR encounter that includes a COVID-19 diagnosis as a C-CDA
- Pharmacy or medication received as prevention or for management as an inpatient or ambulatory setting

This deidentified data warehouse can support analytics and care coordination as it creates a heat map of all the cases in the country by rendering provider identification and patient demographics to track the spread of COVID-19.

For our current clients, we would identify those at risk (based on diagnosis and medical history) by provider to create a preventive intervention plan.

Using our Care Coordinator module and the social determinants of health assessment tool for COPD, asthma, diabetes, and cancer patients, we can assist those seeking medical attention and appropriately caution them against unnecessary exposure. The mobile-enabled app for all these functions can facilitate patient and care team registration as well as mobile alerts.



**Social services  
infrastructure****Incorporate social services for vulnerable individuals  
into your clinical ecosystem**

COVID-19 has amplified the importance of social services for individuals at risk. Now more than ever, patients need support for basic necessities like food and housing. Healthify builds the infrastructure that allows providers and payers to incorporate social services into the clinical ecosystem via access to accountable networks of social service organizations, an interoperable technology platform to streamline referrals, and rich data to track ROI.

To help payer and provider organizations, Healthify has implemented the COVID-19 initiatives below:

- **Recovery Prioritization:** Healthify is providing data to help organizations determine where to prioritize recovery efforts based on the impact of COVID-19. Key data insights include the most prominent social service needs by geographic area.
- **Social Services Data Validation:** Community-based organizations are dealing with capacity constraints, supply chain concerns, and changing service models, which impacts their ability to provide services to patients. Healthify is constantly publishing the most up-to-date information about community-based organizations, prioritizing the areas hardest hit by COVID-19.
- **COVID-19 Resources:** Healthify has published resources for COVID-19 across CDC, state health departments, and city health departments for payer and provider organizations to share with patients.

## CollaborNet

Deliver critical/relevant knowledge in the workflow at the point of care; coordinate community resources to ensure efficient and comprehensive care delivery

Our Country needs a rapid response information solutions network that conquers our fragmented complexity while leveraging, extending, and enhancing the infrastructure we already have. Holon's CollaborNet can be a key part of the solution. CollaborNet was designed from the ground up to:

- Deliver critical/relevant knowledge in the workflow at the point of care
- Coordinate community resources to ensure efficient and comprehensive care delivery

As such, Holon and defined collaborators can enhance any community's COVID-19 response operations. We see the following categories of needs and solution partner examples:

- **Protocols:** Caregivers in all settings should follow defined CDC protocols to ensure evidence-based best practices are consistently applied.
- **Context:** Each person, their history and their present conditions must be established reliably to ensure that right protocol is followed for that individual.
- **Coordination:** Each care setting must operate in coordination within their community to ensure that the best combination of community resources is deployed to meet the demands.
- **Communication:** Citizens, families, friends, caregivers, public health authorities all require appropriate information and information feeds to stay abreast of both the current situation and to receive qualified guidance as to what to do next.

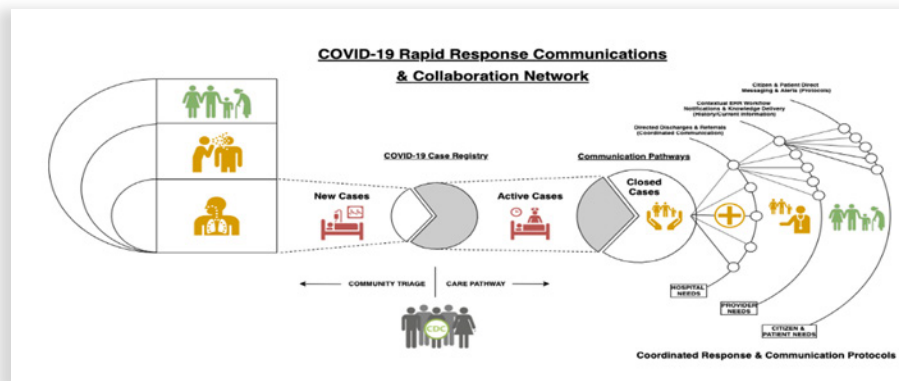
Some of the key cognitive components required to contribute to the COVID-19 pandemic are:

- **Protocols:** Automated Clinical Guidelines (ACG) has automated the CDC's up-to-date educational, diagnostic, and therapeutic guidelines for dealing with the COVID-19 medical and community mitigation strategies, designed for use at point-of-care by providers, employees, patients, and caregivers in near real-time.
- **Context & Coordination:** As an extension to EMRs, Hospital information systems and population health management systems, Holon's multi-dimensional context engine, combined with its sensors, centralized knowledge repository, communications backbone and care-coordination platform enable health systems and communities to ensure the best care is delivered at the appropriate setting.

For best outcomes, citizens and patients should participate in the network as key stakeholders. LifeguardMobile/LifeguardRx is a patient engagement solution that brings the appropriate and relevant information and context to the patients, their caregivers and their families.

LifeguardRx® enables advanced patient surveillance of symptoms via clinically validated measures from the home. Self-reported measures are analyzed against established clinical protocols and escalations are generated based upon aligned algorithms built into the Lifeguard Platform. Lifeguard enables scalable virtual triage and continuity of clinical operations:

**Communications:** All solution vendors, including those supporting the authorities and their registries, will need to engage in a care-setting and constituent-aware communications protocol to improve the effectiveness of the entire system while minimizing confusion and undue concern.





**Phytel &  
Market Expert**Automated solutions to support patient engagement  
and population health management

- **Phytel:** Available in the US. The COVID-19 virus, in addition to seasonal flu and other respiratory illnesses, is overburdening medical practices and EDs. Medical practices are a trusted source of information for their patient communities and need a way to communicate with their populations and direct them to appropriate resources, including telehealth. IBM Watson Health has 40 years of experience in providing automated solutions to support patient engagement and population health management.
- **Market Expert:** Available in the US. The uncharted territory of the COVID-19 pandemic presents unprecedented challenges for the US healthcare system. Healthcare providers need to stay informed about their local COVID-19 situation, develop their facility's emergency plan, prepare for necessary staffing such as emergency medicine, develop plans to communicate to patients in their market, and identify the most at-risk populations in their market.

**Population health management solution**

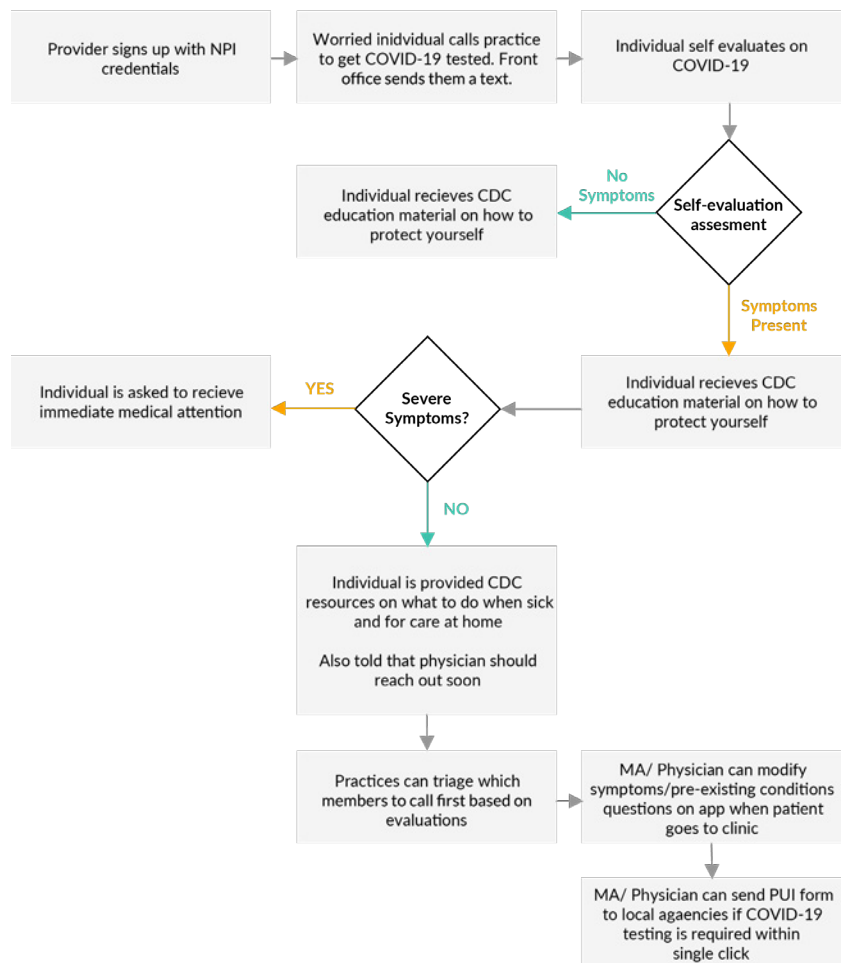
Self-assessments, virtual care, patient education and outreach, and other resources to help with COVID-19

In our attempt to combat COVID-19, we are focusing on five initiatives to help healthcare professionals and caregivers:

- **Self-Assessment Triage to Reduce Practice Load:** In these times, patients and healthcare professionals are anxious, and rightfully so. Unfortunately, we have a finite number of caregivers globally. We want them to be safe and focused on individuals who are at risk as a result of the disease. With our patient-focused mobile and web self-assessment, we help with initial triaging and screening so that caregivers can focus on the highest-risk individuals and more effectively deal with the increased request for services.
- **Reduction of Documentation Burden for Caregivers:** We want our caregivers focused on spending time with patients rather than doing paperwork. Through automation, we are ensuring appropriate documentation, while caregivers are able to spend more time with patients.
- **Enhanced Virtual Care:** With our point-of-care telehealth solution and COVID-19 Management System, we are helping caregivers manage more patients virtually.
- **Patient Education and Outreach:** We have built educational content for patients that primary care practices and hospitals can use to educate patients and help them stay safe and reach out to hotline numbers during an emergency.
- **Enhanced Care Management:** We have COVID-19 care protocols in our care management workflows and embedded analytics to help our customers manage patients better and to reach out to high-risk patients at the earliest possible time.

**COVID-19 Management System Product Overview**

**High Level Triageing Workflow**



## COVID-19 Patient Vulnerability List

## Data insights to support a shift from a reactive to proactive pandemic response

Assessment of propensity for poor outcomes can assist health systems in planning and deploying resources to optimize the health impact in reducing risk across a vulnerable population in the face of limited resources. Jvion is leveraging its AI capabilities to provide health systems with the opportunity to leverage data insights to support a shift from a reactive to proactive pandemic response.

COVID-19 Patient Vulnerability List is a roster of community members who are most at risk for a severe course of COVID-19 if infected. Those patients should change behaviors to self-isolation practices. The list incorporates both clinical and socioeconomic data and provides an opportunity to engage with automated patient engagement solutions

### How Will the Insights Be Delivered?

- Initially, a list of high-risk patients for severe outcomes with COVID-19 will be delivered either by Jvion's portal or via a flat file.
- The number of patients and filter parameters for the list can be determined by the customer preference.

### What Client Data Is Utilized?

- Claims data consistent with minimum requirements for avoidable admissions, avoidable ED visits, and all-cause readmissions vectors will be used.

### How Is the List Maintained?

- The list will mature over time, reflecting the AI learnings from the Jvion machine. It will be updated and distributed to our customers on a regular basis.

### What Is the Timeline for Delivery?

- The first lists for early adopters were delivered on March 20.
- Subsequent delivery will occur for a second wave of adopters and rolled out across the broader base as available.

### How Does the Solution Work?

- Jvion will provide patient-level insight based on a variety of risk factors that could potentially lead to COVID-19 morbidity and mortality. This level of granularity enables the healthcare organization to take specific actions (e.g., calling patients with a specific message regarding preventive-action recommendations).
- The insights are based on the data contained in the Jvion machine, including roughly 30 million patient records and thousands of related data points, to reduce bias in the list when generated.
- We are using a parallel target of poor outcomes from influenza viral infections to estimate risk. The Jvion machine will learn more as more cases of COVID-19 are identified and tracked.

### Is There a Cost for the List?

- The list is available to existing customers at no cost. New customer pricing is available upon request.

#### What Are the Anticipated Benefits?

- Proactive approach to reducing viral spread among vulnerable populations.
- Reduced inpatient utilization by the most at-risk populations with targeted prevention and early intervention.
- Allocation of resources to those patients with most severe cases of illness.

#### Will There Be Publicly Available Tools?

- Yes. Jvion is developing a community vulnerability map to complement the risk lists for those who cannot yet gain actionable, individual-level insights.



## Various population health management resources

Drill down view of case data, community risk-stratification tools, FHIR-based data ingestion, and other resources to fight COVID-19

### Population Health for COVID-19

The solution includes two key capabilities requested by customers:

- A localized, drill-down view by zip code of case data: KenSci has built a daily-updated visualization based on data shared by Johns Hopkins, made available for free to all customers.
- A community risk-stratification tool that helps hospitals leverage a population and cohort analyzer to identify members in the community that are at greatest risk for community-acquired COVID-19, based on prior history, comorbidity, and SDOH. By leveraging prebuilt flags and segments in an easy-to-use analytical experience, health system administrators and outreach coordinators can quickly identify cohorts that might be at greatest risk of complications from COVID-19.

### FHIR-Based Data Ingestion for Multiparty Coordination

As the pressure mounts for health systems to be better prepared for fixed resources, such as using negative pressure rooms, ICU beds, and ventilators, real-time data access becomes critical in routing patients (and healthcare providers) safely through the system. To take advantage of open data standards being adopted across the industry, KenSci, in partnership with Microsoft, is announcing a new offering to convert NRT messages like HL7 (ADT, ORU, ORM, etc.) into a single common data model using FHIR specifications. Through this initiative, customers can take advantage of the Azure Marketplace with an add-on to include a mobile command center—a native app that provides real-time census, bed availability, and other important metrics.

### Discharge Planning and LOS Updates for COVID-19

Along with the updates to our patient flow offering, KenSci is also releasing a set of updates to our patient huddle tool that is used across health systems to help with discharge planning. The tool reads EMR data in batch form and presents case managers and hospitalists with a view into case predictions, including expected discharge date, observation overstay indicator, risk of readmission, and predicted discharge disposition. To quickly identify COVID-19 case impact, the tool has added three new indicators to flag suspect cases, cases awaiting results, and confirmed cases. Through a set of simple configurations, existing customers can take advantage of this offering with their already licensed huddle tool.

### Currently Being Codeveloped and Expected General Availability in a Few Weeks

- ED Overload Predictions in Context of COVID-19: KenSci is partnering with leading health systems in Washington, Oregon, and California to deploy a real-time ED load prediction, including ED census predictions, ED wait times, staffing requirements, and ambulance-arrival predictions. By training models based on data from the CDC and hospitals, we are helping our customers plan and anticipate for COVID-19-related case surge at the ED.
- At-Risk Patient Engagement and Remote Monitoring: KenSci is customizing a recommendation system, built earlier for diabetes, to engage and nudge the general and high-risk populations based on SDOH, prior medical history, and demographic data and to increase awareness for healthy behavior. With the ability to download or push these cohorts to patient engagement tools, we can quickly generate targeted outreach campaigns to educate our community about available resources during this time of high anxiety. Customers are embedding nudges and behavior modification in current engagement apps and integrating data from wearables to leverage machine learning and drive behavior that can flatten the curve.

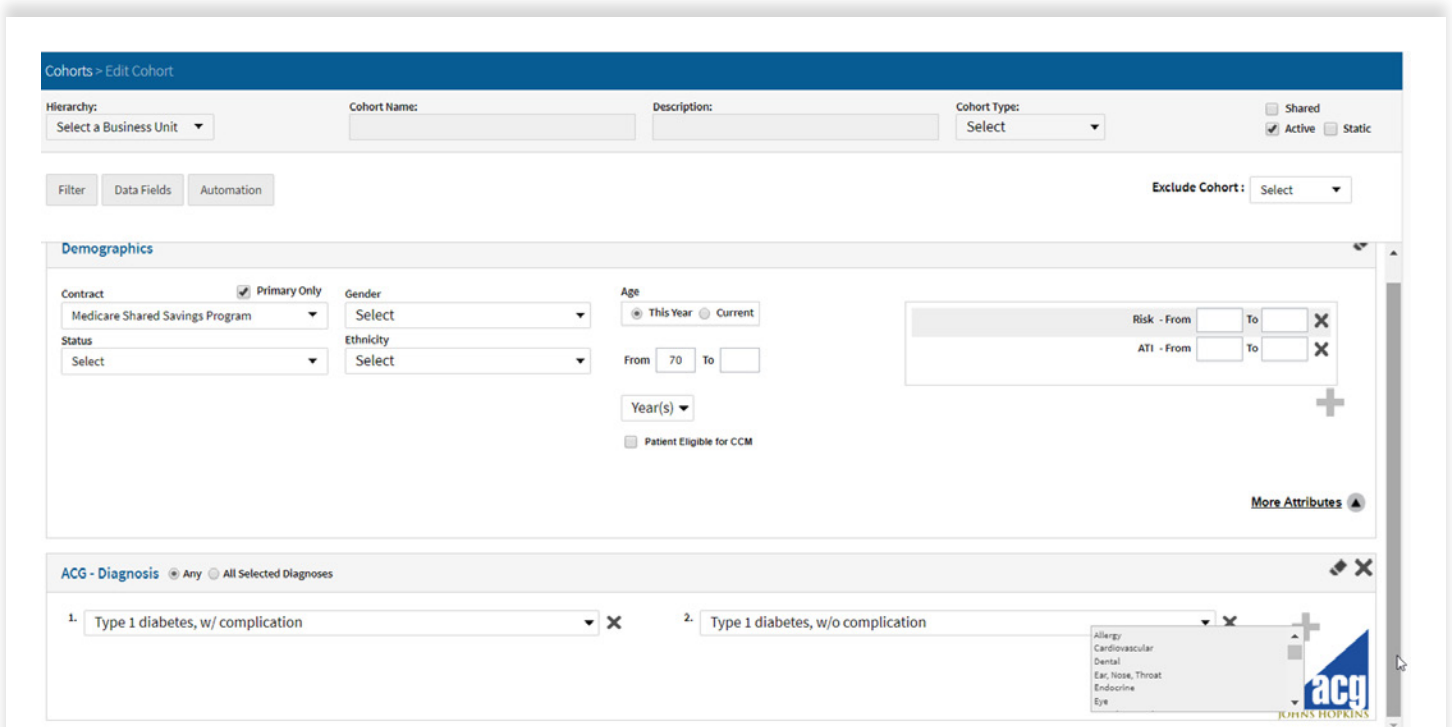
**Various PHM resources**

Risk stratification, care management, patient engagement, and other functionality related to COVID-19

Lightbeam delivers the following resources that will help fight the COVID-19 health crisis:

**The Cohort Builder:** The Lightbeam platform identifies patients at the highest risk of fatality from COVID-19, based on the currently available information. The platform identifies patients with underlying conditions, such as those who smoke or have respiratory conditions, and can automate the process of patient engagement so that they can receive immediate intervention from their providers. Cohorts that are helping clients identify, manage, and track patients, include:

- Age, specifically those 60 years of age and older
- Johns Hopkins ACG diagnosis specialty categories:
- Cardiovascular
- Endocrine for diabetes
- Malignancies for cancer
- Respiratory for COPD
- Cardiovascular for hypertension
- Chronic conditions
- Patients with a history of anxiety, depression, and other forms of severe mental illness
- Social determinants of health (SDOH), such as patients suffering from not having a social support group at home or an inability to drive. These individuals can be placed into cohorts and directed to the appropriate resource. An example may include a cohort of patients that will have their medications picked up at the pharmacy and delivered to their home and helping them to avoid risk.



The screenshot displays the 'Cohorts > Edit Cohort' interface. At the top, there are fields for Hierarchy (a dropdown menu), Cohort Name, Description, and Cohort Type (a dropdown menu). To the right of these fields are checkboxes for 'Shared', 'Active', and 'Static'. Below these fields are buttons for 'Filter', 'Data Fields', and 'Automation'. An 'Exclude Cohort' dropdown menu is also present.

The 'Demographics' section contains several filter options:
 

- Contract:** A dropdown menu with 'Medicare Shared Savings Program' selected and a 'Primary Only' checkbox checked.
- Gender:** A dropdown menu with 'Select' chosen.
- Age:** Radio buttons for 'This Year' (selected) and 'Current', and input fields for 'From' (70) and 'To'.
- Ethnicity:** A dropdown menu with 'Select' chosen.
- Year(s):** A dropdown menu.
- Patient Eligible for CCM:** An unchecked checkbox.

 To the right of these filters are two 'Risk' and 'ATI' filters, each with 'From' and 'To' input fields and an 'X' icon. A '+' icon is located below these filters, and a 'More Attributes' link is at the bottom right of the section.

The 'ACG - Diagnosis' section is at the bottom, with radio buttons for 'Any' (selected) and 'All Selected Diagnoses'. It shows two selected diagnosis items:
 

1. Type 1 diabetes, w/ complication
2. Type 1 diabetes, w/o complication

 A dropdown menu is open to the right, showing a list of ACG categories: Allergy, Cardiovascular, Dental, Ear, Nose, Throat, Endocrine, and Eye. The Johns Hopkins ACG logo is visible in the bottom right corner of this section.

**Care Management:** The platform can automatically assign a care manager to each cohort, update, or design a new care plan in light of COVID-19, and it can configure the method and frequency of outreach to keep an eye on patients in the coming weeks. The care management module includes integration with Aunt Bertha, an online network that identifies social services available in a geographic area to help connect patients in need of transportation, food, or medication delivery.

**Patient Engagement:** Fully integrated patient engagement is also deployed to communicate with the patient and provide specific care plan guidance. Providers can chat with their patients via a secure, two-way texting system managed by staff. They have the capability to create questions and responses for patients to check-in and monitor how they are feeling remotely.

**Real-Time Data Exchange:** The Lightbeam platform provides real-time notifications of patients who arrive at an emergency room. The information is then directed to the person(s) assigned by the actions listed in each cohort, along with unique patient factors like the location a patient presented and individual provider preferences.

**Chronic Care Management (CCM):** The platform can automatically assign a care manager to each identified cohort, update or design a new care plan in light of COVID-19, and configure the method and frequency of outreach to keep an eye on patients in the coming weeks. CCM can ensure the proper course of care for patients without putting them in harm's way.

**Advisory Services:** Lightbeam's advisors are providing direct and personal support to clients based on their unique situation. They partner with organizations to keep them updated on new information and arm them with the tools to stay ahead of the curve and work towards a proactive solution. Clinical transformation experts can create solutions and workflows to operationalize the new path focused on COVID response. The advisors are able to cross-train nurses on outreach to identify high-risk patients for the coronavirus.



## Various PHM resources

## Automated and coordinated care communication and tasks

Lumeon is already deploying services and technology that can ease the burden on healthcare by helping automate and coordinate care communication and tasks. Agile technology platforms enable health systems to rapidly deploy new use cases to help deal with the COVID-19 crisis. These platforms can address many aspects of the COVID-19 patient journey from identifying risk early, signposting, reducing anxiety, and helping patients self-manage and self-isolate. The following are a few examples:

- COVID-19 Bulk SMS Campaigns (no deployment required): Where cohorts with varying degrees of risk can be created (e.g., frail elderly, pre-existing disease, or high-risk location), campaigns can be implemented to cover common questions and answers with advice on how to prevent catching the virus and self-manage symptoms and information on common myths about it. Email, voice-message, and SMS campaigns can be sent to each cohort while respecting the patients' consent and desire to opt in or out and leveraging communications preferences.
- COVID-19 Symptom Screening: By assessing the patient risk of COVID-19 on referral and using a short screening survey prior to arrival, we can rapidly inform and direct the patient to the most appropriate care setting. This very simple, automated survey quickly assesses the patient's risk of having contracted COVID-19 based on his or her recent travel patterns, potential exposure to the virus, and flu-like symptoms.
- COVID-19 Patient Home Monitoring: Once symptomatic patients are discharged from the ED, the care team can monitor them remotely. Text messages are sent to the patient, providing a short survey to assess the patient's disease progression, which escalates patients with worsening symptom scores to the care team.
- Automation: Automating repetitive, time-consuming clinical and administrative tasks frees up scarce staff members so that they can focus on patients who are most in need of their time.





## Aerial solutions

Clinical code updates, telehealth support, COVID-19 care management program, and other COVID-19 related resources

During this pandemic, we're offering our full support, including a team of clinician and technology experts, as resources for our customers. This team is operationalizing new capabilities and new ways to use existing capabilities:

- COVID-19 clinical code updates
- Prioritized COVID-19 support tickets
- Telehealth support
- Reminder messaging
- COVID-19 care management program
- Mechanical ventilator case management program
- Clinical consulting/staff augmentation

Communication, support and a sense of hope are critical. To that end Medecision has:

- Launched a weekly Here4You forum where clients can connect with our Response Team and with their peers from other Aerial client organizations to ask questions, share insights, and ask for help. This can be anything from how to streamline and automate workflows to sharing lessons learned moving to a 100% remote workforce and more.
- Rolled out a COVID-19 response area on our Aerial Community, our internal digital communication system, to provide COVID resources, summarize ways we can help, and direct clients how to access Medecision assistance.
- We will be launching a Hero's campaign to highlight and recognize everyday heroes on the front lines.



## Performance Analytics

## Identify at-risk populations

Identify at-risk populations:

- Identify patients in CDC at-risk cohort to:
  - Administer vaccine for those without
  - Prioritize testing of care team to reduce exposure risk
  - Circulate CDC guidelines to prevent exposure
  - Coordinate PCPs with at-risk patient panels to ensure proactive outreach letting them know next steps to prevent exposure
  - Understand how to staff properly if there were to be a significant outbreak in at-risk populations by clinic
  
- Identify patients with compromised immune system to:
  - Administer flu vaccine for those without
  - Prioritize testing of care team to reduce exposure risk
  - Circulate CDC guidelines

## Sanvello

## Self-help app for cognitive behavioral therapy

Top-rated self-help app that uses clinically validated techniques such as cognitive behavioral therapy (CBT)—a type of psychotherapy that has been shown to be especially effective for individuals experiencing high levels of stress or symptoms of anxiety and depression. Sanvello empowers individuals to engage with activities to improve their mental health from the convenience of their mobile device anytime, anywhere—helping relieve symptoms and build life skills that can reduce potential high-cost interventions in the future. Optum is offering free premium access to help people manage the mental health impacts of COVID-19. Sanvello can be downloaded from the App Store or Google Play.

**Signify  
Community**

Outcomes-focused collaboration platform that connects healthcare and social service providers to address social determinants of health

Signify Community, a privacy-enabled collaboration platform, helps clinical and community partners safely share information, coordinate services, and connect individuals to community programs that provide access to transportation, food, housing, employment, financial stability, and other services relevant to individuals impacted by COVID-19.

Benefits of Signify Community include the following:

- Access to a curated and accountable network of community-based organizations that work collaboratively to address SDOH that impede health outcomes
- New COVID-19 risk factor assessment to help screen and identify individuals at risk
- Simple-to-use collaboration tool that allows organizations across sectors to easily document client intake, perform SDOH screenings, send electronic referrals, manage program enrollment, and connect individuals to community-based services
- A sophisticated, one-of-a-kind privacy architecture that prioritizes legal compliance and patient confidentiality, allowing cross-sector partners, both covered and noncovered, to safely and compliantly exchange information and manage social care plans
- Ability to incorporate all clinical and social information into a cohesive, real-time longitudinal record of a person's actual lived experiences during the majority of time they're not interacting with the healthcare system
- Ability to aggregate all SDOH-related information captured in longitudinal records and connect them to downstream outcomes, such as quality, satisfaction, and financial performance.
- Advanced reporting capabilities that track community-wide performance and accountability, informing process metrics and program improvements and identifying resource gaps

# POST-ACUTE CARE

## Optimum Clinicals

### Alerts and visibility for screening and monitoring patient populations

Cantata Health is dedicated to assisting you in the screening and monitoring of your patient population as COVID-19 continues to affect our communities. Our configurable EHR platform ensures your organization puts patients first to meet care objectives and give your staff members more visibility into their patients' overall health.

#### Optimum Clinicals Effective Alerts for COVID-19

Our Clinical Alerts tool can aid your clinicians in providing visual representation of patients who may be experiencing factors related to COVID-19. These real-time alerts may be defined based on the following:

- Vitals/Symptoms
- Abnormal Labs
- Diagnosis Codes

These alerts assist with identifying early indicators and provide messaging for improving clinical outcomes. Guidance can be presented to your clinical staff for the patients that may be experiencing signs and symptoms related to COVID-19.

## NetSolutions

### Dashboard, alerts, monitoring, and other resources related to COVID-19

NetSolutions allows skilled nursing facilities and assisted living communities to confidently manage resident care with a single integrated EHR solution. Our geographically diverse team supports you remotely and is prepared to assist with circumstances surrounding the spread of COVID-19.

Let Cantata Health's NetSolutions package assist you:

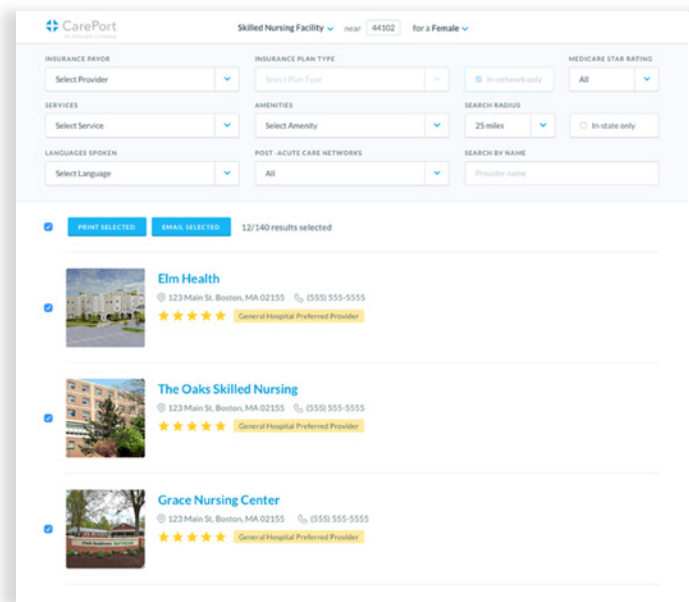
- Utilize KPI dashboard to track COVID-19. Set up dashboard items in alignment with the guidance from AHIMA in coding for COVID-19
- Get real-time alerts using eAssignments. Be alerted to important resident and staff events via NetSolutions pop-up message, text message, or email
- Utilize point of care to identify early symptoms of suspected respiratory infection. Link respiratory symptoms to dashboard for real-time monitoring and set up eAssignment alerts for instant notifications
- Modify payers and plans to accommodate waivers, including qualified hospital stay and benefit period extension
- Robust hosting platform including free 90-day emergency hosting options and free remote access to hosted clients
- Use CareWatch/InfectionWatch (Subscription available) to identify at-risk residents more quickly, allowing for timely interventions to be put into place to help prevent spread of infections

CarePort

Manage COVID-19 transition-of-care activities, including post-acute care placement and post-discharge monitoring

CarePort solutions are supporting customers in managing COVID-19 transition-of-care activities, including post-acute care placement and post-discharge monitoring.

- Identifying post-acute providers able to accept COVID-19 patients: Many hospital clients are having difficulty discharging COVID-19 patients to post-acute care providers. CarePort is helping by identifying post-acute care providers that are accepting or currently caring for COVID-19 patients. These providers are updating their capacity to accept COVID-19 patients on a daily basis.
- Tracking COVID-19 patients across CarePort hospitals and post-acute care providers: CarePort receives ADT information from thousands of acute and post-acute care providers. CarePort clients can subscribe to real-time alerts and get visibility to COVID-19 patients. For example, clients can review within CarePort where newly diagnosed patient previously sought out or received care—whether at a hospital ED or in a nursing home. Clients can notify providers who may have had an encounter with the patient prior to diagnosis. Real-time alerts are being sent to the primary care physician so that they can help with follow-up care.
- Bringing the nursing home to the patient and their family virtually: Many hospitals are restricting access at this time. CarePort enables discharge planners to share nursing home options with families via text message or email. Family members, who otherwise would be on-site, can see an interactive guide that includes virtual tours and pictures and help their loved ones select the right post-acute care provider.
- Communicating COVID-19 protocols to post-acute care providers: CarePort works with its hospital customers to notify post-acute care providers in geographic regions regarding COVID-19 protocols, best practices, and the status of patients undergoing testing to reduce time spent by individuals completing this manually. CarePort is also providing clients with a COVID-19 assessment created by one of our client partners for patients referred to nursing homes. Nursing homes can use this information to easily identify whether they are able to accept the patient.



## Human capital management resources

Recruit candidates, onboard new employees, reward employee contributions, and help employees who are facing financial strain

OnShift's next-generation human capital management platform provides an innovative approach to recruitment, hiring, scheduling, and engagement to help healthcare providers when it's needed most.

- **OnShift Employ:** The labor market has changed dramatically in a short period of time. The number of hourly employees displaced due to COVID-19 rises daily. OnShift helps providers tap into this newly created job pool so you can match those displaced with the vital vacancies that need to be filled. Source, recruit, hire and onboard candidates with lightning-fast efficiencies while reducing time-to-hire and creating a memorable candidate experience.
- **OnShift Schedule:** In the current climate, staffing visibility and proper communication are essential. OnShift Schedule provides real-time insights to identify gaps and fill shifts quickly. OnShift's robust messaging system is frequently used in emergency situations by quickly and easily broadcasting text messages to all employees at once. This can be used to update staff on new developments and safety precautions, recruit staff to fill shifts, or for other important notifications.
- **OnShift Engage:** Staff are at the center of every healthcare organization and letting them know their contributions matter remains a priority. OnShift Engage allows those who are fighting on the frontlines of COVID-19 to be consistently rewarded and recognized for their contributions. Weekly pulse surveys help gauge staff satisfaction and capture feedback so you can better support your teams.
- **OnShift Wallet:** The economic impact of COVID-19 is far reaching. Many healthcare workers have become the sole breadwinner for their families and face financial strain. OnShift Wallet gives employees access to earned, but unpaid wages, between paychecks so they can avoid high interest rate loans, costly overdraft fees, and expensive late penalties.

**WellSky Technology Solutions**

Patient-screening tool, infection control documentation, self-assessment form, care coordination, and other COVID-19-related resources for post-acute care organizations

For home health and hospice agencies, WellSky has developed a patient-screening tool and has finalized infection control documentation. Other items released in March include a COVID-19 self-assessment form that can be sent to patients via SMS, screening results visible in the CareInsights population view alongside patient risk levels, and screening alerts that can be sent to the entire care team. A vulnerability algorithm is under development and will analyze the likely severity of symptoms if a patient does contract COVID-19 and help agencies identify which patients are particularly in need of protection from exposure due to age and clinical conditions.

WellSky's personal care agencies received new system functionality that captures additional information on client illnesses, increases reporting capabilities, incorporates a caregiver assessment directly into the mobile app, provides important COVID-19 warnings to caregivers at multiple touchpoints, and embeds educational resources.

In long-term care, WellSky has added COVID-19-diagnosis and billing codes, assisted clients with creating custom assessments to track and trend potential cases of COVID-19, and created a hot chart that clients are utilizing to track and document COVID-19. For LTACH and behavioral health clients, WellSky has updated configurations in our disease-tracking features to accommodate COVID-19 documentation. WellSky rehab clients are now utilizing our COVID-19 screening questionnaire and new telehealth codes.

WellSky provided infusion, specialty pharmacy, and HME clients with two dashboards that monitor patients with confirmed COVID-19 cases, documented exposure, or respiratory conditions that could warrant further intervention.

Recently, we worked with our 2-1-1 information and referral agencies to offer additional user licenses for free in order to support additional referral operations within our clients' communities. We are also providing temporary WellSky Human Services and WellSky Aging & Disability licenses to provide additional staff with access to the system to check up on their clients and triage incoming calls. In addition, HSS has organized a client work group that has created a standardized set of meaningful data that will be collected on the people served by our community-based clients. This will enable us to develop a national perspective on how the pandemic is impacting vulnerable populations across the U.S.

WellSky Services (formerly Fazzi Associates) is offering two educational courses free of charge to clients in home health, hospice, and personal care. These courses provide important information on instituting emergency procedures and basic infection prevention and control procedures. Our Professional Services team has transitioned their scheduled in-person boot camps to interactive, virtual events so that we can continue to effectively train our clients in best practices.

In addition to investing in our technology, WellSky is working with various industry experts, as well as our own internal clinicians, to deliver practical strategies and insightful analysis of the latest CMS and CDC guidance through tip sheets, solution updates, and webinars. Of note, post-acute care providers can access an important and timely free infection control webinar presented by renowned infection control specialist Mary McGoldrick, MS, RN, CRNI(R). The WellSky COVID-19 Weekly Briefing is delivered each Tuesday and contains the most recent COVID-19 news and resources relevant to home health, hospice, and personal care. We're currently developing similar concepts for other markets, including long-term care.



**WellSky Care  
Coordination**

**Analytics-driven technology platform used to deploy and coordinate protocols that free up hospital beds**

WellSky launched WellSky Care Coordination—an analytics-driven technology platform that leverages WellSky's network of more than 10,000 providers and 1 million nurses and caregivers to deploy and coordinate protocols that free up hospital beds.

The rapidly accelerating spread of COVID-19 threatens to overwhelm the capacity of US hospitals. A new analysis by the Harvard Global Health Institute estimates that many parts of the US may have less than half the number of beds they need to meet needs during the COVID-19 pandemic. Home-based models will be essential to preserve hospital beds for only the most acutely ill.

To address the anticipated hospital-bed shortage, WellSky activated its expansive care coordination network to preserve limited resources and provide safe, in-home care to non-COVID-19 patients who would typically utilize those beds. The program allows care managers to administer interventions for targeted patient populations, such as congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), cellulitis, and non-COVID-19 pneumonia to free up hospital beds. Low-acuity COVID-19 patients living alone or lacking family support could also be supported in the home with the sufficient provision of personal protective equipment.

# REMOTE EDUCATION & TRAINING

## **COVID-19 Training Course for Nurses**

### Free training course on COVID-19

As a company committed to empowering nursing professionals through innovative staffing solutions, we knew we had to find a way to deliver training to them that would prepare and protect them from the coronavirus. This is why IntelyCare has created a COVID-19 training course for nursing professionals working in post-acute, rehab, and long-term care centers across the United States.

The free course will cover the causes of COVID-19 and its transmission, as well as share essential preventative measures. It will identify the risk factors of serious illness with COVID-19, explain how to recognize the clinical manifestations of the virus, and detail best practices for the utilization of surgical masks and N-95 respirators. Upon completion, each participant will receive one contact hour, a personalized certification on COVID-19 best practices and safety, and some peace-of-mind knowing they are well-equipped to interact with the coronavirus.

There is still uncertainty surrounding COVID-19, so our clinical team will be updating this training periodically to ensure that nursing professionals know the latest recommendations put forth by the Centers for Disease Control and Prevention.

## MedTrainer

eLearning solution that teaches providers to use new equipment if that equipment needs to be shared across organizations

The MedTrainer team has decided that providing complimentary COVID-19 learning and compliance resources to the hardworking healthcare professionals and first responders is simply the right thing to do.

CMS has recently eased restrictions on payments for telehealth services, which allows licensed providers to render services outside their state of enrollment. CMS initiated a hotline for expediting temporary Medicare billing privileges. MedTrainer can assist providers and organizations in streamlining provider credentialing and enrollment because payers are not immediately replicating these processes.

The CDC issued Interim Guidance for Healthcare Facilities: Preparing for Community Transmission of COVID-19, which includes optimization of Personal Protective Equipment, implementation of hand hygiene protocols, strategies for optimizing the supply of N-95 Respirators, reducing close contact, and using Standard and Transmission-Based Precautions for patients with or suspected to have the COVID-19 virus.

The MedTrainer compliance and learning platform can be easily deployed in conjunction with the international, federal, state, and local emergency response efforts.

MedTrainer has several key resources that can be engaged to assist in these efforts, including rapid deployment of eLearning courses for any topic so that team members can execute their responsibilities. The MedTrainer course development team can produce courseware within days.

It is likely that organizations will share equipment and dramatically increase the deployment of point-of-care technology. Organizations will also need a system to train users, document calibration and preventive maintenance, and provide easy access to manufacturer instructions for use (IFUs) and product inserts. MedTrainer's Equipment Lifecycle Management can be virtually deployed no matter where the equipment is located.

The courseware is supported by several other key elements in our LMS that can be used at a local, regional, or multistate level. These features include online BLS/ACLS/PALS certification and recertification, incident reporting, SDS access, policy and job-aid management and distribution, and rapid deployment of safety plans.

*Knowledge and passion*

## **Sectra Education Portal**

Education resource for organizations to store and share lectures/findings

Sectra's cloud-based medical education portal enables studies to continue during the COVID-19 outbreak.

Sectra Education Portal is a cloud-based service with which educational institutions can store their own lectures based on clinical cases as well as access cases from other connected institutions. Cases are thereby readily available for both the teachers and the students and accessible from several different devices, including large interactive touch screens, laptops, tablets, or other touch devices. These devices can be used from anywhere. At the Sapienza University of Rome, the cloud portal will be used to allow medical students to continue to follow the syllabus in anatomy and prepare for the planned examinations at the end of the semester. The portal provides them with access to course material, including resources like CT and histopathological images from clinical patient cases.

The Sapienza University of Rome is now using the digital teaching platform from Sectra to continue its doctor training remotely. This means that students can continue to receive a high-quality and interactive education despite the limitations brought about by the closing of educational institutions as a result of the COVID-19 pandemic.

Sectra Education Portal is an interactive learning and teaching platform that uses real-life anatomy and clinical cases to develop critical thinking in medical education and training. By connecting to the cloud-based sharing portal, teachers, tutors, residents, and students have access to an extensive library of medical cases, providing them with a wide variety of clinical content they can visualize and modify. Through Sectra's collaborative network, you and your institution can share cases and knowledge with other Sectra users from around the world. Sectra Education Portal ties in normal anatomy, pathology, trauma, orthopedics, histology, oncology, surgery, and other specialties, grounding medical education in actual clinical situations and revealing the central role radiology and histology play throughout the patient pathway.

# REMOTE PATIENT MONITORING

**Remote patient  
monitoring platform**

Platform that connects with other devices and includes wearable vital-sign sensor, telemedicine capabilities, and symptom chatbot

Our wearable is ICU-accurate and monitors pulse rate, respiratory rate, oxygen saturation, body temperature, and movement.

We provide connectivity with other devices for blood pressure, spirometry, weight, core temperature, and continuous glucose.

Our wearable can be placed on patients at risk for COVID-19—in the hospital, the ED, even car park—or shipped directly to patient's homes.

We're using the digital biomarker data we are capturing from our wearable, our symptom chatbot, and integrated devices to train AI models to identify and stratify COVID-19.

We are already seeing this solution help triage high-risk patients outside of the hospital, increase a hospital's capacity by increasing monitoring, and assist in early discharge programs for non-COVID-19 patients. The solution also reduces healthcare worker exposure, which keeps them safer and able to work.



an **NTT DATA** Company

## **ehCOS RemoteHS for COVID-19**

Facilitates a remote home care strategy, provides information for the organization of social and health resources, and educates on patient self-management

ehCOS RemoteHS for COVID-19 is a ready-to-use, self-contained, and immediately applicable solution that allows organizations to activate community-centered care models and enable care channels and non-face-to-face monitoring. This solution reduces the healthcare system's pressure during all phases of a pandemic such as the one we are currently experiencing. The solution is based on standalone products from the everis health ehCOS suite.

ehCOS RHS adapts itself to the topology and existing processes in the healthcare organization. It allows organizations to use new remote attention processes for the population (management of 80% of cases) and works in a coordinated manner for emergencies, urgencies, and hospital/residence care (management of 20% of cases).

### Benefits of using ehCOS RHS for COVID-19

- Continuous health monitoring of diagnosed patients
- Facilitation of the remote home care strategy
- Information on social and health resources
- Patient self-management for COVID-19
- Availability of tools and information to guarantee patient care quality and safety
- Relaxation of healthcare pressure on hospital care modalities
- Individual and global vision of the evolution of COVID-19 cases
- Homogenized follow-up of quarantined patients, home isolation patients, and mild cases (80%)
- Selective management of isolation populations that facilitate progressive deconfinement strategies in a controlled manner
- Geo-positioned, individual- and population-based view of the evolution of COVID-19 cases based on the data of registered users



**Orion pandemic outbreak monitoring platform**

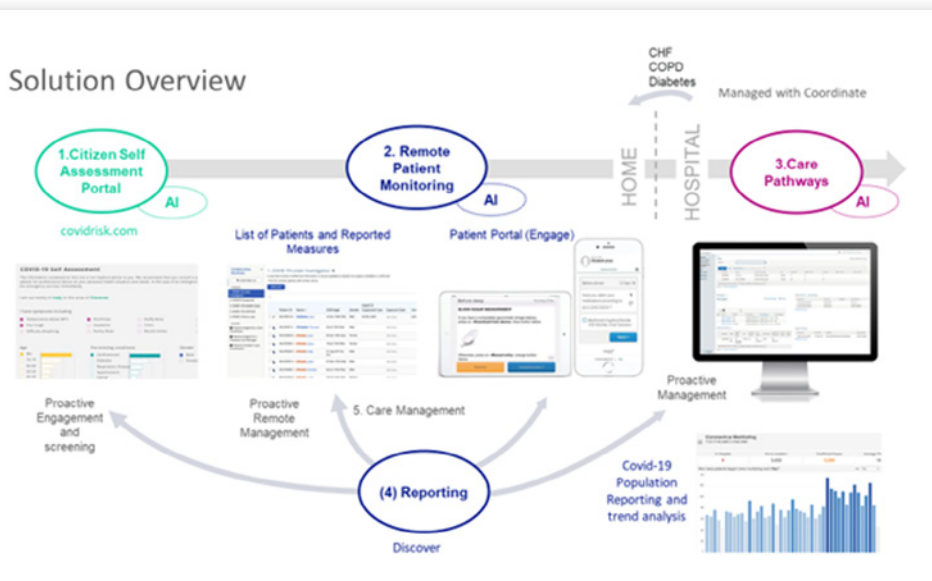
Pandemic outbreak monitoring platform with remote patient monitoring and patient engagement capabilities

As healthcare providers across the globe struggle to maintain the health of their workforce and the capacity of their organizations, digital health tools can help. Orion Health has been working with governments and healthcare providers to support the key functions of a pandemic response—from triaging the public to remotely testing patients and treating those in need.

Orion Health has developed a comprehensive pandemic outbreak monitoring platform to alleviate demand on health systems and curb the spread of COVID-19. Its core functionality includes remote patient monitoring and engaging with patients in their homes. This facilitates improved communication between quarantined people and the healthcare service and maintains visibility of those recently discharged— all reducing the spread of COVID-19 and flattening the epidemiological curve.

Part of the solution includes a global website designed to support and assess the different clinical protocols, health systems, and conditions that are present globally. The site provides a regionally configurable online symptom checker and a background calculation of patient risk. The data is used to inform the platform’s hospital care pathway, reporting capabilities, care management, and contact testing module.

Over time, the platform will increasingly use AI, allowing providers to identify and optimize care for patients at risk of deterioration. This will allow resources to be allocated to those most in need.





**Patient engagement and remote collaboration**

**Outpatient care management of those infected with COVID-19 and other vulnerable populations**

### **Information-Supported Remote Collaboration for Patients and Care Professionals**

How we can support you:

- 24/7 secure and instant communication between patients and care professionals anywhere (video option).
- Remote patient monitoring through self-observation inputs (symptoms, vital parameters, and other).
- Seamless access to clinical documentation via user's own portable devices.
- Centralized patient information presentation for more accurate decision-making.
- Delivering high-quality service out of healthcare facilities and closer to patients.
- Provide greater patient comfort and awareness of being supported.

### **Continuous and Personalized Outpatient Care for Chronic/Complex Disease Patients and Care Teams**

How we can support you:

- Remote surveillance of patients in outpatient care and compliance tracking for faster therapy adoption.
- A holistic overview of patients in therapy through standardized and personalized care maps.
- 24/7 patient access to a multidisciplinary team of professionals (CareTeam).
- Seamless access to relevant clinical documentation via user's own portable devices.
- Reduce number of complex cases due to faster responses, allowing preventive actions.
- Improve overall safety and trust through continuous collaboration.

### **Virtual Multidisciplinary Collaboration for Multidisciplinary Experts**

How we can support you:

- Online cross-collaboration workflows such as virtual MDTs, ad-hoc assessments, and e-referrals.
- 24/7 access to patient information by linking clinical information from various hospital systems.
- Video consultations to relieve the pressure and to reduce logistics and organization overhead.
- Streamlined information overview due to a user interface configured for specific member roles.
- Improve and facilitate decision-making by connecting distant experts for best-practice sharing.
- Gathering relevant data for cost optimization and quality control.

## RIMPulse System

Monitor ECG, respiratory rate, SpO<sub>2</sub>, heart rate, skin temperature, plethysmography, PWTT, blood pressure with real-time analysis and disease detection

A smart system that enables the doctor to monitor a patient's ECG, respiratory rate, SpO<sub>2</sub>, heart rate, skin temperature, plethysmography, PWTT, blood pressure with real-time analysis and detection for diseases with manual and automatic alerting system. RIMPulse System uses machine learning and artificial intelligence in measuring blood pressure and PWTT without a cuff.

RIMPulse system facilitates remote doctor-patient communications and monitoring of patients during isolation, at home, or during their normal life. The patient can move, travel, and work under complete cover of medical care.

RIMPulse System is Medical Grade CE Certified (CE0297).

### System Components:

- **RIMPulse Mobile ECG Device:** 7-12 leads ECG device that can send all ECG signals to Health Intact cloud server in near real time with smart real-time AI analysis module on the mobile application and the server.
- **Bluetooth SpO<sub>2</sub> device:** Integrating Nonin® Bluetooth-based SpO<sub>2</sub> device with RIMPulse mobile application for remote monitoring of SpO<sub>2</sub>, plethysmography, and heart rate.
- **RIMPulse Mobile Application:** Enables patient to connect with more than two monitoring devices through Bluetooth at the same time with smart communication protocol without any cables between mobile and devices, making life easier for the patient or ambulance paramedic. Patients can use this application to view their ECG and SpO<sub>2</sub> plethysmography through Bluetooth at the same time without unplugging any of the devices and without cables. With patient approval, the patient application sends patient location to the server. Patient vitals can be displayed on a mobile phone, and the near real-time analysis module in the application can alert the patient with voice notifications.
- **RIMPulse PC Application:** RIMPulse PC software can be used in clinics, hospitals, and patient homes or workplaces. The doctor can use it to monitor patients and make daily reports for them or analyze a large amount of stored data on the ECG device's internal memory card.

**Remote patient monitoring and engagement**

Remote monitoring for COVID-19 patients to help limit intake and manage hospital capacity

Tactio Health Group has developed a COVID-19 program that allows physicians to monitor, engage, and communicate with medium-risk patients in the comfort and safety of their home, saving bed capacity for high-risk patients.

Tactio Care can help hospitals preserve bed capacity for the high-risk patients with the use of a comprehensive COVID-19 program designed for medium-risk patients that are provided care at home through Remote Patient Monitoring (RPM). Among the new core features of the program are remote-monitoring capabilities, such as a COVID-19 symptoms questionnaire, body temperature tracker, respiratory rate tracker, pulse oximetry tracker, clinical alerting, and secured messaging.

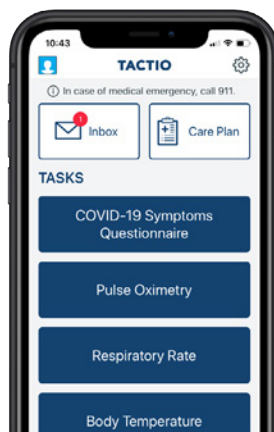
### Risk Stratification Strategy Required to Manage Hospital Bed Capacity

Patients receiving a positive COVID-19 test are stratified in three risk levels: Low, Medium, and High.

- Low-risk patients can usually be sent home and quarantined and are instructed to call back if their condition or symptoms worsen.
- Medium-risk patients are also sent home and self-quarantined to permit the hospital to preserve bed capacity for high-risk patients. This is where Remote Patient Monitoring (RPM) really comes into play, as it allows providers to monitor these medium-risk patients' symptoms in their home environment by collecting their health symptoms and measurements and guiding their treatment by exchanging secured text messages, documents, photos, web links, or video calls.
- High-risk patients are hospitalized for continuous monitoring/care in acute or ICU beds.



Remote Code-Based Patient Onboarding



Quarantined Patient Symptoms & Vitals



Clinical Call Center Remote Care Services

**Vivify +Go  
mobile solution**

**New COVID-19 screening, self-isolation, and Monitoring Pathway  
functionality for Vivify +Go**

The screening pathway enables low-risk patients or those with mild symptoms to use their mobile devices to self-screen for COVID-19 by answering a series of questions that follow the current Centers for Disease Control and Prevention (CDC) guidelines. The self-screening helps providers scale their availability by reducing the onslaught of worried patients converging on a facility, enabling physicians to focus their attention on those with the greatest COVID-19 health risks. It also saves patients who may not have the disease now from potential exposure in crowded emergency departments (EDs) or physician offices. Vivify Health is offering unlimited use of the COVID-19 screening pathway to providers at no cost, along with deeply discounted and rapid deployment to providers new to the Vivify Pathways platform.

The platform enables all patients, using their mobile devices, to continually update their symptoms, monitored remotely by providers, while receiving constant updates from current CDC guidelines. Additionally, information about other pre-existing health risks such as diabetes, chronic pulmonary obstruction disease (COPD), congestive heart failure (CHF) or any of 90+ other chronic conditions, can also be monitored at home, ensuring those at the highest risk levels with COVID-19 receive proper care. As always, Vivify Health provides built-in telehealth through virtual visits and secure messaging when direct provider interaction is necessary.

# REMOTE WORK CAPABILITIES & SECURITY

**COVID-19 relevant  
imaging capabilities  
and expanded response**

Empowering imaging teams with workflow prioritization, care team collaboration, high-risk patient tracking, and other COVID-19 resources

Change Healthcare offers enterprise imaging solutions for radiology, cardiology, and care team collaboration, including image management, diagnostic tools and workflow management. Native capabilities within our imaging solutions that specifically assist with COVID-19 diagnosis include remote viewing, workflow prioritization, high-risk patient tracking, and collaboration features. Through effective use of these capabilities, healthcare organizations are able to better prioritize and deliver rapid diagnosis of COVID-19 symptoms and treatment while minimizing potential exposure to the virus.

In addition to the native capabilities of our solutions, Change Healthcare is fast-tracking support efforts targeted at additional COVID-19-specific imaging and workflow protocols. Free remote training is also being offered to optimize use of existing capabilities and access is being provided to resource library content relative to remote-reading support. In addition, as organizations require additional remote reading stations, IT infrastructure and remote IT staff to ensure operational continuity, Change Healthcare is ramping up our ability to meet these needs.

Longer-term efforts are already underway to offer solutions that minimize strain on on-premises IT staff and healthcare providers and deliver real-world cost savings and outcomes improvement, including the phased rollout of our cloud-native SaaS Enterprise imaging suite, Change Healthcare Enterprise Imaging Network.

**Confirm ID for  
Remote Access**

## Secure access for remote workforces

Many organizations are advising—and in some cases, requiring—employees to work remotely. They are providing remote network access to a greater number of users, which they are securing with Confirm ID for Remote Access, Imprivata’s enterprise multifactor authentication solution. To help healthcare organizations manage this unexpected increase in remote workers, Imprivata is offering licenses of Confirm ID for Remote Access for all users at no cost. The intention is to help organizations quickly support more remote users without compromising security.

Children’s Hospital of the King’s Daughters is one of the many Imprivata customers taking advantage of no-cost Confirm ID licenses to enable secure access for an increased remote workforce:

- Children’s Hospital of the King’s Daughters is experiencing an increase in remote workers
- These users need remote network access
- Imprivata Confirm ID helps CHKD secure this remote access
- Multifactor authentication increases security and safeguards against unauthorized access



**Trace**

Enable employees working from home to access voice, fax, and image solutions

In this era of social distancing and maximizing hospital space, providers are increasingly leveraging solutions that allow their patient access, revenue cycle, case management, and operations personnel to work remotely—keeping employees healthy, productive, and connected as they work from home. Several hospital and health system clients have successfully used Trace to empower thousands of employees to work from home with high degrees of quality, compliance, oversight, and data security.

The Trace platform from Vyne Medical offers a number of solutions to help address COVID-19 related work-from-home and resource bandwidth challenges:

- Call-recording software
- Digital fax exchange capabilities
- Image-capture solutions
- Integration of records to the EHR
- Screen-recording functionality
- Workflow-automation services
- Management tools for monitoring compliance, quality, and productivity

# REVENUE CYCLE MANAGEMENT

## Optimum RCM

Platform for enhancing quality, maintaining privacy, and supporting clinical decision-making with real-time access to patient health information

Optimum RCM allows you to react to the changing regulatory and coding requirements brought on by COVID-19. Flexible and configurable Optimum RCM solutions enable you to meet the nearly daily changes being made in the healthcare industry by the CDC, WHO, HHS, and CMS.

From new CPT and HCPCS codes, to waiving requirements allowing acute care hospitals to house acute care inpatients in excluded distinct part units, to an additional condition code and modifier code for billing claim requirements, Optimum RCM gives you the tools to respond efficiently and effectively to satisfy the ever-changing requirements.

Optimum RCM gives you the flexibility and allows you to react quickly in the following areas:

- Scheduling and using the highly adaptable Patient Access Designer application for assembling pertinent patient and appointment/admission data
- Creating and customizing user fields on the spot to meet the needs of gathering additional information
- Tracking critical patient data and creating meaningful reports across the healthcare organization
- Configuring bed attributes to accommodate the lifting of waivers
- Modifying insurance payer plans to flag the coverage of COVID-19 testing

Cantata Health will continue to work diligently to manage all changing requirements. Optimum RCM allows providers to enhance quality, maintain privacy, and support clinical decision-making by providing seamless real-time access to patient health information, which is vital during the challenges COVID-19 is presenting.

### Various COVID-19 resources

Optimize revenue cycle operations, financial performance, and create an effective action plan for revenue recovery

Managing revenue stability before, during, and after the COVID-19 crisis is a crucial issue for providers. Change Healthcare is assisting with short- and long-term solutions that help providers optimize revenue cycle operations, financial performance, and ultimately create an effective action plan for revenue recovery. We have technology-enabled services for staff augmentation as well as analytics-driven insights to uncover insurance on the front end to speed collections and cut patients' out-of-pocket costs. Using AI, we can reduce charge leakage in real time to help drive efficiency and improve revenue.

Change Healthcare is already helping hospitals manage their overflow call volume and patient access tasks, i.e., appointment scheduling, pre-registration, nurse messaging and triage, etc. We can quickly deploy Call Center support, including multi-lingual representatives, for health organizations that are not set up to work remotely – helping to facilitate call overflow and activate COVID-19 pre-screening lines and follow-up care coordination.

Our Patient Engagement Solutions can help alleviate the burden of normal Patient Access operations as we automate patient activities such as price delivery, payment collection and more or quickly deliver important information about COVID-19 through customized messaging on patient statements or auto-delivery of digital communications.

Change Healthcare also offers a number of other solutions intended to address key COVID-19 related concerns:

- Virtual care enablement
- Clinical workflow efficiency
- Transform care through digital health
- Accelerate healthcare interoperability
- Manage patient volume
- Remote resources for enterprise imaging
- Scale and adapt radiology teams

**Various RCM resources****Billing guidance, updates, and webinar resources  
for dealing with COVID-19****COVID-19 Coding and Billing Updates Guide**

Ensemble Health Partners' team of subject matter experts has been carefully tracking and documenting COVID-19 coding, documentation, compensation, and billing changes. We've created this comprehensive document with the latest updates to help keep you and your organization informed and compliant.

**COVID-19 Coding Guidelines Webinar**

Ensemble Health Partners' "Queen of Codes," Staci Booth, talks providers through the very latest COVID-19 coding updates detail by detail.

**COVID-19 Telehealth and Telemedicine Guide**

Ensemble Health Partners has created this detailed document focusing on CPT/HCPCS codes that are allowed in telehealth and telemedicine encounters during the COVID-19 evaluation time frame. This is being updated almost daily.

**Acting with Empathy During COVID-19**

Fear, frustration, panic, anger, confusion—we have all been dealing with these emotions (and many others) during the COVID-19 pandemic. Throughout these significant disruptions, Ensemble Health Partners' Director of Patient and Guest Experiences is reminding us all why social distancing does not have to mean emotional disconnection.

**Webinar—From the Frontlines of COVID-19**

Dr. Khiet Trinh and members of Ensemble Health Partners' physician advisor staff appear on the Finally Friday podcast to provide clinical and revenue cycle guidance for managing the COVID-19 pandemic.

**Revenue  
cycle services****Free additional provider licenses and multiple  
pandemic-management enhancements**

As patient volumes and care delivery needs grow, hospitals and providers must scale appropriately. Maintaining workflow efficiency and revenue integrity will require a wider range of care team members to access our platform. That's why we are now allowing our customers to add provider licenses free of charge through September 30, 2020. At that time, they can keep those licenses under their current contract terms or remove the additional licenses at no charge.

Ingenious Med has also fast-tracked multiple pandemic-management enhancements to help our customers address the COVID-19 crisis more effectively:

- New CMS COVID-19 coding. We added the recently released U07.1 COVID-19 code to our platform on March 26, 2020.
- Telemedicine billing. More providers are taking advantage of relaxed telemedicine regulations to quickly limit viral exposure and extend coverage to understaffed facilities. We deployed the 95 telemedicine modifier so customers can track and bill virtual encounters accurately.
- COVID-19 and telemedicine superbills. Our updated superbills make it easy for providers to find and designate the appropriate codes.
- Optional patient flags. If administrators enable them, providers can add COVID-19 positive or suspected flags to identify patients quickly and easily.
- Teams for cohorting. We have several options for limiting exposure to healthcare workers through identifying distinct COVID-19 teams and assigning patients to them.
- Reporting and dashboards. Our automated daily reports with dashboards provide COVID-19 patient list status and trends to monitor their progress and the required treatment resources.

Finally, we implemented accelerated new-user training and additional resources so more providers can use all our tools and reporting more quickly and effectively.



## Revenue Cycle Management

## Physician advisor solutions, coding and documentation services, and coding and CDI technology

- **Physician Advisor Solutions:** Physician advisor expertise, evidence-based medical research, and sophisticated technology to support appropriate reimbursement and accurate quality reporting within your organization. We team up with your physicians to pinpoint improvement opportunities. Our on-site and remote services can apply artificial intelligence (AI) to drive timely patient-status determinations. We deliver greater efficiency, accuracy, and integrity to your utilization review and clinical documentation improvement processes and outcomes. Our Physician Advisor Services can help you reduce denial rates, manage appeals, minimize audit risk, and ensure appropriate reimbursement. The services can also relieve the administrative burden on physicians, freeing them to devote more time to patient care.
- **Coding and Documentation Services:** Optum360 Coding and Documentation Services help eliminate the challenges associated with staffing, retention, and training while leading practice standardization. We work with your organization so that all services are coded in a timely fashion while maintaining quality and optimal DNFB levels. Our coding services are powered by industry-leading, computer-assisted coding (facility and professional) and outpatient charging applications for greater efficiency and accuracy. Our dedicated coding staff can bring you multiple tiers of coding support and provide services for organization types ranging from large health care provider systems to small physician groups. Our advisory services offer a programmatic approach to addressing potential pitfalls throughout the midcycle, proactively preparing your health system to address revenue integrity risks.
- **Coding and CDI Technology:** Optum360 Coding and CDI Technology can help you meet the ongoing demands for accurate documentation, coding, and reimbursement. Powered by industry-leading technology and algorithms honed over decades in the market, our coding and CDI solutions support peak performance and operational success. Our patented natural language processing (NLP) reads and understands clinical documentation to recognize key facts, assign codes, and identify potential gaps and quality events. Its automated, continuous review enables documentation improvement concurrent to care. The NLP engine powers the shared platform for Optum Enterprise Computer-Assisted Coding (CAC) and Optum CDI 3D. This integrated solution reviews 100% of your cases to support more complete and accurate documentation, coding, and reimbursement. Optum CAC Professional leverages NLP to enable consistent, compliant professional coding for optimal operations and accurate revenue capture. Its Coding Review Module verifies the accuracy of physician-assigned codes to support appropriate reimbursement. Optum Lynx Outpatient Charging Applications use proprietary algorithms and apply OPSS guidelines to facilitate consistent charge capture and code assignment. They offer comprehensive tools for emergency department, clinic, oncology, observation, and infusion services.

**RCM tools related  
to COVID-19****Predict and manage the impact of COVID-19 on  
administrative and financial processes**

Waystar provides revenue cycle management tools for hospitals and healthcare organizations. Waystar's tools can help hospitals predict and better manage the impact of COVID-19 on their administrative and financial processes and guide them toward informed decisions. The company is upholding exceptional service levels throughout this time, with hold times of 15 seconds or less. A few product highlights are below.

- Waystar's clearinghouse now includes the COVID-19 CPT codes, and the company has already begun electronically transmitting these codes to payers.
- Eligibility Verification, Waystar's industry-leading eligibility solution, shortens the patient check-in process by providing access to benefits information from thousands of insurance companies/plans in seconds. It also saves time spent calling and searching for benefits information from payers—who are experiencing high call volumes.
- Waystar's Prior Authorization solution automates the process of getting authorization for care from insurance companies. Manual prior authorizations take up valuable staff time and can even delay patient care. With Waystar's solution, providers can get faster approvals at a time when every minute counts.
- Waystar's Charity Screening solution helps hospitals assess charity care by connecting eligible patients with financial assistance instead of sending them to collections. The solution automatically and consistently identifies patients that qualify for charity under a provider's Financial Assistance Policy. When undertaken manually, this process places a heavy administrative burden on hospitals, especially given an expected influx of patients.
- Waystar's Claim Monitoring solution combines the power of Ovation screen scraping technology and Recondo's ClaimStatusPlus to automatically gather claim status information directly from payer websites and other nontraditional data sources. Claim Monitoring alerts staff members when they need to take action, saving the time they would otherwise spend manually following up on a claim status. As hospitals are facing an increasing volume of patients and claims related to COVID-19, this feature can streamline the process and give staff time to focus on other priorities.



# RTLS & MEDICAL DEVICE MANAGEMENT

## Asimily

## Free tools for monitoring the location of medical device resources

Asimily is helping its health systems with COVID-19 by providing them with information on their medical devices in several ways. Asimily is providing health systems with detailed information on their inventory so that they understand how many devices they have of a given type to service their patients, especially most-needed devices. Asimily is also tracking the device utilization, devices that are coming online, and scans to understand how well the devices are utilized during this time. Asimily is also helping health systems track their devices to make sure they can leverage all their equipment and detect devices getting stolen or leaving their hospital. Finally, new cyber attacks using COVID-19 as bait have continued to emerge. Through deep work on different aspects of cybersecurity, Asimily is continuing to protect the health system environment so that health systems can focus on their core job of servicing the patient in this time of need. Asimily is offering the platform at no cost to health systems for 120 days to help them with their inventory, cybersecurity, and operational needs for medical and connected devices.

**Various tracking resources****Hand-hygiene compliance, patient locating/contact tracing, and asset management capabilities****Hand-Hygiene Compliance**

With CenTrak's hand-hygiene compliance monitoring, hospitals can ensure that doctors and nurses are following the proper protocols and not unknowingly spreading the virus. Electronic monitoring systems are the most effective and only passive method for increasing hand-hygiene compliance. The system does not take additional time out of an already busy healthcare worker's day, and it is not subject to human error or manipulation. The hand-hygiene sensors are easily installed in battery-powered dispensers and mounted to manual dispensers, canisters, pumps, or sinks. After the sensors are installed, the staff badges communicate with the monitoring system and track compliance rates. Installing the system and tracking data on handwashing events helps to stop the spread of hospital-acquired infections, of which COVID-19 is included. When a patient acquires a disease in the hospital, that increases the length of the patient's stay and the cost accrued by the hospital. This also takes equipment, beds, and providers away from patients who test positive for COVID-19. By installing the hand-hygiene compliance monitoring system, hospitals are saving time, money, and resources that can be dedicated to stopping the spread of COVID-19.

**Patient Locating and Contact Tracing**

During this pandemic, it is extremely beneficial to be able to locate patients and staff in a timely matter. With CenTrak's technology, hospitals are provided with clinical-grade location data. Our system allows hospitals to accurately track patients' interactions with other patients, clinical staff, and facility equipment. Staff and patients wear "smart" badges, and tags are attached to the assets. The badges and tags communicate with the system and are able to accurately locate the assets positions. If someone is presumed to be infected, the location data captured allows healthcare workers to see everyone and everything that person has come in contact with. The sooner the hospital staff can identify who was exposed, the less likely the disease can spread. The real-time-locating and sensing-services platform can also help keep the public safe. If a patient has been diagnosed with the novel disease and tries to leave the hospital, the healthcare providers are able to see that person approaching the exit. The hospital could also set the exit as a restricted zone and have the doors automatically lock if the patient gets too close. Being able to locate your patients and staff in an outbreak is almost a necessity in order to keep them healthy and safe. In the case of an emergency, the location system provides the positive benefit of being able to quickly and accurately locate the closest nurse or doctor. While location and sensing services in a time like this are important, it is also a future-proof system that can provide value and many benefits for years to come.

**Medical Scope and Asset Management**

Today's healthcare facilities are facing increased patient volume due to COVID-19 along with their day-to-day patients that need care after an accident, heart attack, stroke, or even birth. To meet these increasing demands, they need to eliminate wasted steps and create a more streamlined workflow. Our Enterprise Location Services enables real-time tracking and security of medical equipment, staff, and patients. During this pandemic, the ability to track and manage the use of ventilators and other devices could mean the difference between life and death. The improved visibility provides the means for healthcare facilities to prevent the spread of infection, including COVID-19, reduce equipment shrinkage, and improve clinical workflow. This technology also allows healthcare facilities to track equipment-to-patient interactions and identify and distinguish which assets are clean and which are soiled. With the widespread outbreak of COVID-19, the risk of infection from medical scopes and other equipment is a very real and very scary possibility. If a patient is diagnosed with the virus, healthcare providers need to quickly find out what equipment he or she came in contact with so that it is properly sanitized before another use. It's crucial for healthcare facilities to have the ability to track the storage, usage, and cleaning lifecycles of these devices, especially during a pandemic when fear and anxiety are elevated. CenTrak's technology enables healthcare facilities to monitor medical assets to help contain outbreaks and ensure patient safety.

**Live inventory**

Maximize onboarding, availability, and visibility of medical devices

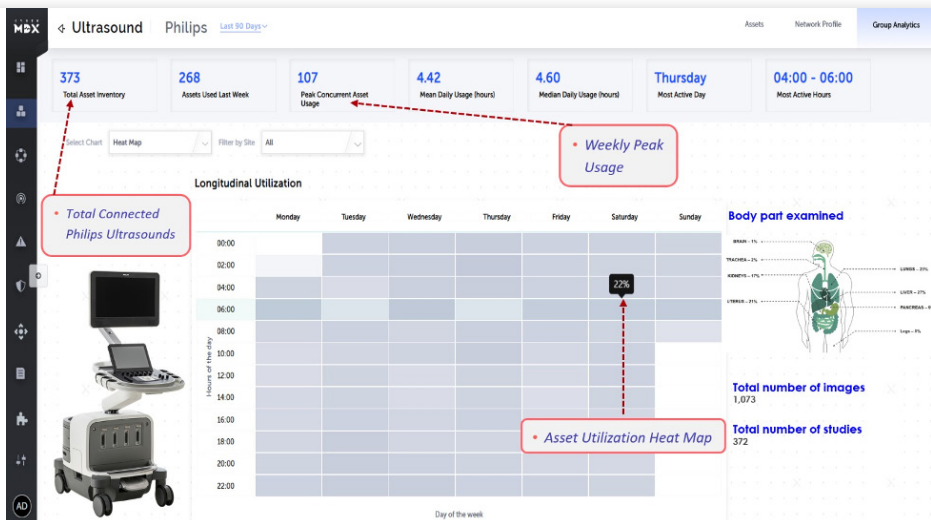
As part of the worldwide battle against COVID-19, CyberMDX is offering our technology to hospitals free of charge during these challenging times to help maximize availability and visibility of key medical devices specifically by automatically identifying medical device location, availability, and usage to help reduce patient time to treatment or diagnosis.

CyberMDX enables hospital staff members, clinical engineers, and maintenance teams to streamline medical equipment management for a wide range of devices, such as ventilators, X-ray machines, CT scanners, infusion pumps, and more.

Our technology provides real-time identification of device usage and location to help with efficient resource allocation between the hospital departments.

Common use cases:

- Live inventory involving critical clinical asset discovery with deep classification (vendor, model, serial, etc.)
- Device location
- Real-time device usage (i.e., underutilized device detection, repositioned, or patient rerouted)
- Detection of misconfigurations, connectivity issues, troubleshooting, and predictive maintenance (e.g., a medical device with a misconfigured clock)
- Quick onboarding of new devices, troubleshooting network errors, and locating them even without RFID
- Centralized views across multiple locations allowing for improved load balancing of assets (e.g., ensuring that DICOM traffic is distributed efficiently between the PACS servers)
- Internal policy monitoring of organizational requirements and regulations (e.g., MDS2 forms, ePHI tracking, FDA recalls) with alert notifications (e.g., email, SIEM, SMS)



## Medical-First IoT Platform

## RTLS tracking of devices and insight into network usage

Cynerio's automated and real-time discovery of assets and associated risks can assist in managing the growing operational challenges hospitals are facing, such as equipment shortages, limited space, and overwhelming load on IT networks.

To accommodate the developing needs (some of which can't be forecasted), Cynerio's platform, which is offered for free until the end of 2020, can be leveraged to achieve short- and long-term benefits:

Immediate benefits to address the current pressing needs:

- Comprehensive discovery of all connected devices, physical locations, and utilization patterns (per device, department, and site) to allow efficient decision-making for the following:
  - redistributing equipment between departments and sites
  - rerouting patients between departments and/or sites
- Support field hospitals and emergency sites—Cynerio's asset location tracking integrates with RTLS and WLAN controllers
- Real-time security-risk alerts prioritized by device criticality and impact (key in times of emergency)
- Remote implementation and support with a virtual collector

Long-term benefits to allow flexibility and adaptability for unforeseeable changes:

- Ongoing management of IT network load with instant insights into network topology and communications (including the new servers IT teams are setting up) to prevent network downtime, slowdown, or cessation of services
- Fully customizable dashboards to allow needed flexibility for different roles. and to ensure the right information is served to the right people at the right time—crucial for remote workforce coordination
- Real-time device visibility, including changing locations of assets
- Control of cyber risks with virtual segmentation capabilities that allow short and safe ways to segment critical devices
- Vendor access management for controlling vendor communications and patching schedules
- Compliance with CDC, HIPAA, and state policies

**Cynerio** < IV Pump

**General**

- Status: Online
- Category: Bedside
- Role: Device
- Type: IV Pump
- Model: Alaris PCU 8015
- Vendor: BD
- Serial Number: 26423391
- Site: Children's Hospital
- First Seen: 01/22/2020 22:24
- Last Seen: 03/22/2020 06:19
- Severity Score: 9.8

**Network**

- Location: RM. 611, 6th FL.
- Connection Type: Network
- IP Address: 10.15.120.6
- MAC: 00:17:23:6A:BB:13
- IP Allocation: Dynamic
- Subnet Description: Infusion-Wireless
- VLAN: 220
- Segment Names: Alaris

**Dashboard** | Network Map | Risks | Impact | Utilization | MDS2 | Attributes

**Overview**

Risk Impact: Patient Safety (High), Service Disruption (Medium), Patient Confidentiality (Low)

Risks: URGENT/11

Recalls: FDA Class I Recall

**Weekly Utilization**

Time	100	100	75	100	83	92
12AM	100	100	75	100	83	92
01AM	100	100	83	100	100	100
02AM	100	100	100	100	100	100
03AM	100	100	100	100	100	100
04AM	92	33	83	100	100	100
05AM	100	67	75	92	100	100
06AM	100	75	100	100	100	100
07AM	100	92	100	100	100	100
08AM	100	67	100	92	100	100
09AM	75	42	92	100	100	100
10AM	92		92	92	100	100
11AM	83		100	92	100	100
12PM	92		100	100	100	100
01PM	100		100	100	100	100
02PM	100		100	100	100	100
03PM	100	83	100	100	100	100
04PM	83	50	92	100	100	100
05PM	100		92	100	92	100
06PM	83		92	100	100	100
07PM	100	92	83	100	100	100
08PM	75	92	100	100	42	100

**Alaris PCU 8015 Utilization**

Avg. 56.1%

**RTLS Crisis  
Response Kit**

Contact tracing for spaces and for previously nontracked patients, staff, and equipment within those spaces

Many Infor location-based intelligence deployments include infection control track and trace reporting, previously used to support CDC outbreak data requests. These customers are surging capacity for COVID-19 isolation with new locations. Infor is providing a Crisis Response Kit that can be rapidly deployed to enable accurate automatic contact tracing for added spaces and previously nontracked patients, staff, and equipment within those spaces.

The kit contains preconfigured new-location beacons and RTLS locating badges that can be activated and issued to hospital staff and patients or attached to mobile equipment. The kit may be rapidly deployed using the preconfigured generic default settings or easily modified to meet specific customer needs.

The location and interactions of each RTLS badged entity will be automatically followed. Should any badged entity later be determined to be positive for the infectious agent, an infectious control report may be generated within minutes to identify all contacts for a comprehensive primary and secondary contact tracing. This information allows your infection control teams to rapidly identify and quarantine/treat potentially infectious individuals to suppress the possible spread of the infection to other staff and patients.

**COVID-19  
dashboard****Visibility into what medical devices are connected to the network  
and where they are located**

Medigate is in a unique position to help hospitals avoid cyberattacks while they are focused on treating COVID-19 patients. The very foundation of what we do is to provide online visibility into which medical devices are connected to the network, what they're doing, where they are, and if they are at risk. That's exactly what hospitals need right now, both from a patient care and security perspective.

Medigate's cybersecurity technology not only provides detailed visibility, but it also operationalizes data in a variety of clinically relevant ways.

- Quick onboarding of new devices connected to the network as hospitals receive new life saving equipment
- Continuous, detailed visibility into critical devices needed to treat COVID-19 patients at clinicians' fingertips
- Device location and utilization data to optimize patient flow
- Detect configuration and connectivity issues of new and existing devices for remediation
- Accurately identify and quickly address risks presented by Windows ransomware
- Creation of clinical contextual policies based on inventory and strengthen security stance with advanced security posture, such as clinically-based micro segmentation

We recognize that health systems have no time for distraction. Our readily-accessible application can make a meaningful, timely difference. Medigate will install its medical device security platform into any health delivery organization for use during the pandemic crisis for FREE, no strings attached. Our healthcare and cybersecurity experts are also ready and available to provide advice or answer any questions you might have.

**Various medical device management resources**

**Quickly and automatically view the institutional inventory of connected medical devices**

The rapidly evolving response to the COVID-19 pandemic has forced healthcare organizations to address multiple medical device challenges simultaneously: they need to identify all available relevant medical equipment, track newly added devices, discover under- or over-utilized devices, and detect anomalous network behaviors that indicate an opportunistic cyberattack. Additionally, as healthcare organizations expand to nontraditional facilities to keep up with the influx of patients, the need to plan medical inventory and reallocate assets becomes even more critical.

Ordr quickly and automatically provides visibility into the institutional inventory of connected medical devices. Within a few hours of deployment via a network tap or SPAN, Ordr organizes and delivers comprehensive information about every connected device, including the make, classification, location, communication flows, and application/port usage. Users can easily tag critical devices for priority tracking and visibility. This same intelligence is provided in real time for any new connected devices. Ordr provides deep insight into device utilization, so teams can identify areas of over- or under-use to ensure data-driven moves, adds, and changes as teams scale their capacity to address the pandemic.

Protecting devices, especially in a period of exponential scale, is imperative. Ordr enables powerful policy automation and applies predetermined policies in real time as new devices are connected. As teams work to scale capacity, they can rest assured that all devices will be in a regulated and protected posture as soon as they begin operating, without IT intervention.

Ordr COVID-19 support:

- For existing customers, Ordr waives license fees for new devices and offers free loaner sensors for 6 months.
- For new customers, we offer a Medical Device Visibility and Utilization Kit, a no-cost 3-month license for Ordr SCE, free loaner hardware, and full support.



## Sonitor Sense

## Disease contact tracing and hand hygiene monitoring and managing of infection

Sonitor's accurate and reliable ultrasound-based Sense RTLS technology, combined with best-in-class software applications, can help hospitals significantly minimize and control the spread of infections by providing real-time insights on the location, activities, and interactions of people and medical equipment.

By being able to trace, monitor, and record in real time every contact and interaction that anyone has with staff, visitors, patients, and mobile medical equipment, facilities can quickly pinpoint the people and assets that have been exposed to illness and take corrective action to reduce and contain the spread of illness. Combining this with automated technology to track assets and monitor hand hygiene compliance allows healthcare facilities to reduce and contain the spread of illness throughout their facility.

### When Understanding the Path of Infection is Imperative, Sonitor Sense RTLS Technology Connects the Critical Dots



Sonitor's RTLS accurately and reliably keeps track of where a person has been, who they've interacted with, what equipment they've been in contact with, and not only what rooms they've been in, but which bay or bed within that room. This scalable solution has been proven in mobile field deployable hospitals ("MASH" units) areas where sub-room level accuracy in an open environment is absolutely critical and is delivered with significantly fewer devices than any other RTLS technology.

### How it Works

- **Contact Tracing:**
  - Sonitor infrastructure is installed in every patient room and throughout the rest of the facility to meet accuracy requirements (room, bay, bed and hallway bed).
  - Staff and patients are assigned individual location badges.
  - Tags are affixed to mobile medical equipment.
  - Third-party application software generates reports to trace every person and piece of equipment that has been exposed.
- **Mobile Field Deployable Hospitals Needs and Benefits:**
  - RTLS fully deployable in less than one working day
  - Bed level accuracy in tents within an open triage corridor and recovery area
  - Room level accuracy elsewhere through the deployable facility
  - Patient tracking and therefore, contact tracing, from point of unloading through to recovery
  - Mobile medical equipment tracking
  - Staff tracking
- **Hand Hygiene Compliance:**
  - Sonitor's Hand Hygiene Modules containing low radio frequency (LF) are installed in compatible GOJO dispensers.
  - These capture 100% of hand hygiene events by staff wearing Sonitor badges.
  - Number of dispenses accurately tracked from each device for compliance activity in real-time.



## Various tracking resources

Contact tracing, real-time asset tracking, and electronic hand hygiene monitoring

### Room-Level Location Data for Contact Tracing

Contact tracing or exposure tracking is as important as preventive measures like hand hygiene in the urgent effort to mitigate and contain further spread of illness and keep staff safe. Most hospitals are relying on manual processes, such as electronic record chart tracebacks and even staff recollection, to determine which team members entered a room or came into contact with an infected person.

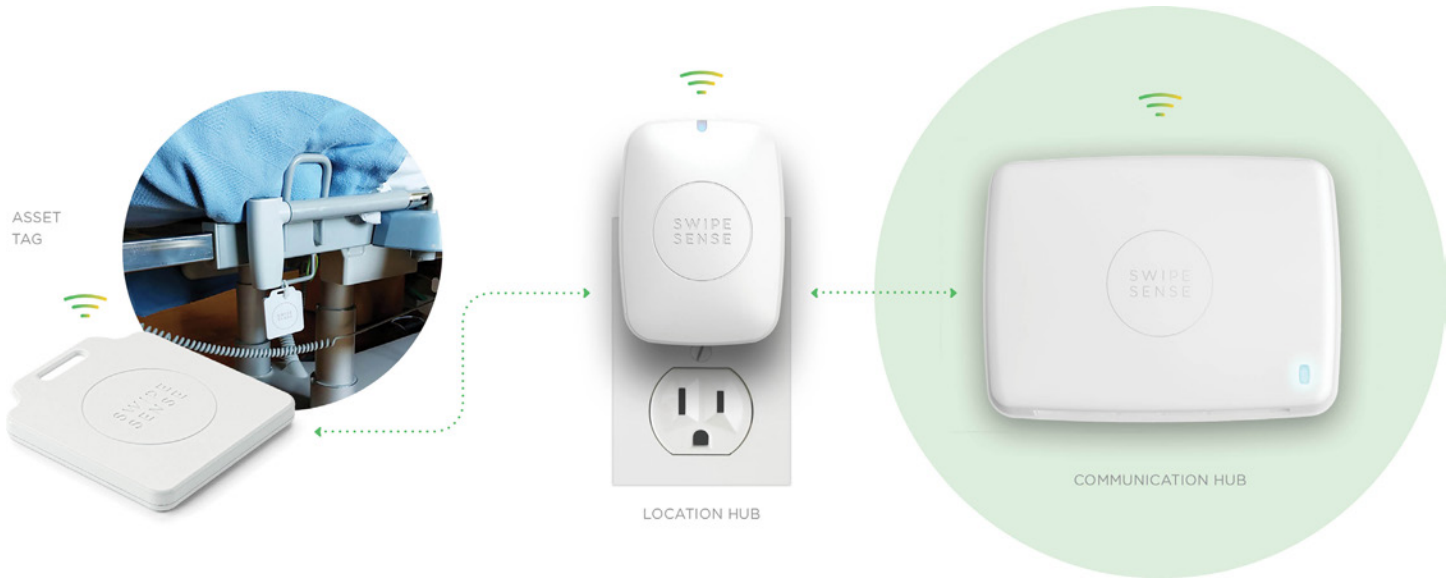
These processes take hundreds of hours, even in a more predictable and treatable outbreak. Our electronic Hand Hygiene and Nursing Insights applications automatically track every entry and exit of staff in patient rooms. As a result, hospitals with SwipeSense technology can quickly report on all staff who interacted with a patient, entered a room, performed an hourly round, or performed a bedside shift handoff with another nurse or physician, allowing for prompt notification of exposure. Web-based user dashboards provide room-level data for every department, unit, and staff member, calculating the amount of time they spent in the room and whether they used soap or sanitizer upon entry and exit of every visit longer than 60 seconds. With a fixed amount of time and staff on hand, accurate, real-time location data is critical to prevent further exposure as quickly as possible. We have already received feedback from organizations noting how valuable this data is for operational efficiency during this emergency circumstance.

Data from our Asset Tracking application can also be used to determine if mobile medical equipment was exposed to an infected staff member or patient. Room-level data about when and where an asset was used can help drive immediate removal, sanitization, or isolation of that asset.

### SwipeSense Real-Time Asset Tracking

Hospitals need to find equipment immediately to deliver care. Even during a typical shift, nurses can spend up to an hour searching for hospital equipment. With the added pressure of COVID-19, that time is much too valuable to waste. Through RFID Asset Tags, which are attached to mobile equipment, the SwipeSense Asset Tracking application allows a hospital to virtually map and track assets throughout a facility or across a health system, enabling staff to quickly and efficiently locate important medical devices. With an unprecedented number of patients right now, the chance for lost or stolen equipment is high. If a wheelchair, IV pump, telemetry module, or other mobile device enters an unwarranted area, such as a building exit or laundry facility, real-time alerts are sent to clinical services team members, allowing them to rapidly intervene and avoid loss in addition to the costs associated with loss.

SwipeSense Asset Tracking also provides device-specific utilization data to determine how many assets are being over- or under-utilized. As hospitals experience an unpredictable flow of patients, utilization data shows over- and under-utilized equipment across facilities or departments, helping to determine reallocation of assets or the need for more inventory across a system.



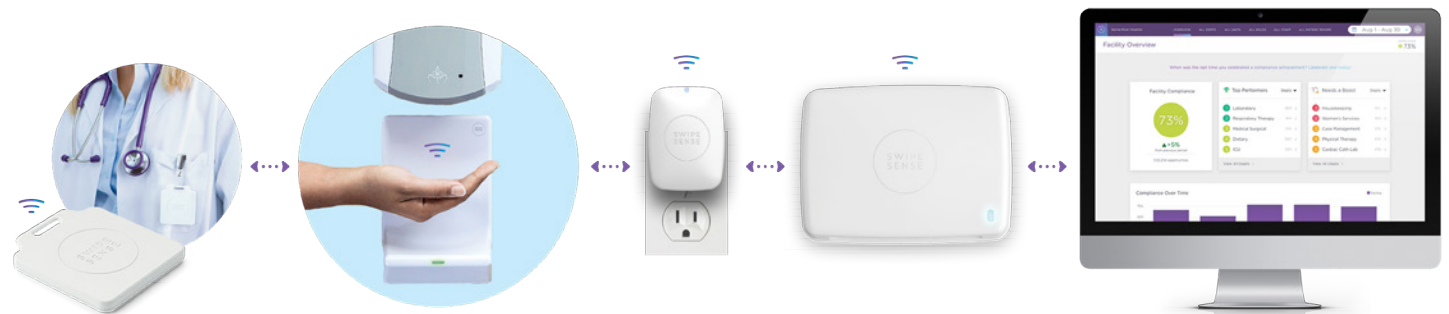
### Electronic Hand Hygiene Monitoring

According to medical experts, the novel virus is believed to live on surfaces for up to several days. Hand hygiene is more critical than ever before to prevent and mitigate the spread. We have closely been monitoring hand hygiene compliance rates captured through SwipeSense’s electronic hand hygiene technology and have seen a significant compliance increase on a daily basis since the COVID-19 outbreak began:

- In just two months, SwipeSense facilities have increased their compliance rates by 2.3x the overall increase of the entire year of 2019.
- Notably, at a 220-bed facility in the Midwest, compliance rates have increased by nearly 20%, reaching over 80% compliance.
- The number of facilities in the 80% compliance range have more than doubled over the past few weeks.

Organizations have shifted from using SwipeSense hand hygiene data bimonthly or monthly to building it into their operating plans as part of their COVID-19 response. Data is being used much more regularly so that improvement areas are being addressed in real time rather than addressed at a later time.

On a normal day in a hospital, there are an average of 100 hand hygiene opportunities per occupied room. As hospitals experience maximum capacities and severe acuity cases that require extra care, the number of hygiene opportunities is unsurmountable. While many hospitals rely on manual observation techniques, they can only capture up to 1,000 observations per month, representing less than 1% of total hygiene opportunities. During this unprecedented and challenging time, managers don’t have the time to observe hygiene performance and must trust that staff are strictly following infection prevention protocol. SwipeSense provides real-time hand hygiene data so that leaders can monitor hygiene by unit and person. Where hand hygiene is an issue, improvement plans can be put in place immediately.



# SCHEDULING

**Emergency COVID-19  
on-call schedules****Emergency COVID-19 on-call schedules for physicians,  
nurses, and other providers**

AMiON is helping hospitals set up emergency COVID-19 on-call schedules for physicians, nurses, and other providers. For hospitals with existing AMiON enterprise accounts, AMiON is providing AMiON licenses, software, training, and support free of charge for COVID-19 teams. Busy doctors and administrators can have schedules set up in just an hour or two with full support from our expert team via phone and web meetings.

AMiON will help new customers get schedules up quickly. Groups without an existing enterprise account can sign up now and pay later at [www.amion.com](http://www.amion.com) and get started with no need for anyone to come on-site. All support is via email, phone, screen sharing, and webinars, and AMiON's pricing is always affordable at just \$399/year per group.

New for COVID-19 is access to our cloud-based schedule-building service with no need to install the software. Build schedules from any machine and from anywhere.

## AcuityPlus

Dynamic matching of nurse skills to patient acuity and complexity

AcuityPlus uses a proprietary research-based methodology to determine patient-centered staffing needs and workload-balanced assignments while promoting safe, efficient care and positive patient outcomes.

Patient care needs and nursing availability can change on an hourly basis related to the COVID-19 healthcare crisis. AcuityPlus dynamically matches nursing skills (such as ventilator management) to patient acuity and complexity and then recommends the required staff to promote continuity of care and equitable assignments. The use of AcuityPlus results in safer patient care, less staff burnout, and overall positive outcomes.

## **Lightning Bolt Provider Scheduling**

Generate optimized schedules and respond flexibly  
to staffing changes

During a pandemic, healthcare organizations experience unusual fluctuations in patient load, and their care providers are also at increased risk of falling ill or experiencing acute burnout. Lightning Bolt, PerfectServe's Provider Scheduling solution and a key part of its Unified Clinical Communication platform, generates optimized schedules and responds flexibly to changes—both valuable traits during an unpredictable public health crisis like COVID-19.

Several Provider Scheduling customers have reached out for assistance implementing new assignments and schedules to ensure their facilities are optimally staffed amidst changing conditions. Client needs have included the following:

- Create COVID-19 assignments for increased provider coverage.
- Create backup slots if need arises to fill in for providers diagnosed with COVID-19.
- Set up cross-departmental scheduling to provide coverage for other specialties.
- Alter scheduling rules to reduce location switching to decrease provider risk of exposure.
- Show availability of non-working providers if need arises to backfill other providers.

PerfectServe has also extended a complimentary offer of select software and services to all customers for COVID-19 purposes, including implementation of the Patient & Family Communication solution (automated patient outreach via text message) and free services to implement best practices for its other solutions. As part of this effort, PerfectServe teams (especially Professional Services and Product Management) continue to work with customers closely, so additional value and client assistance continue to surface as more organizations optimize their COVID-19 strategies.

## Scheduling

Rapid deployment of physician/nurse/staff scheduling solution as well as updated messaging features for current customers

We can bring a new client for providers (physicians and APPs) live within 1–2 weeks, or even faster depending on organization size.

### Summary

- Rapid set-up: Data load, site build
- Rapid deployment and launch
- Rapid end-user training (admin & staff)
- Custom configuration: Initially and ongoing
- New departments: Add additional departments in minutes
- Enterprise-level communication across all scheduled/non-scheduled providers
- First month of scheduling free: No charges for set-up, launch, hosting, maintenance, or support

### Updated Features from Schedule360

All users have been given updated messaging features, including:

- Message employees in one click by shift
- CC important messages to executives
- Instantly send messages to employees

Additional resources are available, at no cost, to help you stay organized. We can configure and deploy the following features, typically while on the phone with you:

- New units
- Float or on-call rotations
- Screening rooms/units



# SECURE COMMUNICATION



**Smartpage Clinical  
Communication**

Secure clinician-to-clinician communication

The Smartpage solution enhances communication between clinicians in a safe and secure environment.

- NZ: In response to COVID-19, one of our New Zealand DHBs is speeding up the rollout of Smartpage to other clinical areas and registrars as it is seen as a more effective means of communication.

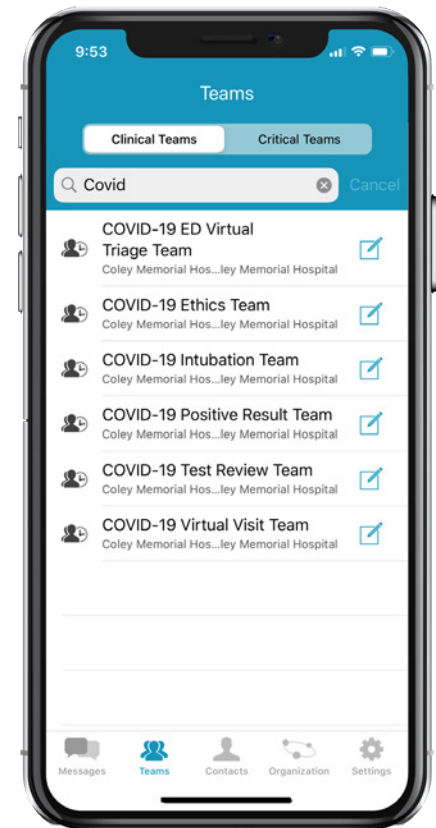
## Halo secure communication solution

Unify all communication channels (text, voice calls, alerts) in a single, easy-to-use mobile application

We are committed to helping healthcare providers with efficient communication and care coordination as they deal with this pandemic. As a public service for up to six months, or as needed, Halo Health will extend the Halo platform functionality to enable clinical team messaging and communication to customers and non-customers.

The Halo platform is a reliable, HIPAA-compliant, mission-critical mobile communication platform for health systems and government agencies. It unifies all communication channels (text, voice calls, alerts) in a single, easy-to-use mobile application. It serves as a scalable tool for coordination during epidemics like COVID-19 to streamline individual and team communication. Sophisticated role and team functionality ensure messages are routed to the right people at the right time without having to look up who's covering the role or team at the moment. For example, a Halo user can simply message the "Infectious Control Specialist On Call" or the "High-Risk Transfer Team" without having to know who is covering those roles/teams—the Halo platform automatically routes messages to the correct people at any given time using sophisticated role, team, and schedule-based logic.

Halo is an AWS cloud-based mobile and web platform and is easy to set up and use with little to no training. If a user knows how to text, the application will be intuitive.



## Clinical Communications Suite Now

Supports physician access to patient data and secure messaging with peers via smartphones and tablets

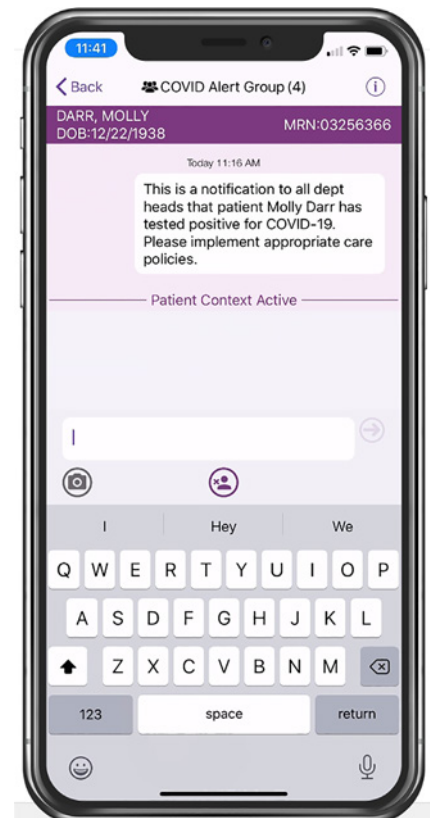
In crisis care settings, instant access to patient records and communication with care team members from mobile devices are essential. Clinical Communications Suite Now optimizes and integrates with MEDITECH EHR systems that do not provide such functionality natively. It is available on a six-month renewable contract for an affordable fixed fee with a low-overhead implementation.

### Advantages to providers:

- Immediately access patient records via native iOS and Android apps on smartphones and tablets
- Securely message care team members, consultants, practice administrators, and any other necessary hospital staff with embedded patient context
- Share quick notes about patients with other providers using a simple “scratch pad” to capture the most salient points—ideal for handing off to coverage and/or in a high-volume, high-throughput crisis care/triage environment
- Support telemedicine practice by enabling remote access to patient records
- Treat more patients more quickly

### Advantages to hospital IT:

- Low-overhead deployment
- Hosted solution, minimal on-site IT requirements
- Limited six-month commitment
- Confidence that comes from working with PatientKeeper, which has tens of thousands of mobile app users at healthcare facilities across North America and the UK and 20 years of experience



## Clinical Communication & Collaboration

Enable users to connect with the right people at the right time to respond more effectively to emergent situations

Heightened communication is critical during a crisis, and PerfectServe's Clinical Communication and Collaboration (CC&C) solution—a key part of the company's Unified Clinical Communication platform—makes it possible to connect with the right people at the right time to respond more effectively to an emergent situation.

PerfectServe has extended a complimentary offer to all customers for select software and services for COVID-19 purposes. Included in this offer is best practices support to optimize CC&C. Use cases that have already been implemented to help customers manage the COVID-19 pandemic include:

- Broadcast messaging:
  - Create a list to contact the entire staff. Include information like hospital status and emergency protocols.
  - Set up a targeted list for Critical Care, Infectious Disease, and Respiratory Therapy. Central to COVID-19 treatment, this group requires frequent communications that shouldn't be sent to the entire staff.
- Team alerts:
  - Quickly activate COVID-19 treatment teams, including roles like Critical Care, Infectious Disease, Respiratory Therapy, Administrator On-Call, Health Department Official, Patient Placement, etc.
  - Aggressive notification and automatic escalation to backup personnel drive rapid intervention.
- Temporary testing sites (outdoor or drive-through clinics):
  - Create an on-call schedule for providers serving patients in temporary settings. Consider a toll-free hotline to easily reach on-call providers.
- Dedicated COVID-19 on-call services for:
  - Health Department official.
    - » Due to limited test supplies, some providers need prior approval before administering tests.
  - Chaplains/spiritual care.
  - Staff roles dedicated to COVID-19 such as Transport, Infectious Disease Physician, EVS, etc.
  - NOTE: If case volume increases, providers may have to “take turns” responding to new patients. PerfectServe's on-call rotation feature evenly distributes each message to the next available provider in a team.
- Answering service:
  - Update PerfectServe voice prompting to advise patients of COVID-19 symptoms and guide them on next steps (e.g., contact local health department officials or wait outside upon arriving, limiting waiting room exposure).

**Vocera Communications platform**

Platform for triaging patients in hospital parking lots, alerting care teams appropriately, and alerting response teams quickly

The Vocera Communications platform connects the people and information needed to deliver patient care. It includes clinical communication software, smartphones, wearable badges, and an alarm management system. Our mission is to simplify and improve the lives of healthcare professionals and patients while enabling hospitals to enhance quality of care and operational efficiency.

Vocera’s platform is crucial to managing the pandemic because it allows doctors, nurses, and other staff to efficiently communicate to manage patient care and large-scale hospital operations without exposing themselves to the virus.

- Vocera is a highly scalable solution that can be used outside the hospital walls. It can be used to triage patients in the hospital parking lot and to alert care teams appropriately.
- Vocera enables faster throughput and turnover, increasing capacity to treat people at a time when resources are strained, by alerting the right people quickly and in the right way. Message broadcasts can mobilize response teams rapidly, and the initiator can call by name, role or group, eliminating the need to know who specifically is on call at the time.
- Vocera can be worn beneath personal protective equipment, or PPE, removing the chance that the device will carry the novel coronavirus, like a phone or pager would, and protecting doctors and nurses from contamination when they remove their PPE in order to communicate. This protects both them and their patients.

# SECURITY & PRIVACY

**Managed  
Cybersecurity**

Secure technology foundation and advanced cloud services with which providers can build and go live with mission-critical applications

ClearDATA is a HITRUST-certified leader in public cloud security, compliance, and privacy—exclusively serving the healthcare sector. Our innovative platform of layered software and services safeguards sensitive patient data—quickly scaling clients’ solutions while mitigating data privacy risks and enabling clients to focus on improving the delivery of healthcare, every single day.

ClearDATA provides the secure technology foundation and advanced cloud services with which providers can build and go live with mission-critical applications from digital patient and provider solutions; analytics, including big data, AI and machine learning; and integration within HIEs.

Throughout this unprecedented global health crisis, our customers are on the front lines of the battle to diagnose and treat those affected by COVID-19. ClearDATA is the foundation for COVID-19 solutions such as physician consults via telehealth platforms, diagnostic and at-home testing for the virus, innovative chatbot solutions for insurance providers, rapid physician access to patient records, and population health analytics.



## Free Cyber Protection for Clinical Networks

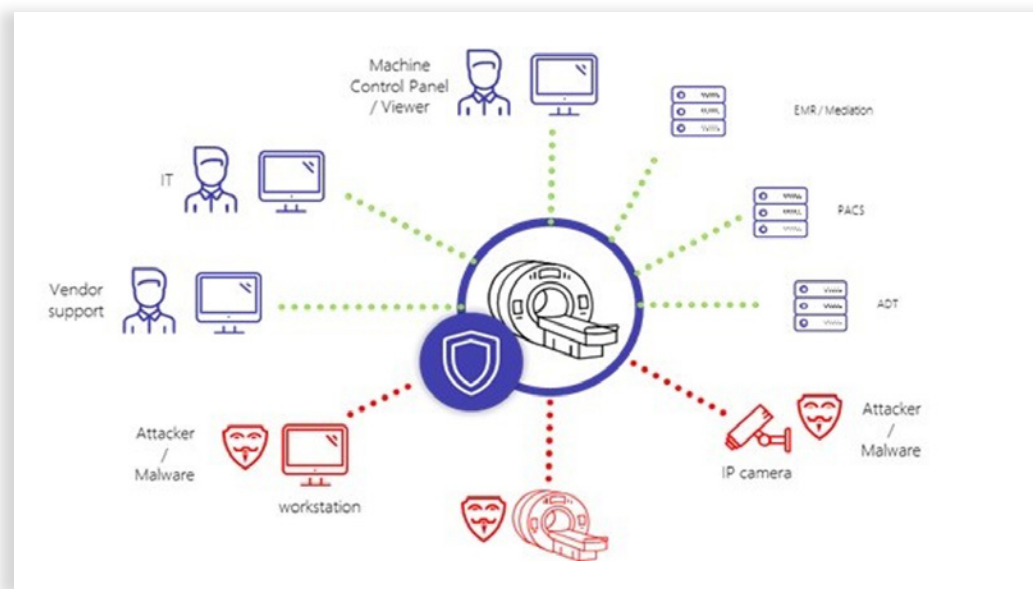
Secure all of your healthcare assets

CyberMDX is offering healthcare delivery organizations its cybersecurity solution and services free of charge during these challenging times to accelerate the detection, prioritization, and response to security threats. We understand the current pressure and the shortage of staff at hospitals, yet we know that cybersecurity concerns can't be neglected. CyberMDX is offering hospitals a free turnkey solution that delivers end-to-end value with minimum effort. Our network agentless solution (installed remotely and on a VM) delivers:

- A way to rapidly onboard new medical devices and clinical assets. Avoid network and security errors while locating and mapping devices
- Live 360° assets and network discovery—medical devices, IoT, OT—managed and unmanaged alike
- Risk scoring and actionable remediation. The solution enhances decision-making based on a matrix of risk factors (i.e., patient safety, CVSS score, FDA recalls)
- Anomaly and malicious activity detection—cover both known and unknown attacks
- Incident response support—Severity classification (sanction\contain\restore a device)
- The ability to reduce the hackers' attack surface and increase network policy enforcement. Enforce network segmentation by leveraging current infrastructure (firewalls, NACs, IDPS, etc.)
- Customized security governance and policy engine monitoring. Define and track your use cases and receive alerts to your email/SIEM/mobile

In addition, CyberMDX is offering free healthcare cyberconsulting with access to our research lab staff and cyber analysts with expertise in:

- Remote connection solutions secure implementation (telehealth, VPN, etc.)
- Concise risk assessment and remediation plan for unmanaged devices
- Vulnerabilities and risk hunting for unmanaged devices
- Medical devices security best practices and implementation



## **Patient Privacy Intelligence**

Prebuilt and customizable analytics to streamline tracking and protection of COVID-19 patient data

Effective on March 19, FairWarning has added new features to its Patient Privacy Intelligence solution to help healthcare providers monitor access to COVID-19 patient records. The solution's core monitoring analytics and AI detection are already effective in addressing privacy concerns associated with COVID-19 by finding anomalies in access to specific patients, people accessing patients outside of their normal workflow, and VIP patient record access. But with these additions to the FairWarning application, the process is even more powerful.

These new features, developed in conjunction with our customers, help providers identify COVID-19 patients and associated record access and include a set of prebuilt analytics and reports designed to monitor for anomalies and patterns associated with those patients. FairWarning offers multiple ways to identify the relevant patients to accommodate the variation between health system capabilities and situations.

FairWarning will continue to introduce new features and enhancements to meet the needs of healthcare providers as the impact of COVID-19 grows and shifts. For instance, we are working with EHR vendors to build COVID-19 diagnosis codes into our data definition guide to allow for even more granularity and accuracy of monitoring while automating the entire process.



## Incident management & tracking portal

Track and manage security incidents and investigations across an organization

The Incident/Investigation management web portal is a simple-to-use, yet comprehensive product for healthcare organizations that are still using Excel, Word, or other methods to track and manage all types of incidents and investigations. This simple solution is ideal for organizations that don't have/want a full-fledged GRC product but that do want a more simplistic yet comprehensive system. It is completely free through July 1, 2020, with absolutely no strings attached. Some of the features include:

- Track any and every kind of incident across the organization.
- Centrally organized system that is accessible to all team members and is permission based.
- Investigations reports and metrics across various categories of investigations.
- Utilization reports for all team members/analysts.
- HIPAA Risk Assessments—ability to customize questions and risk ratings.
- Security Risk Assessments—based on HHS toolkit.
- Ability to automatically generate breach notification letters.
- Heat maps showing risk rating and severity of risk.
- Ability to assign and gather investigation case notes from any employee in the organization.
- Fast Google-like searching across all past incidents.
- Track location, view information on type of data lost/compromised, and attach files
- All data belongs to customer, and assigned admin can cancel Intruno account and delete all data.
- Customers can go live and start using the product in less than 1 hour after signing up.
- 256 Bit AES Encryption of all data in transit and at rest in HIPAA Compliant Cloud.

## Employee productivity analyzer

Monitor user productivity, track online activity, and detect ransomware

Available and completely free through July 1, 2020, with absolutely no strings attached. Capabilities of Intruno EPSS include:

- User Productivity Monitoring—which programs were used and for how long.
- Screen Capture: Discretely and remotely capture computer screen of any user's computer or a group of users.
- Keylogging of everything typed by user.
- URL Capturing—web usage and online activity time tracking.
- Ransomware detection and notification to administrator before (optional) automatic machine shutdown.
- Remote Network Port disabling.
- Remote USB Disabling.
- Go live in 2 days with gradual rollout of agents.
- All data belongs to customers.
- 256 Bit AES Encryption of all data in transit and at rest in HIPAA Compliant Cloud.

**External penetration & vulnerability risk assessment****Automated penetration and vulnerability testing**

With COVID-19 and related employee scarcity/employees working from home, hackers and bad elements are taking advantage of the security gaps and the lack of surveillance by launching attacks and scams. By understanding the security gaps, organizations can target their resources at specific tasks to reduce the risk areas. The following are offered completely free through July 1, 2020, with absolutely no strings attached:

- Upon approval from the customer, Intruno's analysts will launch a nonintrusive external penetration testing of the customer's network and check their perimeter security technologies.
- All data from tests will remain confidential, and a report will be provided to the customer.
- These are automated penetration and vulnerability tests offered during the free period and do not include any manual penetration/ethical hacking.

## **Patient Privacy Monitoring**

Additional layers of protection for patients or staff who are being treated or tested for the COVID-19 virus

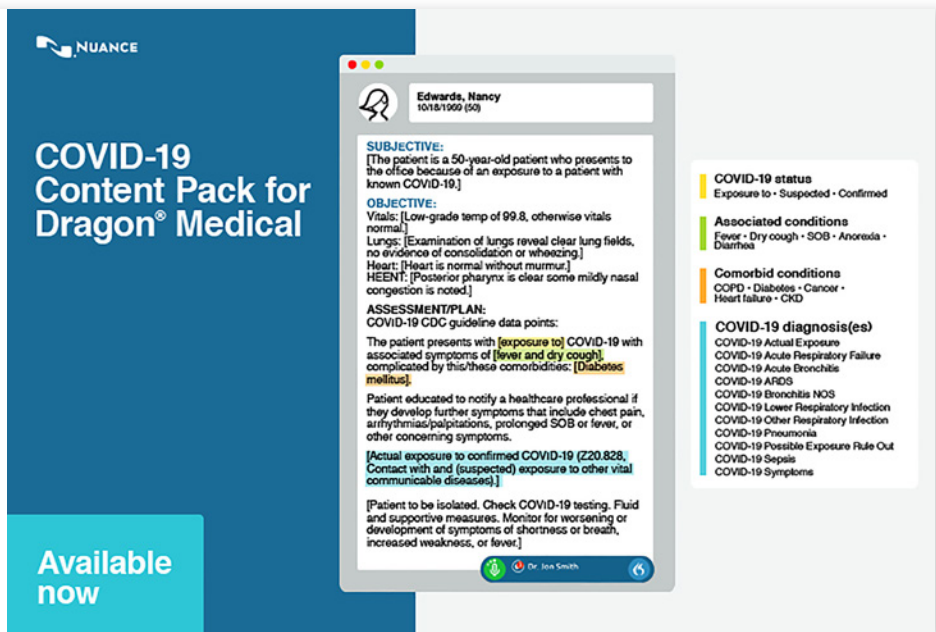
As part of the Protenus Healthcare Compliance Analytics platform, the Patient Privacy Monitoring module monitors access to 100% of patient records for privacy violations and sends alerts whenever suspicious activity occurs. This process uses proprietary algorithms and machine learning to protect all patient data. The module features additional layers of protection for patients or staff who are being treated or tested for the COVID-19 virus. Protenus ensures that every access to these patients' records is, in fact, a part of healthcare treatment and payment operations. The artificial intelligence examines the subtle network of relationships among individuals viewing this patient, the clinical context surrounding the access, and the user's unique historical workflow to produce insightful and accurate results. Although HHS has relaxed some of the HIPAA regulations regarding patient privacy in the face of this national public health emergency, this waiver only applies to enforcement in limited circumstances. Each institution is still required to ensure patient privacy is being protected. This is where AI can help. With a rapid implementation time and an easy-to-use interface, Protenus will monitor every access while your team focuses on the COVID-19 pandemic.

# SPEECH RECOGNITION

**Dragon Medical**

Free COVID-19 content pack for Dragon Medical One, Dragon Medical Network Edition, and Dragon Medical Practice Edition; various free add-on licenses for Dragon Medical

**Free COVID-19 Content Pack for Dragon Medical:** Developed by and for physicians, the electronic health record (EHR)-agnostic COVID-19 Content Pack is based on the Centers for Disease Control and Prevention (CDC) and the American Health Information Management Association (AHIMA) guidelines for coding and reporting. Nuance is also offering no-cost software add-on licenses and other services to support growing patient volumes, telehealth visits, and remote-work initiatives in response to the pandemic. The COVID-19 Content Pack includes easy-to-use templates to boost provider efficiency and help ensure the capture of crucial datapoints for COVID-19 patients. Rather than require clinicians to repeatedly enter data for each case, the COVID-19 templates allow them to enter key information to accurately and quickly capture patient acuity, complexity of symptoms, and risk of mortality. The COVID-19 Content Pack is immediately available for all Dragon Medical One, Dragon Medical Network Edition, and Dragon Medical Practice Edition users.



**Free add-on cloud speech licenses for Dragon Medical One:** Allow physicians and nurses to use their voice to capture the patient story efficiently and securely—anywhere, anytime with free 90-day add-on licenses. Compatible with the free Nuance COVID-19 Content Pack for Dragon Medical, easy-to-use templates boost provider efficiency and help ensure the capture of crucial datapoints for COVID-19 patients using Dragon Medical One.

**Dragon Medical for Cerner PowerChart Touch:** Allow physicians to use their voice to capture the patient story through Cerner mobile apps from virtually anywhere with free 90-day add-on licenses.

Compatible with the free Nuance

COVID-19 Content Pack for Dragon Medical, maximize mobile and remote productivity with secure, cloud-based speech recognition and conversational AI in the palm of your hand. Dragon Medical embedded in Cerner PowerChart Touch offers speech-enabled clinical documentation across a wide range of general and specialty workflows.

**Dragon Medical for Epic Haiku and Canto:** Allow physicians to use their voice to capture the patient story through Epic mobile apps from virtually anywhere with free 90-day add-on licenses. Compatible with the free Nuance COVID-19 Content Pack for Dragon Medical, maximize mobile and remote productivity with secure, cloud-based speech recognition and conversational AI in the palm of your hand. Dragon Medical embedded in Epic Haiku and Canto offers speech-enabled clinical documentation across a wide range of general and specialty workflows.

**PowerMic Mobile**

## Free PowerMic Mobile 90-day add-on licenses

**PowerMic Mobile:** Give physicians and nurses the freedom to dictate, edit, and navigate the electronic health record (EHR) using their smartphone as a secure wireless microphone with free 90-day add-on licenses. PowerMic Mobile works with virtual desktops to provide greater clinician mobility and consistent documentation capture at the hospital, clinic, and home.



## Suki

Digital assistant with COVID-19 data and templates and resources for telemedicine; light version offered for pop-up and triage clinics

Suki is committed to supporting our friends and colleagues in the healthcare industry during this time of crisis. Here are some steps we are taking to assist our doctors:

- Suki comes standard with COVID-19 data and templates, so notes for affected patients can be done quickly. Given the considerable time savings and proven increase in patient throughput that Suki has demonstrated, this will help providers deal with the upcoming crunch.
- Suki supports telemedicine visits. Since it's a mobile form factor, all doctors conducting telemedicine visits can easily use it. We have added templates that make this even easier.
- We will offer Suki Lite to all pop-up and triage clinics. This is a light version of Suki that needs no EMR integration and is a quick note creator. Output is in PDF and can be stored in a variety of formats.
- We will offer Suki and Suki Lite to all urgent care facilities, hospitalists, critical care facilities, pop-up clinics, triage clinics, and locum tenens physician assignments for \*free\* through at least May 31, 2020.

# SUPPLY CHAIN/ERP

**Tracking the strain  
on system capacity  
as COVID-19 spreads**

Timely and accurate data about current and forecasted resource use to support local planning and response efforts

**Program Goal:**

As COVID-19 continues to spread, hospitals are dealing with increased demand for resources needed to care for affected patients including ventilators, radiology services, diagnostic labs, and ICU beds. Adding to the daily challenge of meeting the immediate needs of patients is the uncertainty of what the demand for these resources will be in the coming weeks and months. Access to timely and accurate data is essential for each hospital to respond to local needs and to coordinate a national plan to distribute resources to areas of high need. This data can be challenging to collect and analyze because it resides within the electronic health record of each patient and is sometimes recorded in different ways, such as using different code sets or text, or in multiple disparate sources.

Forward Health Group (FHG) has developed methods to extract these specific elements from electronic health records allowing rapid analysis of thousands of records and yielding a dashboard that allows visualization of current state and trends. This program is focused on providing organizations with timely and accurate data about their current and forecasted resource use to support local planning and response efforts. FHG will rapidly deliver a reliable measurement infrastructure (denominator by hospital) to system leadership, the CDC, or other local or state agencies to allow aggregation across other hospitals, communities, or states to improve outcomes and preparedness as COVID-19 spreads.

**Program Value:**

- Provide insights and trends regarding the usage and availability of critical resources at the individual, hospital, and community level to highlight demand and enable informed decision making.
- Identify available resources to cover immediate shortages and forecast potential future shortages.
- Offer key data inputs to system leadership, community and state agencies, and the CDC.
- Build a knowledge base regarding the resource utilization of patients hospitalized with COVID-19 based on demographic and health related factors.



## Critical Item Dashboards

Dashboards to track human capital, financial performance, and supply chain

As a leading provider of ERP solutions, Infor is well aware of the challenges healthcare providers face concerning information visibility and inventory intelligence. Critical supplies, such as personal protective equipment (PPE), needed by clinical staff for diagnosing, testing, and treating coronavirus patients are causing shortages. Infor is working to deliver prebuilt dashboards for monitoring critical supply items.

These dashboards will help hospitals gain faster insight into crucial supply inventory levels, orders, and allocations. The report will allow the supply chain team to monitor supply availability, levels, and trends throughout the day. The dashboard will also allow for streamlined reporting that can be exported to provide updates to hospital leadership, command center teams, and local, state, and government preparedness programs. We have designed dashboards that provide multiple views and insight into stock status levels of items that are flagged as critical to operations and need to be monitored.

The three dashboards we have created are: Critical Item Supply, Critical Item Inventory usage, and Critical Item PAR usage.

The dashboards can be delivered to Infor clients with Birst Enterprise and Birst for CloudSuite. Infor is currently investigating whether this can be made available more broadly.

## Cost Tracking for Covid-19

Track all expenditures associated with COVID-19 against a single, nonbillable posting level project record

As a leading provider of ERP solutions, Infor is well aware of the financial challenge's healthcare providers are and will be facing regarding the unprecedented clinical demand and the associated staffing, operational, and supply chain expenditures. For multiple reasons (including potential FEMA reimbursement), there is a growing need for healthcare providers to be able to track all costs associated with COVID-19.

Infor's guidance is to leverage existing functionality to create a single, nonbillable posting level project record. The proposed solution will allow all expenditures associated with COVID-19 to be immediately tracked against that project or activity. Other setup information, such as Project Contract, Billing Method, Funding Sources, Capitalized Costs, and Cost Allocations details, can be completed up front. However, since this level of detail may not initially be known, things can be easily completed when the necessary information and time is available with no adverse impact.

## Oracle Workforce Health and Safety solution

## Workforce health and safety solution

To help you address the safety and HR questions you are fielding right now, we are providing our Oracle Workforce Health and Safety solution to all Oracle HR Cloud customers at no charge for as long as required to deal with the COVID-19 crisis. For more information on this offer and how the solution can help you respond to the COVID-19 pandemic, please visit the Oracle Cloud Customer Connect community.

Oracle HCM Development is working with our healthcare customers and the federal government to understand and make any and all necessary adjustments free in order to align with expected modifications to payroll tax calculations and other legislative requirements. Healthcare organizations are looking to track and plan for hours, expenses, and supplies related to COVID-19. Oracle Healthcare is working with our Healthcare ERP customers to utilize:

- SCM demand planning with machine learning to have a better management of processes. Predictive Algorithms and Chatbots support caregivers and others to expedite purchasing and the ability for supplies to get into the hands of those that need it quickly.
- Optimized “touchless” embedded invoice processing with OCR that reduces paper and manual steps and can support a remote workforce.
- Oracle Financials and Enterprise Budgeting and Planning to identify unique COVID-19 Business Units and Cost Centers to track and allocate unique costs, supplies, and hours related to treating these patients.
- Working Force Planning to optimize flexible staffing patterns. Oracle Recruiting Cloud supports attracting retired clinicians back into the workforce.

# TELEHEALTH/ VIRTUAL CARE

**Amwell platform**

## Amwell platform facilitates virtual care visits through telehealth

Telehealth can serve as a force multiplier in the public health response to the COVID-19 outbreak, improving access to care directly from the home and directing people to the right level of healthcare to mitigate the impact and spread of COVID-19. Amwell offers health systems a ready-to-use platform staffed with their own providers or providers of the Amwell Medical Group, engagement materials to drive patient adoption, and reporting on enrollments and utilization.

Through the Amwell platform, health systems get:

- On-demand and scheduled visits for coronavirus-related care delivery or visits for existing patients
- Backup clinical services from Amwell Medical Group (AMG). AMG has been proactive from the outset of COVID-19 to ensure care delivered across its national telehealth network conforms to national standards
- COVID-19 specific workflows to guide clinical operations and quality
- Always-on-call infection control officer
- Their own providers practicing on the platform, as well as comprehensive training and clinical resources around the most current CDC guidelines
- Engagement services, including marketing and communication packages to help clients address patients and community on the use of telehealth during the COVID-19 pandemic
- Success tracking
- Thought leadership and educational webinars—available exclusively for our client partners—to share best practices for leveraging telehealth to mitigate COVID-19, training and engaging providers, driving patient adoption, and handling policy and legislative updates

**Free On-Demand Informational Webinar: COVID-19 Legislation & Other Telehealth Policy Changes**

During this webinar, Krista Drobac of the Alliance for Connected Care provides clarity and guidance on the new and proposed legislation around telehealth and explains how your organizations can take advantage of these changes.

[Watch the webinar](#) to learn about:

- How new legislation attempts to enable telehealth's use in the COVID-19 outbreak
- Other legislation related to COVID-19 and telehealth
- CMS' ruling on network adequacy for Medicare Advantage plans offering telehealth
- Congressional actions on telebehavioral health

**Telehealth  
grant programs****Grant programs for telehealth marketplaces for state medical associations, hospital associations, and pharmacy associations**

AZOVA is helping practices to keep seeing their patients in the cloud and safely in their offices through our innovative solutions. AZOVA has created a grant program for all state medical associations, pharmacy associations, and hospital associations. The grant program is threefold:

- For State Medical Associations: AZOVA has granted a custom telehealth marketplace for each state medical association which includes a free video-visit telemedicine clinic for each provider in each state, free secure messaging, ePrescribing, and a listing in the state marketplace. In addition, each provider gets a custom webpage for their own practice or business to link to their own website where patients can access the video-visit clinic. AZOVA is providing all of this at NO COST to the provider or the association. AZOVA does keep a technology fee of \$18 per encounter to support the platform and our staff members who are working around the clock to support this program. You can bill insurance or charge any cash rate you desire for your telemedicine services. Patients can choose their state and access any provider in their state here.
  - If your providers prefer an option that does NOT have a technology fee: AZOVA has created a specially discounted enterprise license which includes the video-visit clinic for each provider's website AND an "in car check-in" clinic that enables your providers to keep their practices open during this crisis. The in car check-in is a custom web link that providers can email or text to their patients and post outside of their office door. Patients check in on their phones from their car. Your staff member is notified and can then message the patient when it is time for the patient to come in. No patients will EVER wait in your lobby with this system. This program is \$50/mo/provider (regularly \$199/mo). To get this offer, please have your providers enroll in your marketplace; AZOVA will send them a link to onboard to the \$50 program.
- For Hospitals: AZOVA has created a grant program for all state hospital associations and their hospitals. This program enables each hospital or hospital system to self-onboard and receive a listing in the national hospital locator and also includes an integrated online video-visit coronavirus triage clinic. If the patient feels that they are sick enough, they can search the hospital locator and register for an online coronavirus video-visit triage assessment. The hospital providers or staff receive the assessment, get on a video call if warranted, and direct the patient's care. This way, patients do NOT present themselves to your facility unless absolutely necessary, and your providers and staff are protected.
- For Pharmacy Associations: AZOVA has created a grant program for all state pharmacy associations providing a custom marketplace for pharmacy networks. Your pharmacies can register to offer pharmacy-based coronavirus triage assessments, and pharmacies can be enabled for telemedicine (telepharmacy) with video-visit, telephone-visit, and secure messaging-visit coronavirus assessment and triage services. Patients can register for coronavirus-related services through the national pharmacy network here. This program is offered at \$1/month for all pharmacies to set up. AZOVA does keep a \$4 technology fee per patient encounter to support our platform and staff members who are supporting this program around the clock.





## **COVID-19 Virtual Disaster Response Program**

**Free 90-day capacity expansion for current customers  
of the UHE Telehealth platform**

Caregility has created a COVID-19 Virtual Disaster Response Program to help the medical community prepare and care for COVID-19 patients. For current customers, this includes capacity expansion of the UHE Telehealth platform for 90 days at no cost, including use of the iConsult mobile application and iObserver virtual patient observation sitting application. New customers will also receive 90 day, no-cost capacity expansion after the purchase of the base UHE platform configuration.

Applications include:

- iConsult—a clinician interface providing audio/visual controls for virtual rounding, check-ins, and consults; the ability to add other participants into the call, like specialists, family, and other care team members.
- iObserver—for continuous observation of up to 12 patients per clinician on a single screen; useful for spot checks and rounding for multiple patients at the same time.
- iConsult Mobile—for extending iConsult to mobile devices for clinicians to reach patients in outpatient facilities or in the home.
- Access Point-of-Care Systems with cameras—small form factor, wall-mounted systems and mobile carts to place in patient environments for access to remote virtual care.
- Integration—iConsult and iObserver are integrated with multiple EHRs and other clinical workflow software to provide a seamless experience.
- Secure—HIPAA-compliant communications platform connecting all patient & clinician environments.

Additionally, Caregility has created new streamlined mobile carts ready for rapid deployment in emergency departments and containment units for assessments, observation, screening, and communication to minimize clinician staff exposure to COVID-19. Remote observation and virtual rounds enable clinicians to monitor patients and assess their treatment progress without entering the patient's room. Our platform can also enable regular virtual family and friend visits, which can help patients get through a long containment period.

**Cloud-based  
software platform****Manage patients remotely via telehealth using your own staff**

Carium's flexible cloud-based software platform enables healthcare providers nationwide to manage all of their patients remotely via telehealth, whether they are infected with COVID-19, not infected, or not sure.

Our platform interviews patients and triages them automatically toward appropriate resources, all from the relative safety of home, which minimizes exposure to COVID-19 and saves valuable time. It's quick and easy to get started. Patients just download our app onto their smartphones, and the only equipment providers need is an Internet browser—not even a VPN.

Unlike some services, Carium enables healthcare organizations to continue to care for their patients using their own staff through technology, rather than outsourcing their business. Our automated system helps our customers to personalize their care, so their patients feel understood, supported, and secure knowing they can connect directly with caregivers when they need to.

Beyond the immediate demands of COVID-19, the Carium platform sets healthcare providers up for long-term success.

- Our video, voice, and text services are augmented by real-time data from digital devices & wearables
- Analytics dashboards enable population health management
- We tie multiple apps, tools, and functions together to create a seamless, engaging experience for both patients and providers
- Our platform was designed to be flexible, so we can help customers to quickly adapt it to meet their unique and evolving needs

Carium's platform has an 85% patient retention rate. Providers who use the platform report that Carium contributes to better communication with patients and that patients experience greater peace of mind, self-management, health outcomes, and overall experience of healthcare. Carium is ready to help healthcare organizations in managing COVID-19 and beyond.

## API & Services Connection Marketplace

On-demand marketplace to discover and subscribe to Change Healthcare's portfolio of standards-based API products

With the increased need for virtual care, providers and telehealth vendors can access API & Services Connection to discover solutions that can help them address time-to-market and scaling challenges. Change Healthcare's API products currently enable several leading telehealth solutions to quickly and efficiently handle pre-and-post encounter financial workflows and initiate lab orders.

In light of the COVID-19 crisis, we have waived all onboarding and enrollment fees for our telehealth APIs to help expand the use of telehealth by all Americans.

Some of our offerings include:

- Eligibility and Claims Management for Telehealth Providers
- ePrescribing for Telehealth Providers
- Lab orders and results for Telehealth Providers

Change Healthcare also offers a number of other solutions intended to address key COVID-19 related concerns:

- Clinical workflow efficiency
- Transforming care through digital health
- Accelerating healthcare interoperability
- Managing patient volume
- Revenue stability
- Helping patients with financial challenges
- Remote resources for enterprise imaging
- Ability to scale and adapt radiology teams

## CLEWICU

TeleICU solution delivering customizable real-time clinical optimization, actionable predictive clinical analytics, dynamic worklist prioritization, and centralized patient risk stratification

CLEW's teleICU solution delivers customizable real-time clinical optimization, actionable predictive clinical analytics, dynamic worklist prioritization, and centralized patient risk stratification. The platform utilizes the full range of real-time, streaming patient clinical data to provide continuous predictions based on sophisticated machine learning algorithms and models. By predicting patient deterioration, CLEWICU allows early intervention that may be pivotal for clinical outcome, concurrently supporting larger case volumes and patient context prioritization. CLEWICU interfaces with existing EMR systems and medical devices and can be deployed either on-premises or in the cloud.

### Key Benefits:

- Scalable telehealth infrastructure—Supports increased patient volumes, from 100–1,000+ beds
- COVID-19 patients' triage—Supports custom rule-based and modified scores
- Time savings—Provides unit view, patient view, and best practices
- Remote patient monitoring—Reduces the risk of clinicians' exposure to infected patients
- Predictive and proactive measures—Uses artificial intelligence to guide timely interventions, allowing a reduction of both disease severity and workload
- New COVID-19 models in development—Data collected in multiple hospitals to update existing prediction models
- Minute-by-minute risk stratification—Real-time acuity classification to determine timely interventions, improving prognosis for critically ill patients
- System scale-up and capacity management—Rapid installation and quick adaptation to changes in unit allocation for COVID-19 patients

### Data Integration:

CLEWICU can receive data via HL7 messages (from the hospital interface engine), Rest API, or SQL DB replications. To analyze the patient's clinical status and provide the required predictions, the models will require the following data inputs:

- Vital signs
- Lab results
- Medications
- Admission data
- Ventilation modes, O2 delivery devices

**Digital therapeutics  
solution****At-home coaching and self-treatment for those  
suffering from chronic conditions**

DarioHealth is a digital therapeutics (DTx) leader that digitally delivers medical interventions that are clinically proven for chronic conditions, like diabetes, hypertension, or excess weight. Within the current context of social distancing, especially for persons at risk, DarioHealth offers very clear advantages:

- It allows its users to understand and manage their condition themselves from the comfort of their home.
- Coaching services are provided remotely at the optimum time and through the most convenient medium: text messages, videos, chat, etc. Our coaches have been especially trained to answer questions related to the current pandemic concerns. They also reduce the feeling of isolation among patients.
- Authorized healthcare professionals may access the patient data and provide them with their own recommendations.
- Users may send emergency alerts to their loved ones (for example, if DarioHealth identifies a situation of hypoglycemia).
- All consumables (diabetes test strips) are automatically refilled based on actual consumption and sent directly to the user's home, avoiding unnecessary travel and possible exposure to contamination.

**Telehealth, patient access, and patient engagement capabilities**

**Telehealth capabilities, real-time patient engagement capabilities, pre-visit triage, community outreach, and other capabilities related to COVID-19**

Our team is deploying capabilities that help organizations navigate patients to the appropriate care setting and provide them with vital information about accessing care. These capabilities are getting deployed with DocASAP's highest service response level and at no implementation cost:

- We've expanded our capabilities to schedule patients with telemedicine visits: All clients can leverage DocASAP's platform to schedule telehealth visits or navigate patients to third-party telemedicine services, where patients can book virtual visits.
- We've updated our patient engagement capabilities to provide important updates in real time: We are enabling appointment reminders with actionable custom messaging for COVID-19. This messaging will allow patients to reschedule their in-person visits to telemedicine visits, prepare for their appointment, and receive updated appointment policies.
- We've enhanced our pre-visit triage questionnaire to support current patient intake requirements: Customers can provide pre-visit questionnaires through appointment confirmations and reminders for patients who book online appointments. These configurable questionnaires can help regulate patient admission by including questions to evaluate symptoms, travel history, and other criteria.
- Customers can engage in community outreach and alerting: Customers can send text and email notifications to patient populations to inform them of system-wide updates.
- We've added customizable messaging in online appointment scheduling workflows to reflect current care delivery situations: We are adding custom messaging options embedded across online scheduling applications. This messaging can inform patients of revised/suspended appointments and direct patients to call their provider.

**VitalTelemed  
Telemedicine  
EHR Platform**

Remotely triage, treat, and document patient encounters safely and efficiently

EPOWERdoc has released a new VitalTelemed Telemedicine EHR Platform to help cope with the challenges of providing care to an overwhelming patient population during a pandemic or disaster. The VitalTelemed Telemedicine EHR Platform allows immediate and secure audio/visual communication with a remote patient, providing safety for the patient, provider, and surrounding population of exposure to a communicable condition. This allows providers to remotely triage, treat, and document patient encounters in a much more safe and efficient manner. Quarantined providers will still have the opportunity to provide direct patient care during a crisis.

VitalTelemed is compatible with any mobile device or computer and is the only telemedicine platform that provides all the features necessary for a complete EHR for telemedicine including multiple patient management, ePrescribing, discharge instructions, and follow-up referrals. The VitalTelemed Reporting Module allows tracking and reporting of confirmed or suspected COVID-19 cases, allowing monitoring of severity and pattern of infection rates.

Additionally, VitalTelemed is the only telemedicine platform to offer complaint-specific medical content for over 130 presenting conditions, including COVID-19. The platform supports screening for treatment triage and appropriate documentation of the encounter for reimbursement and risk management, eliminating the need to use free text or dictate and the risk of an incomplete medical record. VitalTelemed also includes a consultant module that allows real-time specialty consultation during a patient encounter and specialty-specific medical content for the consultant for over 75 specialties.



**Digital patient  
engagement platform**

**Telehealth solution to treat and monitor patients remotely**

Force Therapeutics—a digital patient engagement platform that extends the provider reach into the home—offers immediate solutions to remotely manage patient populations.

COVID-19 support for healthcare organizations across the country:

- Virtual Care Resources: We've partnered with leading systems and thought leaders, including NYU Langone and McKinsey, to discuss ways to incorporate the latest digital strategies and virtual technology for remote patient care.
- Complimentary Access to Force platform: We want to remove all barriers to help organizations deliver high-quality remote care and ensure capacity to address more urgent needs. We are providing complimentary usage to the Force platform, which includes all of our communication tools, digital rehab, and pathways.
- COVID-specific content approved from the AAHKS and AAOS community now available in Force platform.

How our clients are using Force to remotely care for patients:

- Digitized pre-op classes: As face-to-face visits and pre-op education classes are being canceled or postponed, it's important to make sure patients continue getting the same level of experience and education. Force digitizes your education so that patients have the same expectations and outcomes.
- Remote patient check-ins: Regular wound and video check-ins allow providers to have objective information at their fingertips. This can help reprioritize in-person visits and avoid unnecessary ED visits.
- Prescribed virtual rehab: Right now, physical therapy in the clinic can be a challenge. Force supports virtual rehab in the home so patients can meet rehab milestones without skipping a beat.
- Digital communication: With more time being spent in the home, virtual communication is critical. Force has asynchronous communication that allows patients to get in touch throughout the recovery period.
- Telehealth: Have face-to-face video telehealth chats.



**Ignite****Provide critical support to vulnerable populations during the coronavirus pandemic**

The Garage's telehealth application, Ignite, is empowering risk-bearing healthcare organizations—from hospitals to accountable care organizations (ACOs) and federally qualified health centers (FQHCs)—to overcome communication and disruption-of-care challenges during the coronavirus pandemic.

As COVID-19 significantly affects access to care, high-risk patient populations, like those with chronic conditions, feel the impact of constrained resources acutely.

Ignite, a HIPAA-compliant telehealth app compatible with text, audio, and video, enables healthcare organizations to provide critical support to vulnerable populations during the coronavirus pandemic. The product includes:

- Virtual triage of individuals who may have COVID-19—essential to preventing exposure among healthy individuals while containing the spread of the virus
- Home-based COVID-19 care for those with mild symptoms
- Chronic condition management
- Virtual homecare services
- Remote intensive care services
- General healthcare follow-up, including after hospitalization
- Medication adherence management
- Care coordination via referrals to specialists

Remote vitals monitoring is performed via wearable devices integrated with the Ignite platform and pushes alerts to healthcare professionals when immediate medical attention is needed.

Implementation of the Ignite platform takes just two to three days and can be performed in-house through a workflow designed by The Garage for the current environment with no dependency on existing EMR systems.



# MURAL | Virtual hospital ICU and ventilated patient management

Prioritize critical patient cases by digitizing hospital-defined protocols, care pathways, and Early Warning Scores. Proactively inform clinical teams, helping them deliver responsive, timely, compliant care across entire system.

- 3-week install
- Cloud hosted
- \$0 evaluation until 2/1/2021

### Real-Time Population Surveillance

- Prioritize to help accelerate intervention
- Manage units across enterprise, toggling between hospitals and care units within your entity
- Ventilated patients color coded for identification and visualization

### Real-Time Patient Snapshot

- Real-time comprehensive snapshot of patient data
- Trended and detailed views for all patient values, including vital signs, ventilation, and calculated results
- Complete overview of current ventilator settings, values, and key ratio calculations

### Clinical Decision Support

- Help drive timebound actions
- Hospital developed protocols for vent management
- Patient monitoring trends

### MURAL Benefits

- **ARDS & Deterioration Management:** Visibility to patient vitals, vent data and dynamic calculations for early detection of patient deterioration and ARDS
- **Optimize Vent Management:** Can help clinicians reduce patients' time on ventilators and drive better utilization of ventilators
- **Expand Remote Clinical Consults** and assessments with bedside care team collaboration
- **Limit number of direct contact** by providing real-time visibility to patient status and trends with remote access
- **Maximize Clinical Resources:** Activate virtual care solution to help optimize clinical resources (i.e., intensivist, respiratory therapist, and other specialist)

**GetWell Loop****Management and monitoring of COVID-19 populations;  
mitigation of health system overload**

GetWellNetwork is pleased to offer a bundle of COVID-19 content and virtual care plans developed in collaboration with clinicians from Froedtert & the Medical College of Wisconsin, The George Washington University School of Nursing, LifeBridge Health and Sanford School of Medicine, USD. These care plans have been developed and will be maintained based on information and guidelines provided by the Centers for Disease Control (CDC) and World Health Organization (WHO). They are designed to mitigate health system overload by facilitating proactive communication, remote monitoring, and responsive guidelines. The educational content, care plans, and our digital Loop technology will be provided at no cost to existing clients and for a discounted set-up fee to non-clients. Leading organizations across the country are deploying the following market-ready Loops and we can go live in as few as 2–4 days:

**COVID-19 Self-Monitoring Loop (14-day care plan):** Designed for patients with no symptoms and indirect exposure to COVID-19. For patients, this Loop will allow them to follow the latest clinical and social distancing guidelines, self-monitor for symptoms, and understand what to do and who to contact if symptoms appear. For providers, they will be able to provide branded, accurate, up-to-date clinical guidance and instructions to target populations, monitor self-reported outcomes trends, and keep people at home unless a physical interaction or test is required.

**COVID-19 Self-Quarantine (Active Symptom & Self-Monitoring) Loop (14-day care plan):** Designed for patients with active symptoms or known or direct exposure to individual(s) who have tested positive. For patients, this Loop will allow them to follow up-to-date, specific instructions for self-quarantine and symptom reporting and to interact with a care provider or care manager to determine if further testing or clinical intervention is required. For providers, this Loop allows them to manage and monitor their current panel of patients remotely, triage resources to patients in highest need, and keep people at home unless a telehealth visit, physical visit, or test is required.



## Telehealth and remote patient monitoring

### Telehealth offering with COVID-19 clinical pathways for symptom screening, education, and biometric monitoring

HRS has taken a number of steps to ensure that patients and providers are equipped with the telehealth resources they need to respond to COVID-19. These tools are aimed at increasing the capacity of health systems and keeping healthcare workers and patients safe.

Our COVID-19 webpage features real-time updates for how providers can utilize telehealth and remote patient monitoring. The webpage includes information on HRS' COVID-19 Clinical Pathways, updates on reimbursement guidelines, and information on sanitization best practices.

HRS' COVID-19 Clinical Pathways include daily symptom surveys, prevention education, surveillance modules for temperature and oxygen level, and best practices for virtual visits. These pathways are available free of charge to all HRS clients and are available on all tiers of our software. The pathways include:

- **PatientConnect Mobile:** During the COVID-19 outbreak, we've provided mass triage capabilities with our BYOD application, PatientConnect Mobile. This allows health systems to keep patients at home to triage and manage symptoms of the virus. Patients can communicate with their providers via video, voice calls, and texts directly through the application. Additionally, patients can engage in regular survey questions and condition-specific educational content.
- **PatientConnect Complete:** A full hospital at home is sent directly to the patient's doorstep complete with our COVID-Kit. The kit includes a tablet that reminds patients of every step in their care plan, a Bluetooth thermometer, a scale, a pulse oximeter, and a blood pressure machine. We've had over thousands of units deployed over the last two weeks to keep vulnerable patients at home so that community spread is reduced.
- **PatientConnect Core:** Our tablet-only option is being deployed to monitor medium-risk patients who may still need to visit their physicians for a number of different reasons (PT, Oncology, Orthopedic, etc.). PatientConnect Core allows for all office visits to take place as they normally would while also allowing patients to use their own peripherals such as glucometers, scales, or stethoscopes.

**Operationally/Data:** All patient data logged onto the tablet is transferred in real-time to the HRS clinical portal. From the clinical portal, clinicians are able to view their entire patient list, receive real-time patient data, and customize care plans based on the patient's condition(s). Clinicians are notified immediately through an email or text alert for any readings or responses that fall out of parameter and trigger a high-risk alert. The clinical dashboard is designed to enable clinicians to easily triage patients and scale the number of patients they monitor on a daily basis. Clinicians are able to call patients using voice and video directly from the clinical portal.

**Imprivata  
Confirm ID****Safely and securely prescribe controlled substances  
without in-person medical evaluations**

Imprivata Confirm ID for EPCS helps providers and healthcare organizations comply with the specific DEA requirements for electronic prescribing for controlled substances (EPCS) while enabling a fast, secure prescribing workflow for providers. Imprivata Confirm ID offers a number of significant benefits to patients and providers, including:

- Eliminating the need for in-person medical evaluations (for both new and refill prescriptions)—Providers can send refills for medication electronically to the patient’s pharmacy without the need for an in-person evaluation. This now applies to new prescriptions for controlled substances as well in accordance with the DEA guidance regarding telemedicine following the Department of Health and Human Services declaration of a public health emergency. By eliminating the need for an in-person medical evaluation, patients and providers can practice social distancing and reduce the risk of spreading infection.
- Enabling remote identity proofing of providers—The DEA requires providers to complete identity proofing before they can be enabled for EPCS and authorizes institutional practitioners to conduct identity proofing in-house, but it must be done in-person. This is the method most commonly used by hospitals and health systems, but organizations now want to avoid in-person interactions wherever possible. Imprivata Confirm ID for EPCS supports this by enabling remote identity proofing through partnership with a federally approved Certification Authority. This ensures compliance with the DEA identity proofing requirement without an in-person interaction.
- Supporting remote prescribing with phone-based two-factor authentication—The DEA requires providers to use two-factor authentication to sign EPCS orders. Many providers are now prescribing from a remote location outside the hospital. To support this, Imprivata Confirm ID supports phone-based authentication. With the simple swipe from the lock screen, providers can complete the two-factor authentication.

**GroundControl****Automatically manage the provisioning and digital  
sanitization of shared iOS devices**

GroundControl, Imprivata’s solution for automatically managing the provisioning and digital sanitization of shared iOS devices, is being used for inpatient telehealth to reduce risk of infection and save on personal protective equipment (PPE). iPads are being given to isolated patients to use in instances when communication with their care provider does not need to be in-person. Not only is this improving safety by reducing the risk of infection between patients and providers, but it goes a long way toward conserving PPE that must be discarded after each personal interaction. Imprivata has made GroundControl licenses available free of charge through July 31, 2020, to support the response to COVID-19. We hope this facilitates easier use of iPads and other mobile devices for inpatient telehealth consults, remote provider communication, virtual patient visits with loved ones, and other initiatives.

**Solo****Virtual care offering including COVID-19 screening capabilities**

InTouch Health offers a complete end-to-end virtual care offering by leveraging our Solo by InTouch software platform.

Our focus is to enable hospitals and health systems to take a virtual first approach to address the concerns of their patient populations and communities:

- Keep the healthy at home and virtualize patient care
  - Assess and triage patients—Offer a COVID-19 virtual assessment and intake process directly on your website, mobile app, or by phone to direct care to the appropriate care setting
  - Provide ongoing and uninterrupted patient care—Manage existing, nonemergent patient volumes virtually, including on-demand or scheduled appointments and medication refills
- Minimize exposure within a facility for inpatient care
  - Effectively Tele-isolate—Download software on your existing telehealth devices, tablets, or laptops to continuously monitor and treat patients in isolation
  - Limit on-site visits—Offer on-demand or scheduled virtual visits for representatives, family members, and any nonessential visitors
  - Maximize resources—Use any device as a virtual endpoint to optimize staffing and care teams with full scheduling capabilities, real-time notifications, and provider-to-provider consultations

**Our Standard Solution**

Solo by InTouch is a scalable software platform built to provide real-time care to patients at home as well as in a healthcare facility. Within less than 24 hours, we can deploy our cloud-based software to enable end-to-end patient care, as well as a virtual COVID-19 screening, in response to the high demand healthcare providers are experiencing today.

The solution includes the following:

- One-time setup and configuration fee
- 4 months of free user access to Solo
- Expedited deployment
- Cloud-based end-to-end patient care
- Virtual COVID-19 screening questionnaire
- Basic white-labeling (logo only)

Not included:

- Customization
- EMR/System Integrations



## OTTO Virtual Visits

## Integrated virtual visits

Virtual visits and telehealth have never been more important. Integrated virtual visits help safeguard the health of your patients and staff, especially during the COVID-19 crisis. Partner with NextGen Healthcare with OTTO Virtual Visits for increased patient access to care.

**Care for your patients safely during the pandemic.** In the longer-term, integrated virtual visits also increase patient satisfaction, improve continuity of care, and grow revenue.

From any device, virtual visits:

- Help prevent the spread of the coronavirus by seeing patients remotely
- Improve accessibility for patients with limited mobility or in hard-to-reach areas
- Integrate with your practice workflow (EHR and PM)
- Expand patient care to after-hours
- Assist in the management of chronic care
- Take advantage of new reimbursement for virtual care
- Manage and refill medications
- Review lab results, x-rays, and ultrasounds

**Dragon Ambient  
eXperience (DAX)**

Automatically document telemedicine visits  
with the Dragon Ambient eXperience

Using your preferred telemedicine platform, Nuance DAX supports secure capture of patient encounter conversations using a secure mobile app. Audio recordings are automatically converted into structured notes that go through a quality review process to check for accuracy, omissions, and appropriateness before being delivered for signature directly in the EHR.



**ResAppDx-EU**

## Smartphone app for diagnosing respiratory disease

Demand for GP telehealth consultations has dramatically increased due to the emergence of the COVID-19 virus. Distinguishing COVID-19 from other respiratory infections over a virtual consult is difficult, and high-risk cases still need to be referred to acute centers for further testing. ResAppDx-EU is a TGA approved and CE marked smartphone app for diagnosing respiratory disease. Designed for use by clinicians during telehealth consults and in primary care, the app detects unique signatures in cough sounds associated with changes in the lungs.

ResApp used AI to train algorithms based on cough sounds and then tested them in multiple, blinded clinical studies at Joondalup Health Campus and Princess Margaret Hospital, Perth with a demonstrated accuracy (sensitivity and specificity of 81%–97%) for common respiratory diseases, including pneumonia, asthma & COPD exacerbations, croup, and bronchiolitis. We have provisional ethics approval to run an A&E validation study at UCLH, the Royal London and Addenbrookes Hospital. When triaging potential COVID-19 patients, the pneumonia algorithm can determine whether there is a significant infection requiring an antibiotic prescription as the algorithm has been trained on cough sounds from patients with CT-confirmed infection, detecting COVID-19 associated pneumonia more accurately than fever alone. The lower respiratory tract disease (LRTD) algorithm can identify patients with disease in the lungs, indicating further testing should be performed. A negative LRTD result indicates by exclusion that symptoms are restricted to the upper respiratory tract, providing the GP with additional confidence that the patient can be managed with OTC products and does not need to go to an acute care center. LRTD has been trained to the cough sounds of over 1,000 patients attending A&E with confirmed infection/disease of the LRT.

**Tridium ONE**

Provides integrated telebehavioral health for homebound patients and patients sheltering in place

Effective immediately, healthcare providers can enroll with Tridium and begin using the Tridium ONE web platform to begin conducting fully integrated telebehavioral visits. The move comes in response to the COVID-19 pandemic and the growing population sheltering at home.

As a digital behavioral health platform, Tridium ONE automates the identification of patient behavioral needs using validated clinical measures, accelerates access to the most appropriate care, and helps deliver better overall outcomes. Used by medical and behavioral health providers and health plans, Tridium ONE serves as a foundation for behavioral health evaluation and supports clinical decision-making throughout the continuum of care.

Monthly subscription fees will be suspended for new individual providers who enroll and use the platform, and the product will be free of charge through July 31, 2020.

Beginning on April 17, 2020, video session support will be fully integrated into the Tridium ONE web platform. The program is HIPAA compliant and provides secure video sessions to allow a unified patient experience. Assessments are completed at home or during virtual sessions. Providers can leverage the product for phone-based appointments. Tridium will be providing live and recorded provider training sessions.



# SERVICES

In the coming weeks and months, your team will be stretched in many directions. Below (in alphabetical order) is a sampling of services firms whose offerings may be able to help you.



The following information was supplied by the firms and has not been validated by KLAS.





## Remote Epic services

Remote application management, analytics, integration, and security support for Epic customers

**Remote Application Management (Build) Support:** 314e can provide Tier 2 and Tier 3 Epic application support for all Epic modules. Our model is SLA driven with risk sharing and skin in the game with noncompliance penalties. Our model also is based on superior application of ITIL methodology to create a solid IT support culture and a mind-set of continuous learning and improvement. Our team handles service desk tickets and tasks that are assigned for day-to-day maintenance and support, while the hospital staff focuses on key projects and initiatives.

**Remote Analytics Support:** Our team of remote resources can help with all aspects of the Epic reporting and analytics stack, including Reporting Workbench, Clarity Report Writing, BusinessObjects Server Administration, Clarity Caboodle ETL Administration, SlicerDicer, Radar, Tableau, Qlik Dashboard creation, and getting third party data into Caboodle.

**Remote Integration Support:** 314e's team of remote resources can help with interface (Cloverleaf, HealthShare, Rhapsody, Mirth) maintenance and support as well as migration from a legacy to a new interface engine. We can help develop all interfaces in and out of Epic in the interface engine as well as in Epic Bridges. Our team can help with data archival and retiring legacy systems while keeping data for medical, legal, and other reasons and making the data accessible from Epic. We can help with data conversion from legacy systems to Epic using HL7, CCD (Patient Abtractor), and Chronicles imports. Our programmers can write code to extract data from existing systems, massage the data, convert it to HL7, and send it to Epic Bridges for filing into Epic.

**Remote Epic Security Support:** 314e has extensive expertise with security in Epic and role-based access control including:

- Streamlining process for security build in Epic
- Steady state maintenance of EMP and SER master files
- Role-based access control to Epic
- Integration of service desk software like ServiceNow with Epic for user provisioning and other needs
- SSO software selection and implementation

## Virtual training and eLearning

Virtual classroom training, microlearning support videos, and eLearning content development

- Virtual Training: 314e provides virtual classroom training using our Credentialed Trainers and moderators to provide virtual, synchronous, instructor-led training. The moderator manages the chat room, helps students with any technology issues, performs roll call, and runs the virtual training tools while the CT focuses on the instruction of the class.

- **Digital Training Support:** 314e provides asynchronous training by creating microlearning support videos from classroom recordings that are available for end users. These microlearning support videos also help during the go-live and personalization to reduce the need for at-the-elbow resources. 314e also provides secure streaming video hosting services for microlearning videos and can embed search links in your Epic application (314e is an Epic App Orchard developer). In addition, 314e can help establish messaging and communication technologies that provide additional support channels for your staff where students can post questions about the training and get answers in the flow of work.
- **Rapid eLearning:** 314e has extensive expertise with eLearning content development using Adobe Captivate, Articulate Storyline, and other tools. Our team members are experts at adult learning methodology and design highly engaging, hands-on learning experiences. These methodologies are a very effective way for preparing providers and other staff members to stay proficient for all phases of your Epic life cycle from go-live to new-employee onboarding, upgrades, and ongoing continuing education.

## **Elastic Digital Workplace for Crisis Management and Operations**

Secure cloud access to scale and modernize on-premises VPN capabilities, extend collaboration platforms, enhance network capabilities and security, train end users for remote worksites, and ensure a reliable user experience

Rapidly adding IT capacity to sustain operations while maintaining service quality is essential today. Accenture's Elastic Digital Workplace uses secure cloud access to scale and modernize on-premises VPN capabilities, extend the use of collaboration platforms, enhance network capabilities and security, train end users for remote worksites, and ensure a reliable user experience including:

- Tactical: Provide highly scalable, secure remote access to enable business continuity.
- Operational: Identify and address network access needs by business function.
- Strategic: Achieve elastic, flexible, edgeless security (zero trust, controlled environments) with automatic remediation and automatic scaling capabilities; reducing IT system complexity and security risk.

Accenture is ready to help you:

- Enable remote worksites including rapid remote secure access to ensure continued operations by using remote device-as-a-service deployment, application access, and remote device support (MAC, Windows, IOS, Android, Chromebooks) while unifying user, desktop, mobile, and remote access management.
- Ensure collaboration services at remote worksites are deployed, optimally configured, scalable, and reliable.
- Promote process automation while leveraging cloud service capabilities to help streamline operations and help desk requests, enabling a self-sufficient engagement platform to include bots and digital workflow integrations.

### **Business Continuity**

The crisis requires an updated approach to remote access, collaboration, data availability, network performance, reliability, security, governance, risk, identity, and compliance. At the same time, it is paramount to focus on the well-being of staff members, patients, and the community.

Accenture is helping health clients with crisis response management by:

- Ensuring stability of business functions, the workforce, and supporting technologies.
- Prioritizing new ways of working through confident, consistent, and reliable communication channels.
- Developing response hubs to enable and triage new workforce capabilities and secure remote access.
- Embedding security parameters by derisking the adoption of remote access to sensitive data environments.

### **Scalable Remote Access**

Accenture and Palo Alto Networks together provide a highly scalable VPN solution that can handle a large influx of workers who are connecting remotely and need increased bandwidth for video conferencing, VOIP, and more. It is also easy to plug into existing corporate infrastructure providing access to data centers.



**Remote Collaboration**

Assistance implementing, configuring, and enabling Microsoft Teams across the enterprise

As the largest user of Microsoft Teams in the world, Accenture is familiar with the collaboration capabilities of this tool not only from an implementation perspective but also from a user perspective. Accenture can assist your teams in implementing, configuring, and enabling this solution across your enterprise, even scaling to integrate with electronic health information systems (as appropriate). We have a readily deployable playbook to engage local clinical teams and construct virtual engagements, including live deployments for specialty and general.

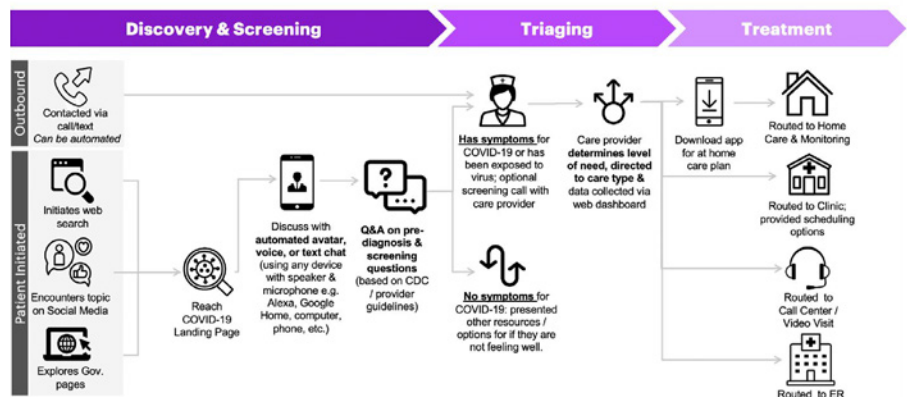
**Rapid Response Insight Services**

Support for digital health cases across the health continuum, from prediagnosis through wellness

We help accelerate the creation of health solutions by providing the connective tissue to necessary data, technology and services. Our catalog of microservices can be deployed at scale to support digital health cases across the health continuum, from prediagnosis through wellness. We offer:

- Fully integrated insights services, data, and a platform to combine data from fractured sources, including EMR, genomics, labs, state, federal, and social.
- Diagnostic screening and quality assurance: Our out-of-the-box COVID-19 Contact Center Virtual Agent with a prebuilt library includes conversational, AI-powered capabilities to handle inbound and outbound citizen and patient inquiries including chat, voice, and avatar.
- Virtual monitoring: AI-enabled home healthcare solutions to manage COVID-19 include prescreening, diagnosis, care plan creation, enrollment, and monitoring connecting providers, patients, and caregivers.
- Precision care: Using AI to analyze the care pathway and variations of pathways to identify the ideal path for each patient, leading to personalized care. Providing timely alerts to appropriate healthcare providers when deviations occur.
- Intelligent inventory access: Enabling the ability to access and integrate real-time retail inventory for consumer and medical products and diagnostics via a dashboard and API.

**COVID-19: DIAGNOSTICS AND SCREENING**



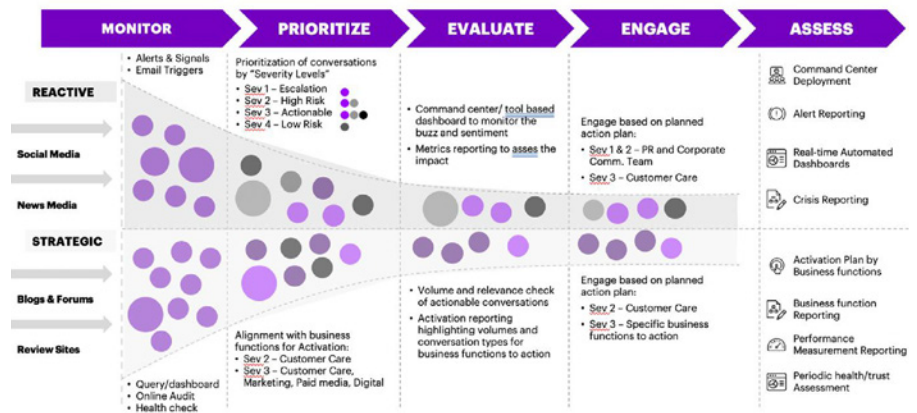
## Social Media Monitoring

Monitor, prioritize, evaluate, and engage with social media activity across all leading platforms

At a time when social distancing is essential, it is more important than ever to monitor and utilize social media data as a learning mechanism. Accenture has tools and resources available 24/7 to monitor, prioritize, evaluate, and engage with social media activity across all leading platforms. The insights gathered can translate into action such as:

- Predicting and informing location decisions for COVID-19 testing centers.
- Gathering customer insights to drive response strategies and content creation.
- Triaging anticipated surges in ER visits or inbound call volume.

### SOCIAL MONITORING AND ENGAGEMENT



## Supply Chain Crisis Response

Crisis assistance team, forecasting tools for predicting shortages, and other resources to help organizations manage and procure critical supplies and assets

Healthcare organizations nationwide are struggling to manage and procure critical supplies and assets in the current state of the disrupted healthcare supply chain. Normal supply channels are not available, and most organizations are having difficulty managing the changing inventory and rapidly attaining additional supplies.

These challenges manifest in three ways:

- Shortages: Dwindling stocks in most categories of personal protective equipment for caregivers (gowns, masks, gloves, eye protection, etc.) and ventilator equipment.
- Communications: Buyers are being inundated with calls from caregivers asking about supplies and order status due to a lack of effective proactive communications to caregivers and constituents about the current state and mitigation steps being taken.
- Crisis management: Lack of access to information to both manage the crisis and run day-to-day operations.



Accenture is ready to assist with critical actions such as:

- Implementing a crisis assistance team to stand up a response room function to plan, coordinate, and support supply chain crisis and day-to-day efforts.
- Providing daily tracking and monitoring by a full-time crisis assistance team to identify risks, prioritize actions and activities, and oversee coordination of multithreads of response. This team would also augment your organization’s supply chain resources to enable business continuity.
- Enhancing forecasting via forecasting tools that help project where outages are likely to occur over the next week, two weeks, three weeks, and so on and provide information to communicate with staff on the status of supplies throughout the entire organization and determine the major priority supply groups.
- Sourcing critical items by leveraging sourcing expertise and manpower to contact alternate suppliers to identify potential sources of supplies.
- Improving network capability by utilizing relationships with alternative manufacturers outside of healthcare that may have local facilities with the capability of PPE supply manufacturing (e.g. Boeing currently working with Providence Health in Seattle).

## Surge Response for Contact Optimization

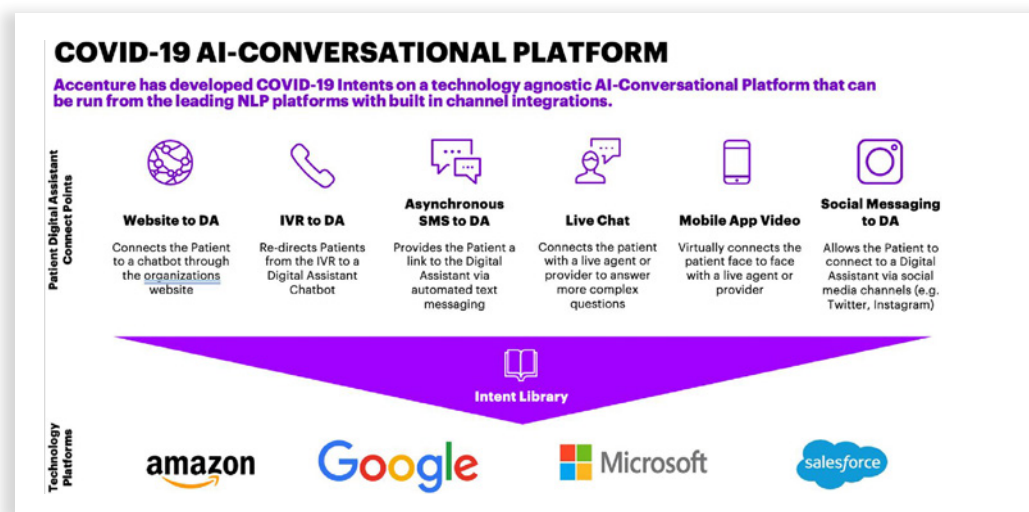
Conversational AI specifically configured to handle inbound callers with COVID-19 related concerns

Accenture’s Surge Response for Contact Optimization consists of a “Digital Assistant” approach comprising conversational AI specifically configured for COVID-19 to provide inbound callers with general educational information about COVID-19, review symptoms and provide access to testing capabilities, and offer clinical monitoring for patients quarantining at home.

Accenture offers virtual assistant accelerators to help manage patient communications. These COVID-19 assistants contain prebuilt assets for the leading natural language processing (NLP) platforms to rapidly integrate with channels, configure and train the NLP, and transition to live agents.

The solution is integrated with digital channels to quickly triage and prioritize the surge of calls fielded by the contact center. This solution can be initiated from a website, mobile device, interactive voice response (IVR), asynchronous SMS, messaging apps, or social media and easily escalates to a live chat agent or nurse, if necessary.

Accenture would work under the client’s clinical regulatory, licensure, and oversight structure. Accenture professionals and/or Accenture may be restricted from performing certain services for all or some states.



## Epic consultants

Consultants are available in all Epic modules to support both short-term and long-term needs related to COVID-19

Alidade Group consultants are available in all Epic modules to meet both short-term and long-term needs. Our consultants have the experience needed to partner with your existing team to meet the unique challenges related to supporting your clinical response to the current pandemic.

Our consultants are able to provide:

- Temporary staff augmentation to support clinical team members being redeployed to patient care.
- Facility structure, ADT, and other system changes needed to support the realignment of patient care areas and adoption of telehealth.
- Assistance with current projects and system maintenance: implementations, upgrades, optimization, and ongoing support.
- Clinical documentation changes needed to support temporary documentation and workflow changes, including dashboards and analytics.
- Modification of best practice alerts and decision support as standard screening and treatment protocols evolve over time.
- Conversion of traditional classroom training to remote eLearning.
- Other support needs, including:
  - Contract-to-Hire resources: AlidadeDirect is our flexible, scalable solution that allows organizations to identify and deploy newly certified individuals on a contract-to-hire basis to meet short term staffing needs while developing a high performing team positioned for long-term success.
  - IT consulting (help desk support, network infrastructure, and server maintenance)

In addition to traditional consulting offerings, our FlexForce solution offers an on-demand Epic support option for Tier 2+ support requests, microprojects, and flexible support for strategic projects. This subscription model plan is designed to provide access to resources beyond traditional consulting engagements.

## Clinical documentation support services

Quickly executable emergency services packages for transcription, coding, virtual scribing, and interim management

Clinical documentation support services:

- Medical transcription
- Medical coding
- Virtual scribing services
- Interim HIM/coding department management

AQuity Solutions has emergency services experience that has us uniquely prepared to respond faster and more thoroughly to coronavirus/COVID-19 than any other vendor.

We have prepared quickly executable emergency services packages for our transcription, coding, virtual scribing and interim management services to cost-effectively support your patient care initiatives throughout the coronavirus/COVID-19 pandemic. In each case, our team is prepared to address the recent industry changes for COVID-19, virtual care, and telemedicine.

AQuity's 100% remote KLAS Category Leading transcription and coding services workforce can respond quickly and efficiently at scale. Our coding services can support you with a variety of highly experienced inpatient, outpatient, and ProFee coders. Our industry-leading virtual scribing services can relieve providers (including telemedicine providers) from distracting and time-consuming EHR data-entry responsibilities and let them focus on their patients. Our interim management division can provide experienced and credentialed HIM director and/or coding department managers onsite as needed to fill temporary vacancies or support coronavirus/COVID-19 related increased patient census.

**Epic, Cerner, Infor,  
and Workday  
consultants**

Staffing for supply chain, HR, application and business analyst, system admin, buyer, billing, coding, and documentation roles

Avaap provides expert-level local and remote consultants experienced in Epic, Cerner, Infor, and Workday. We have experienced resources available now to help hospitals fill for supply chain staff, HR, application and business analyst, system admin, buyer, billing, coding, and documentation roles. Our Epic-certified clinical and revenue cycle resources are available immediately for on-site or remote assistance and/or training. Our Cerner clinical and revenue cycle resources are also immediately available. Avaap, Workday, and Infor ERP consultants are experienced with all modules and have skills to immediately provide value. Avaap can temporarily operate or manage help desk support either on-site or remotely as well as offer the following services: Health Information Management reviews; revenue cycle back-end support, including billing, A/R, and denials management; materials management; maintenance and remote support; system admin support; telemedicine strategy assistance; chart abstraction and/or data entry for care settings needing to revert to paper documentation; and other potential backfill roles.

## Worksite health services

Various telehealth services available to help organizations during the COVID-19 outbreak

### CareHere TeleVisit

CareHere TeleVisit allows patients to schedule and conduct routine medical, coaching, and behavioral health visits remotely with their current CareHere provider. During the COVID-19 outbreak, CareHere has utilized TeleVisits to:

- Screen, monitor, and provide surveillance of at-risk patients.
- Limit unnecessary in-person health center visits to reduce exposure to health center clinical staff and patients.
- Continue to provide healthcare services to patients even after clients choose to shut down their facilities.
- Provide behavioral health support to CareHere clinicians and providers nationwide.

### CareHere eHealth Center Technology

The CareHere eHealth Center connects patients with remote physicians via the CareHere eHealth technology platform. The visit is facilitated by an on-site nurse who operates the technology platform and medical equipment in coordination with the remote physician. The CareHere eHealth technology platform utilizes high definition peripherals and medical equipment that allow CareHere clinicians to provide a full scope of services beyond the very limited services that can normally be serviced through traditional telemedicine.

During the COVID-19 outbreak, CareHere has been able to deploy our mobile eHealth technology platform to health centers where providers are unavailable or to provide extra capacity at high utilization health centers to triage, screen, and treat patients. Additionally, our standard eHealth model is deployed in rural communities where access to care during the COVID-19 outbreak is increasingly difficult.

### CareHere TeleHealth Services powered by MDLive

CareHere TeleHealth Services allows existing patients to schedule and conduct routine medical and behavioral health visits remotely with an MDLive provider. CareHere and MDLive have a partnership to offer these services 24/7/365, and the patient health data from each visit is automatically uploaded into the patient's health record in the CareHere EMR. During the COVID-19 outbreak, CareHere has utilized TeleHealth Services for those clients that have this product to:

- Provide 24/7 coverage for all patients, especially after hours.
- Provide extra capacity during high utilization time periods.
- Continue to provide healthcare services to patients even if the client chooses to shut down their facility.
- Provide behavioral health support for clients with the behavioral health scope of services.



## Digital and Technology Catalysts

Consulting to help organizations find the digital tools and foundational technology needed to support a strained care-delivery system

An era of healthcare delivery disruption has begun as providers are forced to rethink their access, triage, and care strategies given the limitations of their traditional delivery models. Temporary sites of care have emerged, virtual care is accelerating, and command centers are being stood up. Amidst it all, health systems are looking to emerging digital tools and foundational technology to support a care delivery system that will be stretched to provide the care needed during the pandemic. Chartis Group helps clients answer questions like these:

- How do we deploy digital solutions or AI bots to support patient and physician communications and interactions?
- What digital solutions can we deploy to support operations?
- How do I ensure I have the right systems and infrastructure needed to stand up temporary or alternative sites of care?
- How can we quickly stand up (or optimize) a virtual command center to support operations, capacity, and volume and transfer patients to COVID and non-COVID sites of care?
- Do we have the right infrastructure, tools, and processes to ensure an effective virtual work environment for those supporting our providers remotely?

## Operational Planning and Management

Strategies for handling an influx of hospitalized patients

Capacity and surge planning, access, care team models and resourcing all require different planning approaches for before, during, and post-crisis. Chartis Group is helping clients with access planning, surge and capacity planning, and care-team modelling. For example, we are helping clients answer questions like:

- How do we best support the needs of our current patients and others seeking triage, testing, and treatment for COVID-19? How do we support our patients with health issues unrelated to COVID-19, especially those that are time sensitive?
- How will we accommodate the influx of patients who do not have COVID-19 and are currently delaying or deferring care?
- How can we expand our ambulatory network and capabilities to accommodate both future spikes in demand and support ongoing patient access and care delivery?
- How can we manage and support our workforce during the pandemic?

**Revenue Cycle****Consulting to help organizations mitigate the anticipated financial impact of COVID-19**

As health systems shift focus and resources to address overwhelming COVID-19 medical demands, many are by necessity suspending elective procedures and nonurgent visits, leading to dramatic drops in volume and associated revenue, and facing a short-term spike in operating costs related to the expansion of bed capacity and space, supplies, and staffing. To mitigate the anticipated financial impact of these shifts, organizations can look to rapid cash acceleration and cash conservation strategies to strengthen their current position and can take additional steps in the midterm to ensure they are positioned for future financial health and sustainability. Chartis Group is helping clients answer questions like these in the short term:

- What immediate cash acceleration strategies can we implement?
- How can we conserve cash?
- How can we flex staff?

Once the immediate crisis begins to dissipate, Chartis Group can also assist clients with short-to-medium range strategies and long-term planning to optimize financial position and the revenue cycle and prepare for the demand rebound and rebalance productivity.

**Strategic Impact and Options Analysis****Consulting to help organizations manage the financial and operational impacts of COVID-19**

Health systems' strategic agendas have paused or shifted for the foreseeable future as they prepare for and combat the COVID-19 crisis. In this environment of unprecedented uncertainty, they are also beginning to evaluate the near-term, mid-term, and longer-term impact on their communities and organizational position. Chartis Group is helping clients answer questions like these:

- What are the financial implications of COVID-19?
- What strategic partnerships should I consider in the near-term (e.g., virtual and telehealth partnerships, partnering with Ambulatory Surgery Centers to complete priority elective surgeries, and partnering for testing nonemergent patients)? How does the pandemic impact our broader portfolio of strategic relationships and options?
- What is the impact of COVID-19 on our longer-term organizational priorities?

**Virtual Care****Telemedicine strategies to help organizations contain COVID-19 exposure in healthcare settings and expand capacity**

COVID-19 has shifted expansion of telehealth from an “optional” or longer-term play to an immediate and crucial priority. Telemedicine strategies will provide health systems leaders with the tools to help contain COVID-19 exposure in healthcare settings and expand capacity for non-COVID-19 patients to ensure they are not crowded out. Most health systems have used virtual health in targeted areas, but due to reimbursement constraints and inconsistent physician support and adoption, few have fully embraced or invested in these new care models and the supporting infrastructure in a manner which harnesses their true potential. Chartis Group is helping health systems determine how to ramp up these capabilities quickly. This includes helping to answer questions like these:

- How can we address COVID-19 and non-COVID-19 patient needs using virtual care and new virtual care partnerships?
- Can we leverage our EHR to turn on virtual care through video visits or eVisits?
- Can we quickly stand up a telehealth capability using a virtual care platform with our own physicians or theirs for rollover capacity?



## Clinical data acquisition and insights

## Ubiquitous, efficient delivery of medical records from any provider in the country

Ciox Health is empowering greater health, supplying clinical data retrieval, and coding services through our clinical data acquisition and integrity (CDAI) division. During COVID-19, Ciox Health is supporting healthcare providers by enabling unobtrusive, continuous flow of clinical data and ongoing coding services (both on and offshore). We've successfully augmented our service offering during this pandemic due in large part to a well planned and executed virtualization of staff and an innovative Digital First initiative.

We have taken multiple steps internally, including new guidelines, to ensure chart-collection efforts continue without disrupting clinical operations or healthcare. Guidelines include:

- If any provider is unable or unwilling to support chart retrieval due to COVID-19, we are offering alternatives such as remote access.
- We continue to expand our remote EMR access relationships with providers as an efficient method to retrieve medical records.
- If a provider office is closed or not accepting retrieval requests due to COVID-19, we are tracking so we can evolve our outreach strategy.

Ciox Health's chart retrieval remains fully operational, with 90% of CDAI staff working remotely. Our Digital First initiative is leveraging proprietary Ciox Health technology to expedite the location and procurement of requested health data, electronically and compliantly. In addition, Ciox Health-managed locations and remote EMR access remain largely unaffected.

## Clinical Revenue Integrity

## Quick, compliant management of patient data

Ciox Health remains committed to connecting healthcare decision makers with the clinical data that is crucial for treatment, tracking, and prevention during a health crisis. We will continue to provide reliable, efficient access to patients' medical records while prioritizing the safety of our employees, customers, and the patients we all serve by taking a "digital first" approach:

- We have enhanced our technology infrastructure to support increased remote access for our employees and are working with customer IT teams to increase secure access to your systems and clinical data needed to support clinical data exchange.
- More than 1,700 Ciox Health employees have been moved from client and Ciox Health facilities to work-from-home arrangements to reduce the number of noncritical employees on-site.
- Our technology-enabled processes (backed by all necessary compliance and security protocols) allow us to carefully manage records requests by prioritizing requests based on care delivery needs while continuing to deliver records within allowable time frames.
- Ciox's HealthSource Patient Request allows patients to request and receive their medical records online; email us for more information.
- Ciox Health has credentialed coders, CDI specialists, and denials management professionals to support remote operations and ensure ongoing cash flow and timely reimbursements.

In addition to this strategy, we are providing resources to our customers to help effectively manage operations as we navigate the pandemic. Resources are available on our website.

**Funding of  
patient payment  
plan portfolio**

Immediate boost to cash flow by transitioning portfolio of long-term patient payment plans into ClearBalance patient financing program

Immediate funding of your patient payment plan portfolio: ClearBalance Healthcare can provide an immediate boost to your cash flow by transitioning your portfolio of long-term patient payment plans into the ClearBalance patient financing program. You'll get instant lift to your cash balances to help you manage this period of crisis. Additionally, you're able to offload payment plan management to an expert with nearly 30 years of experience, redirecting your team to more important needs at this time. We can complete our three-step process in a matter of weeks:

- Account analysis to assess overall repayment terms and performance and verify consumer identity
- Notification to patients of account transfer and explanation of why the health system is making the change
- Portfolio transition and funding

The ClearBalance payment plan program is unique because we are the only patient financing services firm that directly complies with all Truth in Lending regulations by transferring the existing payment plan as originally agreed between your organization and the patient in every aspect, regardless of repayment term or balance. Benefits include the following:

- Infusing cash flow
- Freeing staff members for other needs
- Aligning longer-term payment plans with your financial policy
- Reducing bad debt by moving the accounts to a financial institution

Sample results from other healthcare organizations:

- \$5 million immediate cash infusion
- < 3% default rate over 12 months
- 5% decrease in aged A/R >90 days

**Risk Analysis Software  
and Services for Assessing  
Remote Work Environments**

Assessment of data security risks related to  
work-from-home environments

With expert consulting services and purpose-built software, Clearwater can help healthcare providers and their vendors who are creating, transmitting, receiving, or storing electronic protected health information in work-from-home environments perform or update their risk analysis to assess their risks as a result of this change in their business process and information technology environment.

Clearwater's IRM|Analysis software provides the means to quickly assess risk scenarios presented in a work-from-home environment. Using the SaaS-based solution, healthcare organizations can evaluate the controls that are in place to mitigate the likelihood of a threat exploiting a vulnerability that may exist within information system components that are now in place in a work-from-home environment.

Upon identifying risks, organizations should prioritize any risks above their risk threshold and determine whether to accept, transfer, avoid, or mitigate the risk. In cases where organizations decide to implement additional security measures to reduce risk, our team can help them thoughtfully consider available options that can be implemented both quickly and in the context of a work-at-home environment. Those measures can be documented appropriately in IRM|Analysis using the Risk Response function.

**Technical Testing  
Services**

Assessments and tests to identify potential security weaknesses  
and improve an organization's overall security posture

Clearwater's award-winning security experts combine our cutting-edge tools and unparalleled real-world technology experience to improve your overall security posture through this important monitoring activity. We identify weaknesses that could be exploited, conduct a series of authorized simulated attacks, and conduct a vulnerability and penetration test of your wireless network as well as other important assessments and tests. The service includes the following:

- Internal and External Vulnerability Assessments
- Penetration Testing
- WLAN Security Testing
- Web-Applications Testing
- Network Architectural Assessment

**Teleworking Systems  
Security Insight**

Customizable survey tool and related consulting services to assist in discovering, analyzing, and integrating the administrative functions of new telework systems and services

To aid information security teams in managing the rapid transition to a remote workforce resulting from the COVID-19 outbreak, Clearwater is providing its customers and other healthcare providers with a complimentary offering that includes a customizable survey tool and related consulting services to assist in discovering, analyzing, and integrating the administrative functions of new systems and services being used for telework within their organizations.

**Virtual CISO  
Services**

Augmentation or backfill of information security officers with experienced professionals

Clearwater can augment or backfill information security officers with experienced professionals with unmatched expertise in managing healthcare cybersecurity programs. We have a deep team of experts who have served as CISOs in healthcare delivery organizations and who have a strong understanding of the common IT systems being used by providers and how the threat landscape is evolving in the wake of COVID-19. Our Virtual CISO offering is a completely tailorable service based on your needs and can range from interim part-time to full-time services.

## Azure Migration Services

Cloud solutions for specific workloads, data, security requirements, compliance initiatives, and end-user needs

Now might be the right time to move workloads to the cloud. Cloud computing is not a destination; it is a strategy. And as with all strategies, it should be custom to the unique needs and requirements of your organization. Today, it also needs to be nimble and fast. Coretek Services helps organizations architect purpose-built cloud solutions for your specific mix of workloads, data, security requirements, compliance initiatives, and end-user needs. We take on the heavy lifting so that you can focus on your patients.

As a Microsoft Azure Expert MSP, Coretek Services makes managing, migrating, budgeting, and forecasting cloud services simpler and more cost effective. By offering clear insight into cloud performance and allowing for flexible demand and cost optimization, Coretek Services provides a customized solution unique to your industry.

Coretek's Azure Data Center Migration Services uses a proven, repeatable process to move your servers to the cloud. Whether you are moving from an on-premises data center, collocated data center, AWS, or Google Cloud, Coretek Services can help your organization. Our approach follows five key steps in your journey:

- Assess Your Environment
- Plan and Design
- Migrate to Azure
- Manage Your Infrastructure
- Optimize Your Environment

## Microsoft Health Bot

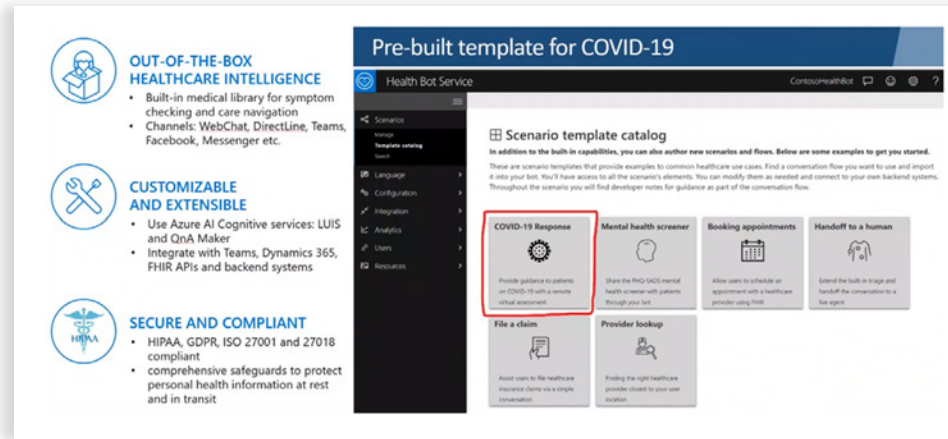
Configuration and deployment of the Microsoft Health Bot for public-facing website

The Microsoft Health Bot is an AI-powered, extensible, secure, and compliant healthcare experience. Common healthcare scenarios include Review of Symptom Triage, Appointment Scheduling using FHIR integration, and most recently, COVID-19 Assessment and Triage. Microsoft has released a specific template prebuilt for COVID-19. It takes inbound requests, asks about the patient's symptoms, and assists in getting people access to trusted and relevant healthcare services and information based on the CDC recommendation. Coretek Services has experience and can facilitate configuration and deployment of the Microsoft Health Bot for your public facing website.

Coretek can take you through a step-by-step process so that you can quickly deploy the Health Bot with ease:

- Design and Planning
- Deployment Approach
- Configuration & Coding
- Creating a WebChat Channel
- Embedding WebChat in a Webpage

The Health Bot technology uses chatbot technology to help triage patients during this high-demand period so that people get the information they need to make informed decisions on their health and the health of their families. As the number of cases of coronavirus grows, screening tools will be crucial for answering questions about symptoms without requiring an office visit.



## Remote Worker Strategy

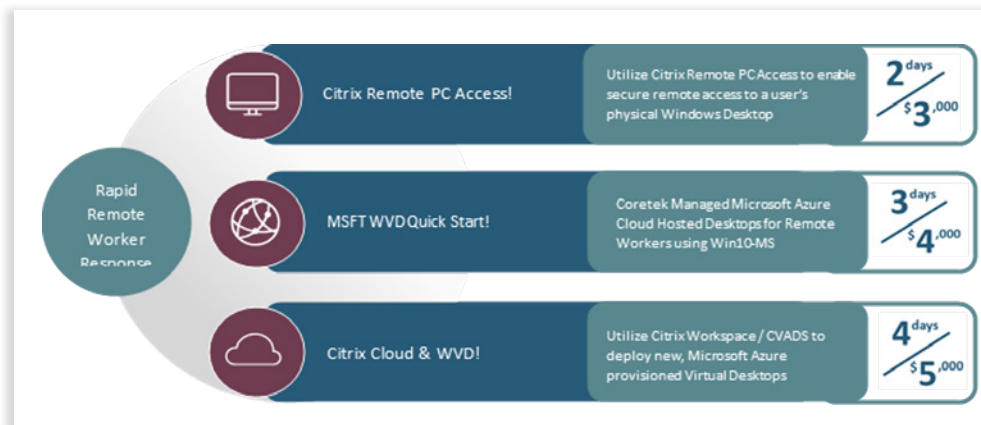
Secure, quick-to-implement strategies to support remote workers

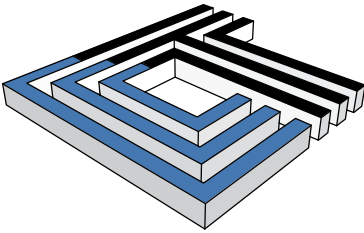
Not all users are the same, so why would they want the same desktop? Let Coretek Services design a solution that works for every user based on their workflow and needs. Virtualization makes sense but might not work for every use case. We provide services to help you determine the best path forward for your team to be productive while working from alternative locations.

Coretek Services developed three packages that can be quickly and securely executed to support remote workers. Packages are based on professional services that will be used remotely to get your team running. Additional licensing fees based on your individual needs may exist.

Coretek Services can take you through a consultative process that engages the Business Objectives with the urgency of response so that you can build and scale both securely and efficiently:

- Evaluation of Business Objectives
- Current Investments and Virtualization/License Capacity
- Procurement, Configuration & Build
- User Instructions for Quick Onboarding





**CYNERGISTEK**

### **Incident Response Program and Ransomware Playbook Preparedness**

Services to support the testing, review, and improvement of incident response practices

Malicious attackers have been crafting new approaches built around the pandemic for attacking end users. This could include anything from emails providing information on a new shipment of toilet paper to text messages from the CDC asking for donations.

Of course, this increase in attacks also increases the probability of a compromise, which will result in an organization implementing its incident response (IR) plan. Often, organizations do not get to spend enough time really testing and revising their plan to account for the changing threat landscape. Maybe they have a playbook to address business email compromise, but it does not really apply well to a ransomware attack or vice versa.

CynergisTek provides services to support the testing, reviewing, and improvement of IR practices. This includes assessments to determine gaps or identify areas of concern, development to support building and documenting strong methodologies, and testing to run personnel through realistic attack simulations. Additionally, CynergisTek can support the more detailed review and development of playbooks designed to support an organization in responding to and recovering from specific attack scenarios such as ransomware.

### **Cybersecurity Teleworking Best Practices**

Cybersecurity consulting services to support the implementation of teleworking best practices

Due to an increased remote workforce, organizations need to be prepared to assess and mitigate changes in risk where applicable. By using information published by the Joint Cybersecurity Working Group (JCWG) of the Healthcare and Public Health Sector Coordinating Council (HSCC), CynergisTek can provide expert guidance and consulting services to support an organization in determining whether it has appropriately implemented best practices in support of this changing work environment. This includes detailed assessments of applicable policies and process documentation, review of technical configurations and audit reports, and discussion around remediation strategies or options.

## Microsoft Teams

### Virtual half-day session to deploy Microsoft Teams and implement best practices

Divurgent has been a 100% virtual organization since our founding 12+ years ago. We use Microsoft Teams internally and partner with organizations across the country to license or provision Microsoft 365 and enhance adoption of Microsoft Teams. As you deploy new technology and processes to support the virtual workplace, we can help. Specific to Microsoft Teams, and to support your efforts to transition to a virtual workplace, we are offering an at-cost virtual half-day session to:

- Develop a road map to transition any remaining on-premise infrastructures to Office 365
- Deploy Teams to your existing Office 365 environment
- Provide recommendations to instill best practices and to get users onboard and up to speed quickly

## Telemedicine

### Rapidly convert outpatient visits to telemedicine

Divurgent partners with organizations to convert office visits to telemedicine or other virtual care options by establishing a large-scale and virtual patient-outreach program. We are uniquely positioned to provide this service because of our ability to:

- Rapidly onboard and monitor the performance of team members. We are a top-rated implementation, training, and go-live firm that regularly provides engagements with hundreds of team members.
- Provide virtualization technology. As a Microsoft Certified Partner and through our experience with virtual help desks, we can provide our own technology or leverage your existing infrastructure to support outreach efforts.

At the onset of the COVID-19 outbreak, we were asked to support multiple organizations across the East Coast that needed to convert outpatient appointments to televisits. Within three business days, we kicked off the project, and we currently are converting 15,000 appointments per day. As a result of these efforts, these organizations are able to provide safe, effective care to patients.

We can help you to reestablish access to care for millions of patients, better serve your communities, and protect your physicians and support staff by converting scheduled appointments to virtual care or televisits. If engaged, we will:

- Establish a triage mechanism and tracker for visits eligible for telemedicine
- Support physician training and access to telemedicine
- Deploy a team with technology to perform outreach appointments
- Convert patient appointments
- Confirm patients have instructions and technology on how to participate in televisits



**Citizen-Driven  
COVID-19 Management****Prepare citizens and healthcare teams  
to respond to the pandemic**

DXC Technology, a leading global provider of software and services, is closely collaborating with Dedalus, a European leader in healthcare IT, to bring this proven solution from Italy to other countries and regions. CDCM, based on lessons learned in Italy, is available now to prepare citizens and healthcare teams to respond to the rapidly evolving pandemic.

- CDCM is prepackaged, easily configurable, and deployable in 2 to 3 weeks
- Includes an intuitive web application with a ready-to-use workflow and clinical questionnaires
- Allows easy authentication and verification of patients, avoiding complex integration efforts and potential bottlenecks, while alleviating growing demand on call centers

Working with telecommunication providers, text messages can be sent to citizens that link to a web app where they can log in, register, and verify their identity. Users can then register themselves and other family members.

The web app enables several key functions to help citizens and healthcare systems identify and cope with the various health scenarios resulting from COVID-19:

- Authenticate and verify new user's identity
- Accelerate app-based data capture from citizens, including symptoms, risk factors, location, health status, or suspected COVID-19 cases, along with changes over time
- Evaluate epidemiological questionnaires based on WHO guidance. Questionnaires are continuously updated with latest guidance
- Aggregate and share insights, which are easily analyzed by authorized healthcare experts to prompt the necessary response and action
- Calculate and classify population risk to support critical-care planning
- Track the evolution of symptoms over time for individuals or groups
- Real-time forecasting of demand by geographic location
- Aggregate pertinent information in dashboards, provide data insights to command centers, and help to anticipate needs
- Provide a reliable source of up-to-date information and FAQs for public education

**COVID-19  
Digital Worker****Relieve demand on healthcare call centers by deflecting  
inbound voice traffic to cognitive digital workers**

DXC Technology offers COVID-19 Digital Worker to help relieve demand on healthcare call centers by deflecting inbound voice traffic to cognitive Digital Workers. This ground-breaking technology provides agile self-service to help free up the capacity of healthcare professionals to handle critical cases.

The COVID-19 Digital Worker:

- Supports 24/7 public engagement
- Provides self-service diagnostic Q&A that automatically deflects to a human agent when triggered by a critical event
- Offers COVID-19-preconfigured content
- Enables easy access to information
- Triggers actions for follow-up via text, email, and live chat
- Drives case creation and management; links to care and case-management systems for updates
- Reports results of analytics in real-time via 3D visualization
- Connects VPC to DXC Technology's secure, compliant cloud infrastructure
- Deflects calls to increase the capacity of healthcare professionals

The solution is a mature offering that can be implemented in days (not weeks). It includes natural language processing (NLP), an AI engine, content matching (semantic), and preconfigured intent libraries. It answers questions, resolves issues, and provides seamless interactions across all channels. The solution enables conversations to move seamlessly between devices.

**IT Modernization  
Support for  
COVID-19****Add capacity to existing IT environments and provide skills  
and expertise to manage mission-critical operations**

DXC Technology can help by offering flexible capacity and proven skills to support your business-critical systems. This is offered through a combination of services, techniques, and tools.

DXC Technology can rapidly meet demands for additional IT resources. For example, to expand network capabilities, DXC Technology can provide resources to support large, geographically distributed and remote workforces while maintaining quality and security with reliable managed WAN services.

For those requiring fast additional compute capability, DXC Technology has professional services on hand to deliver remote capacity upgrades for systems operating in public clouds, and, where it is safe to do so, we can provide on-site resources in data centers. DXC Technology can provide extra support to manage applications across the major application platforms and have teams on hand to provide additional call center capacity. DXC Technology partners with Dell and HPE to provide additional hardware or upgrades.

Disaster Recovery as a Service maintains a full replica of all data and applications. This can serve as a secondary infrastructure and function as the new business environment while primary systems are being repaired. The switchover can happen quickly, minimizing the impact of a disaster.

Storage as a Service can replace a fixed-capacity storage environment with a flexible, scalable solution that offers continuous improvement. Backup as a Service eliminates the need for tape backup, provides a centralized and scalable solution for critical and noncritical data, and ensures that the latest data protection technologies are deployed.

## Remote Workplace Support for COVID-19

Pre-integrated solutions and on-demand services to maintain business continuity with remote staff

DXC Technology's pre-integrated solutions and on-demand services deliver the business continuity needed to keep your organization running when it is difficult or impossible for staff to travel or go into work. Services include device management, collaboration, user support, and security.

DXC Technology can rapidly and economically deploy, enhance, or scale remote worker solutions that will help maintain productivity. These pre-integrated, preconfigured solutions include:

### Modern Device Management

Enable staff to remotely access enterprise data and applications with preprovisioned devices and security. Devices can be virtual or physical and either corporate-owned or BYOD.

- DXC Virtual Desktop and Applications (VDA) solutions can be deployed to thousands of users in just a few days. DXC Technology's solutions meet high-security, high-performance requirements, are easy to deploy, and allow you to use existing devices, including PCs, Macs, and tablets. To use corporate-owned physical devices, DXC Technology provides Desktop as a Service (DaaS), where DXC Technology directly ship PCs with self-service onboarding, since remote workers will not have on-site tech support. Preconfigured collaboration and security software can be included.
- DXC Technology supports native BYOD devices with segregated containers that help ensure data protection.

### Intelligent Collaboration

True, productive remote working is only possible with strong communications and collaboration capabilities. To get started, employees need access to broadband internet services and licenses for Microsoft Office 365, Google G Suite, or Cisco Webex. DXC Technology can provide rapid license activation and Office 365 upgrades to extend the number of users and available features. DXC Technology also offers change management to help employees learn the basics of remote communication and take advantage of new collaboration tools.

### Digital Support Services

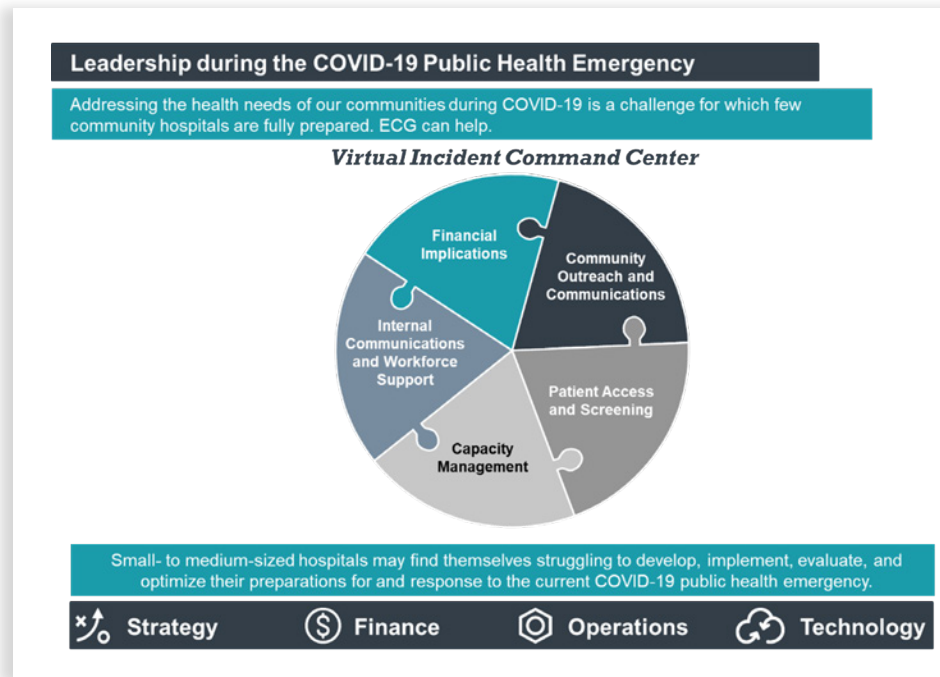
To support newly remote employees, DXC Technology provides immediate additional capacity and personnel. These leverage DXC Technology's global service desk centers with 24/7 support available in 56 languages.

**Management consulting; COVID-19 response**

Virtual teams to work remotely and collaboratively with incident command and operational leaders to deploy telehealth functionality and assist in the rapid activation of new capacity

ECG Management Consultants is providing smart counsel to optimize strategies, facilities and capital assets, operations and technology, and payment structures. While your organization is diligently preparing for the influx of COVID-19 patients, ECG is prepared to virtually deploy small teams of experts to support your response efforts. Our teams will work remotely and collaboratively with your incident command and operational leaders to temporarily increase your capacity. We have subject matter experts that can help you implement call centers and telehealth operations. Our facilities team is ready to help you navigate the changing regulatory requirements for facility transitions. Our managed care team is monitoring all reimbursement and legislative changes. Clients are requesting support in three key areas of ECG expertise:

- **Managing the Telehealth Boom:** ECG Management Consultants believes the response to COVID-19 to loosen telehealth reimbursement regulations will incentivize massive growth and adoption of telehealth platforms across myriad clinical programs. Our teams are available to help implement this new standard for patient triage and management as providers integrate and rely on telehealth as a core function and critical entry point.
- **Transforming Critical and Specialty Care:** The COVID-19 pandemic is forcing hospitals to de-emphasize nonessential medical, surgical, and dental procedures and instead prioritize critical care treatment. Hospitals and health systems are building additional bed capacity to hold or screen potential COVID-19 medical patients. Our facilities and reimbursement teams are ready to support altered future facility, financial, and reimbursement strategies for many health systems and hospitals.
- **Staffing Virtual Command Centers:** Small and medium-sized hospitals may find themselves struggling to develop, implement, evaluate, and optimize their preparations in response to the current COVID-19 public health emergency. Leaders can access ECG Management Consultants resources virtually for extra bandwidth to:
  - Create website and patient portal content.
  - Develop and implement nurse call processes and messaging.
  - Develop and implement digital health capabilities.
  - Establish alternative care processes and locations.
  - Design and implement patient flow to safely triage patients and create capacity.



## **MEDITECH Remote Services**

Help desk, analysts, and technical staff to help MEDITECH customers manage/set up COVID-19 specific functionalities

Engage is the premier firm in the HIT market for remote support of MEDITECH systems. We are in a unique position to help during this time by offering special services related to COVID-19.

The Engage help desk, analysts, and technical staff are available 24/7 to support your caregivers. Additionally, Engage consultants can work with you to ensure your projects and implementations stay on track during these uncertain times.

Our COVID-19 specific services include:

- Providing 24/7 remote support for MEDITECH EHRs (Expanse, 6.x, Client/Server, MAGIC) to assist with staffing challenges.
- Ensuring your hospital has the latest COVID-19 screening and evaluation documentation in MEDITECH.
- Setting up virtual visit functionality in MEDITECH ambulatory.
- Setting up expanded telehealth capabilities.
- Setting up new lab tests for in-house ordering and reference labs for resulting.
- Updating new billing codes and reimbursement methods for COVID-19 testing and treatment.

**Cybersecurity****Education and guidance for remaining cyber resilient throughout the COVID-19 pandemic**

Fortified Health Security is committed to strengthening the security posture of healthcare organizations. We have a few security fundamentals to share to help support our partner and client community to remain cyber resilient while working under changing circumstances.

- Patch all endpoints and educate users to be cautious when visiting websites, opening email attachments, and clicking on links within emails. Vigilance is more important than ever when it comes to protecting yourself, your company, and your clients.
- Practice the principle of least privilege access by allowing only the minimum amount of access required for an end user to perform their job function.
- Enable Multifactor Authentication (MFA) to ensure that only proper users are able to access publicly available systems. Utilize a secure remote access solution such as a virtual private network (VPN) to access company network resources.
- Avoid public Wi-Fi and be aware of the wide variety of devices connected to home networks. Utilizing strong passwords and Wi-Fi encryption along with avoiding password reuse across multiple accounts can prove to be good defenses.
- Ensure that accessing any sensitive data is done in an encrypted and secure manner.

Adjusting to the new normal will take time. The Fortified Health Security team is available to provide education and guidance as your organization adjusts while maintaining your cybersecurity posture. Our tailored cybersecurity services include:

- Vulnerability threat management
- Advisory & technical services
- Endpoint detection & management
- Virtual information security officer
- Managed SIEM and SOC services
- HIPAA risk assessment
- Penetration testing



## Revenue cycle services

Ready-to-deploy remote specialists for patient contact,  
A/R, and coding

Maintaining performance and results is more difficult than ever to achieve. Now is the time to implement alternative supplemental plans to help stay the course while caring for the individuals most affected by the pandemic.

### Impact on Revenue:

- Increased Call Volumes
- Surges in Claims
- Fluctuating and Reduced Staffing Levels
- Reduced or Lost Production
- Backlogs and Unworked Accounts
- Cash Flow/Collections

It is critical to establish and implement a dynamic Business Continuity Plan that continuously evaluates and forecasts expected changes in staffing and production. GeBBS Healthcare Solutions is a specialized premier revenue cycle services provider with a geographically diverse footprint that is scalable and available to support you remotely during times of need. We have an expert team of over 9,000 highly experienced patient contact, A/R, and coding specialists with a large number ready to be deployed and begin work in short notice.

### Solutions Include:

- Fielding Incoming Patient Calls
- Outbound Calls
- Scheduling Patient Services
- Staff Augmentation
- Reducing Coding Backlogs
- Billing and Collecting Outstanding Claims
- Telehealth Expertise in Billing and Coding

With the welfare of every individual being of the utmost importance, GeBBS Healthcare Solutions can help alleviate the pressures of remaining financially solvent during these turbulent times.

**GHR RevCycle  
Workforce**

Remote UR case managers, coders, and CDI specialists  
for short- and long-term support

GHR RevCycle Workforce provides remote UR case managers, remote coders, and remote CDI specialists for short- and long-term support coverage.

Additionally, our newest program, On-Demand Utilization Review, provides on-demand, remote relief coverage by UR RNs experienced in InterQual and Milliman medical sets. All services are based on a per chart basis.

In uncertain times, you need a partner you can depend on:

- All of our experienced professionals are fully vetted and tested
- We do not require case minimums or guaranteed volume
- Work is audited by our internal compliance team before release
- We provide 24/7 coverage supporting nights and weekends with no shift differentials
- All remote consultants are 100% U.S. domestic based
- GHR RevCycle Workforce meets all HIPAA and NIST requirements for workstation security



**Staffing**

Thoroughly vetted analysts

The rapid spread of COVID-19 is undoubtedly having an impact on healthcare resources from frontline patient care to back-end support. At Global Healthcare IT, we rise to the occasion by anticipating the unexpected staffing requirements that our hospital IT clients are facing. To this end, we've focused on recruiting and vetting seasoned and viable staff to immediately procure for contract engagements remotely. Our team has thoroughly vetted analysts in the following areas: Infectious Disease, Telehealth, Business Intelligence and Reporting, Cybersecurity, EHR, and Infrastructure. We believe these areas will be vital in supporting our healthcare IT clients as they support their local communities and effectively and accessibly deliver care. Global Healthcare IT will donate a percentage of the proceeds from any staff member who is placed as a result of the pandemic to the assistance of people who have lost their income as a result.



## Cybersecurity

Cybersecurity expertise for protecting data, networks, workforce, and patients

With IT staff stretched to the limit and many quarantined, we've already experienced multiple coronavirus-related cyberattacks on providers and government entities. More can be expected as government guidance to the US workforce further restricts use of existing corporate operational infrastructure and compels an even greater number of employees over longer periods of time to work remotely.

Our cybersecurity experts can advise you on how to protect your most critical assets: your workforce, data and networks, and patients. Our team is led by Marianne Bailey, a former NSA and Pentagon cybersecurity executive with more than three decades of experience protecting the nation's critical security systems. As Bailey suggests in an interview, providers need to "double down" on cybersecurity best practices—they must have disaster recovery plans and make sure there are backups of critical data.

## Government Funding Applications

New government funding for rapid recovery, stronger capacity and community resilience, and enhanced preparedness for future crises

Organizations will need to access new government funding. The FEMA funding made available through the President's Emergency Disaster Declaration will reimburse qualified organizations for much of their emergency response costs—but only if their application for funding is properly structured and timely presented to their state emergency management agency. Reimbursement delays can be expected for organizations unable to present their claim in the FEMA-prescribed manner: Stafford Act-compliant and free of disallowed costs that require time-consuming review and revisions. As such, COVID-19 specific codes and accounting policies must be implemented to ensure maximum and timely reimbursement.

In addition, Congress authorized nearly \$200 billion (with more likely to come) to address both current and future pandemic risks. We anticipate an unprecedented opportunity for organizations to make necessary changes to physical plant and technology infrastructure through additional legislative action to address current and future needs. Providers that have engaged in comprehensive pandemic process mapping and coding engagements will be best positioned to receive maximum funding for extensive infrastructure requirements.

Accessing these funds while you are busy on the front lines responding to this crisis will present other challenges. Guidehouse's professionals have helped our FEMA client manage billions of dollars in emergency allocated grant claims and reimbursements successfully, all while navigating many complex, time-sensitive process requirements. We can help you rapidly recover, build stronger capacity and community resilience, and enhance preparedness planning for future crises.

**Supply Chain****Identify, categorize, quantify, and prioritize supply chain risks and mitigation plans**

Organizational preparedness and response have been severely hampered by supply chain issues. Our supply chain professionals, many of whom held leadership roles at large health systems and government institutions, have led organizations through previous emergencies and emergency readiness exercises, including overseeing processes critical to managing inventory for the military. We are well-equipped to identify, categorize, quantify, and prioritize supply chain risks and mitigation plans to minimize disruptions. We can assist with mission-critical activities, including:

- Assessing existing inventory viability, availability, and immediate vulnerabilities.
- Identifying both suppliers at risk of not fulfilling delivery obligations and alternative suppliers to support needs.
- Allocation planning for clinical supplies, pharmaceuticals, and equipment, as well as adapted management controls, policies, and decision-making support for enhanced resource assignment.
- Diligence and structure for daily cadence and tracking reports.
- Supplier disaster recovery and pandemic management.
- Developing communication plans for internal and external supply chain stakeholders.

In addition, once conditions stabilize, we are expertly positioned to develop preparedness plans and contingencies for the next time a crisis arises.

**Staffing, Throughput, and Telework****Create capacity, enhance resources, reconfigure demand planning and workflows, and transition employees to telework**

Amid rapidly changing work environments, our operational leaders are experts at applying the processes needed to create capacity, enhance resources, and reconfigure demand planning and workflows to enable efficient delivery of high-quality care, even in these challenging times. This includes:

- Leveraging our staffing optimization analytics to identify new shift and schedule configurations to reduce the need for expensive per diem staffing.
- Tracking workforce status and capacity in real time, filterable by skill and location, to enhance human resource assignments and mission-critical activities as overall capacity changes daily.
- Creating flex teams to accommodate new resource availability constraints.
- Identifying OR schedule configurations and shifting appropriate elective cases to alternative sites.
- Streamlining access to emergency services and throughput by revised triage protocols and reconfiguring fast-track areas/functions.
- Unlocking unused or underused capacity and reconfiguring to current highest and best use.

Furthermore, with the need to quickly transition employees to telework, we can help organizations optimize remote work practices, tools, and networks while continuing to sustain team dynamics and high performance.

**Telework**

Develop and implement a comprehensive work-from-home strategy

Two years ago, GuideIT launched an initiative to establish a full remote support function for GuideIT's Business Continuity Plan, which allows GuideIT to continue supporting its customers in the event of a disaster. Our remote support function is designed to enable team members, in the case of an emergency, to immediately work remotely. This initiative included the investment in infrastructure, tools, and processes to successfully implement this capability. While we had earlier made limited use of our capability, it was fully activated last week in response to the COVID-19 pandemic. We carried out this activation without any significant impact to or reduction in support to our customers. We have been working to respond to increased call volumes on our technical service desk due to customer issues with their implementation of work-from-home initiatives.

GuideIT would like to provide a submission in support of KLAS members to help them develop and implement a comprehensive work-from-home strategy, including immediate support for work-from-home initiatives that they may currently be having difficulty executing.

**Help desk services****COVID-19 patient triage help desk services**

The HCI Group has activated a COVID-19 patient triage help desk group based on FAQs created with our clients. We have two levels: Level 1 for traditional questions and Level 2 for clinical RNs to address clinical concerns and symptoms.

**Patient COVID-19 Questions—Tier 1 help desk resources**

- Working 6 a.m. to 8 p.m. shifts
- Answering FAQs established by client and with The HCI Group on COVID-19; rescheduling appointments, links of CDC or where to go, how to prevent sickness, etc.
- We are providing reports as to what wait times patients are seeing, how many abandoned calls there are, and how many calls you are receiving. This information will get more detailed as we progress, but as of right now, clients just want patients to have a person to speak to
- All support resources are onshore and out of our call centers in Jacksonville, Florida; Plano, Texas; and Fargo, North Dakota

**Patient COVID-19 Questions—RN Nurse Triage**

- Working 6 a.m. to 8 p.m. shifts
- Receiving calls once the Tier 1 team has fielded and triaged to the RN level
- Because of President Trump's lift on across-state licensure, our RNs do not have to be licensed in your state in order to practice
- Calls pertaining to COVID-19 symptoms and any severe cases the client would like the RN to field
- Making recommendations as to next steps: Get tested, go to the designated testing facility, don't do anything, etc.
- All RNs are onshore and working out of their home offices with our technology

## Remote IT Support

### Remote IT support for the EMR and other critical systems

Maximize your IT team's focus on clinical care and strategic initiatives by using HCTec for EMR and other critical system support during COVID-19 and beyond.

#### Remote Capabilities IT Support

- Service Desk (Tier 1)
- Security Provisioning
- Application Managed Services (Tier 2 and Tier 3)
- Patient-Facing Technologies (Patient Portals, Telehealth, etc.)
- Readily Available Specialized EMR and IT Skills Contract Staff
- Permanent Staffing

#### Realized Benefits

- 24-hour remote support with readily available backup teams
- Minimized security risk
- Rapid deployment as needs increase
- Focus internal teams on urgent needs

As COVID-19 continues to spread across the country and will likely continue to affect hospital systems into 2021, increased remote support allows flexibility and increased focus on patient care and emergency responses. Many hospitals are faced with rapidly increasing patient demands and the risk of provider and support absences causing operational interruptions. Our clients are concerned about filling gaps as resources become ill and on the security of their workforce working remotely.

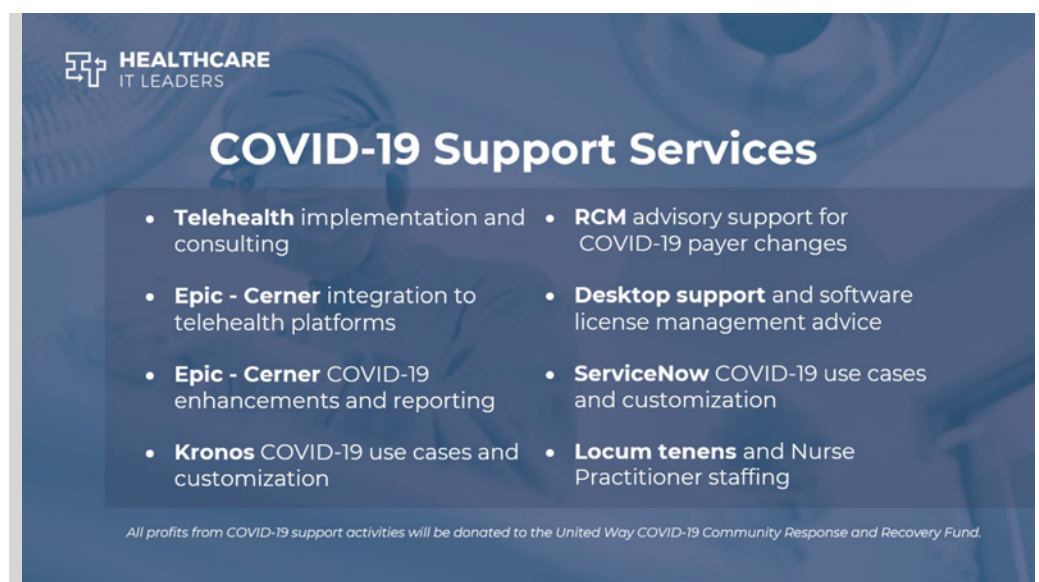
HCTec's Managed Services can rapidly deploy as an extension of your hospital's IT departments, providing 24-hour physician and patient-facing support, delivered by a certified and highly skilled U.S.-based staff on a secure, HIPAA-compliant remote platform. During an average month, our 250-person team professionally supports about 60,000 EMR users and handles 3,000 service requests and 3,500 maintenance tasks. Our team can work remotely for your team.

We also offer short-term flex resources to meet any immediate staffing needs to provide relief to overworked IT and clinical staff. We have an extensive database of specialized HIT talent ready to fill essential roles inside your organization.

**Staffing and Consulting**

Consulting, telehealth, desktop support, and staffing resources for Cerner, Epic, and Kronos customers

- **Telehealth:** Our experienced telehealth consultants offer project management, implementation, and training services for all major telehealth platforms. We also support integration of telehealth platforms to EMRs (e.g., Epic and Cisco Extended Care).
- **Kronos:** We're a leading Kronos Workforce Dimensions partner for healthcare and support configuration changes and updates required to adapt to rapidly changing healthcare workforce scenarios. Use cases range from attestation for COVID-19 subsidies to onboarding of remote employees to crisis management labor balancing.
- **ServiceNow:** Our ServiceNow practice can enable the new emergency response apps and features of the platform. We also offer traditional implementation and configuration services for ServiceNow and Nuvolo, which is built on the SNOW platform.
- **Epic:** Our Epic consultants can enable COVID-19 specific enhancements and reporting; Epic staffing is available to backfill positions as needed due to crisis-related talent shortages.
- **Cerner:** Our Cerner consultants can enable COVID-19 specific enhancements and reporting; Cerner staffing is available to backfill positions as needed due to crisis-related talent shortages.
- **RCM:** Our operational Revenue Cycle Management experts advise health systems on rapidly evolving CMS policies and payer updates for COVID-19 reimbursement.
- **Desktop Support:** Desktop support and infrastructure consultants are available to support new and remote employees and pop-up facilities required for managing the crisis. We can also advise on software licensing as clients seek additional licenses for emergency use.
- **Locum Tenens and NP Staffing:** Our sister companies, Locums Choice and PAC Leaders, offer clinical staffing services to help clients meet critical workforce shortages on the front lines of care.



**HEALTHCARE IT LEADERS**

## COVID-19 Support Services

- **Telehealth** implementation and consulting
- **Epic - Cerner** integration to telehealth platforms
- **Epic - Cerner** COVID-19 enhancements and reporting
- **Kronos** COVID-19 use cases and customization
- **RCM** advisory support for COVID-19 payer changes
- **Desktop support** and software license management advice
- **ServiceNow** COVID-19 use cases and customization
- **Locum tenens** and Nurse Practitioner staffing

All profits from COVID-19 support activities will be donated to the United Way COVID-19 Community Response and Recovery Fund.

**Staff  
Augmentation**

Analytics, data science, and domain-expert staff members

- Leverage Health Catalyst team members as an extension of our clients' teams—trained analytics, data science, and domain-expert staff members are ready to support them in their response to COVID-19.
- Staff Augmentation Support: Additional services are offered to all Health Catalyst clients at a discounted rate through the end of 2020.





**Health Systems Informatics**

**Consulting and  
project management**

**Project management, wireless infrastructure consulting, and  
Epic healthcare information and analytics**

As a 25-year virtual organization, HSi's resources have been set up for remote work since their first day on the job. Areas where HSi can be of immediate assistance to health systems include:

- **Clinical Project Management/Implementation:** HSi can simplify the language and eliminate the need for translation in clinical projects. HSi's available senior project managers are all RNs. Our team of resources can help organizations rapidly implement new solutions, realign clinical care efforts, and decrease physical interaction while allowing providers to continue to provide quality healthcare to their patients.
- **In-Building Cellular/Wireless Services:** The cellular and wireless communication infrastructure within an organization must operate without fail in times of emergency. Dead spots and inconsistent signal strength can create barriers for an organization if not adequately addressed. Our In-Building Cellular & Wireless Services can help close the gap by identifying additional infrastructure requirements needed to better support existing and new technologies. By reducing instability in this key infrastructure, it can provide uninterrupted care coordination between providers, patients, and families, which reduces time in treating patients and improves communication with all those directly involved with patient care.
- **Healthcare Information and Analytics:** Whether it be dashboard development, data extraction, or anything in between, HSi can deliver high-quality reporting on short notice for either revenue cycle or clinical needs. With a robust team, HSi's healthcare information and analytics resources are experienced in not only gathering Epic data but also putting it into use quickly for organizations. Set up as a remote resource pool for the last 10+ years, our approach allows organizations to flex up or down based on demands while staying within their planned budgets and not needing to commit to many full-time resources.



## Telehealth

Free telehealth setup and billing planning

Free resources from HIPAA Watchdog during the COVID-19 crisis:

- FREE strategy meeting to launch telehealth services: Free telehealth setup and billing planning for your telehealth services.
- FREE Patient Portal Coordinator: Please allow one of our team members to call your patients and help them sign up for Patient Portal to receive COVID-19 updates. Better communicate with your providers remotely.
- FREE access to HIPAAWatchdog.com until the end of May to train, credential, and onboard remote employees

## Process automation

Workflow and process automation for message distribution, commissioning/decommissioning of surge beds, and staff onboarding

We are applying our expertise in process automation to help hospitals accomplish more with less, freeing up clinical, operational, and technical staff to manage more critical tasks. Leveraging our partnership with Eggplant (a leading automated testing and process automation software provider), iMethods can automate virtually any workflow. Some examples that have specific applications in the current environment include but are not limited to:

- Automating the distribution of messages to all or a specific set of patients. While EMRs can push mass communications out through their patient portals, many hospital systems do not have the server power to push them all at once, requiring them to be sent in batches. We can automate that process so that no member of the IT team needs to oversee the batch distribution.
- Automating the commissioning and decommissioning of surge beds. EMRs require that beds be activated and deactivated in the system so that each actual surge bed has a matching electronic record in the EMR. iMethods can generate a script to ensure there is alignment between the EMR and the bed assignment.
- Automating processes related to onboarding and offboarding clinical staff. As health systems move quickly to prepare for a surge in patient volume, many are looking to bring in retired and locum tenens providers to cope with the anticipated load. Querying licensing boards and ensuring that provider records can be built or reactivated in the EMR can be labor intensive. iMethods can automate these tasks.

**Consulting**

Help clients address capacity, technology resilience, and staff safety and effectiveness

Impact Advisors recognizes that our clients have day-to-day operational challenges that continue to change as the COVID-19 crisis evolves. Impact Advisors' offerings reflect our current understanding of our clients' most critical needs: addressing capacity, technology resilience, and staff safety and effectiveness. We bring special expertise and capacity to support clients during the COVID-19 crisis in several critical areas:

- Virtual Care Connections (Telehealth): Rapidly expanding remote health delivery tools and capacity while keeping providers and patients safe.
- Technology Command Centers and related Operations: Providing Command Center management/support, overall project/program management, organizational coordination, and EHR system configuration changes (e.g., risk criteria, alerts, reporting) to address COVID-19-related needs across the organization.
- Delivery Capacity and Demand Management: Conducting surge capacity analysis and planning, supply chain integrity and capacity planning, and staffing optimization.
- Technology Expansion, Reliability, and Resilience (IT Infrastructure and Security): Assessing, scaling, and securing key systems, including those essential to remote work and online collaboration.
- Revenue Cycle Protection: Ensuring financial health and sustaining cash flow by understanding shifting reimbursement regulations, assessing risk, and implementing rapid-response approaches to cash collection/management.

Impact Advisors leverages a multidisciplinary approach through our team of experienced healthcare clinical, operational, and technology leaders. We also have the capacity to serve local-market health systems across nearly all 50 states based on the home geography of our associates.



## Salesforce Health Cloud Quick Start Program

Helping COVID-19 response teams get up and running with Salesforce Health Cloud

Our Health Cloud Quick Start program is designed to help COVID-19 response teams get up and running with Health Cloud so they can triage incoming calls, identify high-risk patients, and focus care teams on the cases that need them most.

Total Cost: Free

Target Completion Time: 2–3 Days

### Key Benefits:

- Centralized case management tools for your COVID-19 response team
- Built-in COVID-19 assessment flow to support inbound call engagement
- Triage of inbound calls to identify high-risk patients
- Assignment of high-priority cases to care teams for testing and treatment
- Patient data protection through Salesforce Shield
- Tracking and reporting of patient call volume

### Included Services:

- Setup and configuration of Health Cloud
- Installation of preconfigured Salesforce COVID-19 response solution
- Shield configuration to enforce field-level encryption of patient data
- User setup and configuration, including assignment of predefined roles and profiles
- Implementation of preconfigured COVID-19 assessment flow
- Test scripts to facilitate user acceptance testing
- User reference guide
- Virtual administrator and “train the trainer” end-user training
- Post-deployment support for two weeks

### Optional Services (Service Fees Apply):

- Application/user experience customization
- Integration with EHR, EMPI, and/or phone systems
- Community and MyTrailhead implementation
- Email automation (Marketing Cloud, Pardot, etc.)

**Virtual Care  
Access Package**

Predictive models, analytics, and services to help payers and providers prepare for COVID-19 impacts

To support health systems and providers during this unprecedented time, the Lumeris Virtual Care Access Package provides COVID-19 specific models, analytics and services so payers and providers can prepare for COVID-19 impacts.

**Overview**

Our solution is designed to help organizations more effectively identify, prioritize, and manage patients at risk for COVID-19, resulting in more efficient use of limited resources. The solution also enables organizations to analyze COVID-19 scenarios and manage at-risk patients with provider, caregiver, and patient engagement tools that integrate into existing workflows. It also includes capabilities for automating routine COVID-19 health checks to increase office capacity to meet COVID-19 demands.

**Benefits**

This solution will help organizations manage today’s uncertainties and position for long-term success by enabling them to:

- Analyze and address potential risks across the enterprise, as needed
- Manage resources and staffing to stay ahead of the demand
- Focus resources on those patients most at risk from COVID-19
- Reduce potential COVID-19 related emergency hospitalizations and readmissions

**Features**

The Lumeris Virtual Care Access Package solution features:

- **Health System COVID-19 Reporting and Diagnostic:** Run and analyze scenarios to determine potential clinical, financial and operational impacts of COVID-19 to the enterprise for the short, medium and long term.
- **COVID-19 Predictive Analytics:** Utilize our freely available, open source COVID-19 predictive models to help identify, stratify and prioritize outreach and resources for those most at risk for hospitalization from COVID-19.
- **COVID-19 Engagement:** Leverage engagement tools and resources through existing workflows to expand capacity through your own EHR, the MyPCP texting outreach tool or Lumeris Population Health Managers, enabling the PCP and care team to ensure that the most fragile patients are being monitored.

**Value-based care  
consulting****Understand, anticipate, and respond to the impacts from COVID-19**

Our ongoing health research efforts—including our COVID-19 Pandemic Model and COVID-19 Impact Briefings—are helping healthcare clients understand, anticipate, and respond to the full range of possible impacts from this public health crisis. Milliman is advising the full spectrum of stakeholders to help them answer important business questions:

- Our data scientists are using analytics to predict changes in health service utilization and prepare for impacts on health system capacity.
- Our actuaries are helping risk-bearing organizations ensure they have adequate financial reserves.
- Our clinical consultants are developing strategies for identifying and stratifying individuals who are most at risk for the virus.
- Our management consultants are advising organizations on how they can best leverage their resources to help their customers navigate these unprecedented times.

## Clinical Workflow Response

Remote assistance for developing just-in-time clinical tools and operational processes that help facilitate new patient scenarios

It's crucial for your health system to embed efficiency into technology where possible while responding to the current crisis. Nordic will offer remote assistance for your clinical teams developing just-in-time tools and operational processes that help facilitate your new patient scenarios. Focus areas may be:

- Remote or portable screening for COVID-19 patients—assessing patients/visitors upon entry to the facility or in a designated separate location
- Creation of COVID-19 specific documentation tools that limit extra steps for staff
- Triage protocols to facilitate nurse line or hotline workflows. These may include questions regarding symptoms and resulting workflows for any “yes” symptoms and travel questions that adhere to CDC guidelines
- Defining policy and documenting approved video types (e.g., FaceTime, Skype) for e-visits
- Integration for potential third-party solutions to facilitate patient care remotely
- Protocols for COVID-19 within the EHR—track, alert, and link to CDC requirements for specimens and the associated ordering workflows
- Inpatient bed planning, cohorting, tracking of isolation rooms, and flagging rooms requiring special cleaning. Addition of virtual or temporary beds and care locations
- Employee and patient education tools
- Employee health documentation and possible staffing implications
- Dashboard reflecting COVID-19 screening, case tracking, and patient management

## Patient Scheduling, Registration, and Communication

Remotely implement changes to operational workflows and work with Epic EHR to support these workflows in a more automated fashion

With health systems delaying elective services, patients wondering what to do and when to come in, and the need to expedite all COVID-19 screening and rule out as much as possible, hospitals' Access and Front Desk staff are overwhelmed. Nordic can help remotely implement rapid changes to your operational workflows and work with your Epic EHR to support these workflows in a more automated fashion including:

- Questionnaires and scripting for staff to communicate to patients where to go or who to call for treatment and next steps, what is happening with their routine/elective services, etc.
- Scripting and training for reception staff when staff members are present with specific symptoms
- Updating patient instructions in scheduling protocols and appointment reminder calls
- Establishing an appointment conversion plan to reschedule well and/or elective visits
- Redefining shorter registration pathways for patients with specific chief complaints
- Educational push to patients via MyChart (or your website/portal) that can include:
  - Text messages and emails on COVID-19 education and patient instructions
  - If I think I have COVID-19, what should I do?
  - Increased utilization of appointment reminders and instructions to reduce unnecessary cancellations
  - Methods of communication to your organization from patients with questions or symptoms
- Set up referrals/authorizations to automatically approve for COVID-19 lab tests
- Edit your benefits-engine build to suspend out-of-pocket charges for COVID-19 tests



## Reporting and Tracking

## Remotely establish analytics infrastructure necessary to monitor and track important statistics

Appropriate tracking and reporting remain important now and will continue to be important as we manage through and recover from this crisis. Nordic will partner remotely with your decision support team to establish the analytics infrastructure necessary to monitor and track the statistics most important to you.

- Support a data submission process to communicate internally and with Public Health/CDC on those screened and treated at your health system
- Documentation and tracking in Epic
- Statistics and patterns of confirmed, pending, and possible cases—daily data from above items for leadership at your organization and other public health entities
- Geo-mapping by zip code on screened, tested, positive, and recovered patients
- Measuring the comprehensive financial impact of COVID-19
- Supply chain and utilization analytics to aid procurement and staffing decisions

## Online training

## Virtualization of classroom training

With the current need to avoid large group settings, you may be struggling to determine how to quickly modify your delivery methods to avoid bringing learners into a crowded classroom.

- Good enough to move on: Embrace the idea of “GETMO” - good enough to move on. There are two ways you can roll this out:
  - Nordic teaches you how to make quick and simple training
  - Nordic creates quick and simple training for you
- We are happy to engage in teaching your team a quick process to streamline e-learning production with your current trainers. The process leverages PowerPoint to create short videos easily published in Captivate, producing SCORM-compliant modules and avoiding additional licensing and learning curves.
- Roll out virtual, instructor-led training: Another option for moving online is virtual, instructor-led training. This does require instructors to learn the intricacies of online delivery and how to best engage a remote audience. If your team is overwhelmed or busy elsewhere, we can assist you by creating the actual courses, or we can conduct courses remotely allowing your trainers to convert content with the time saved. Either way, you’ll be able to move your education online more quickly.
- Move to virtual personalization labs: The KLAS Arch Collaborative has shown a direct link between training and providers’ satisfaction with the EHR. A big part of provider satisfaction is personalizing the system to their role and preferences. Many organizations do that as part of onboarding. As organizations are now seeking to limit physician exposure, we recommend setting up remote personalization labs. In these labs, you can achieve the same goals and user satisfaction without in-person contact.

## Staff Augmentation and Managed Services

Remote support of daily administrative operations, including financial clearance, Epic system maintenance and support, and billing and collections

What your health system might need most at this time is for individuals to help “keep the lights on” while your valued employees and team members are pulled into preparation/response task forces or to cover essential functions. Nordic can remotely support your daily administrative operations, whether that be helping in the financial clearance department, conducting necessary Epic system maintenance and support, or overseeing billing and collections operations.

- Interim management and oversight of daily operations: Overseeing and managing your day-to-day operations while supervisors and management are pulled into emergency response and situation management meetings
- Project management: Interim project management/support for existing revenue cycle or IT PMO projects or new projects related to COVID-19-related initiatives
- IT staff augmentation: Certified and experienced Epic consultants to augment your IT team, either for your high-priority projects or to conduct incident resolution, queue monitoring, or content loads and management

## Telehealth Solutions

Telehealth optimization services to maximize efficiency and improve outcomes

If you have a telehealth solution in place and would like to optimize it for maximum efficiency and improved outcomes, we can help with the following considerations:

- Patient portal/MyChart configurations for suspected COVID-19 visits. This could include the addition of specific e-visits for COVID-19-related symptoms. It could also include scheduling template updates and visit-type updates to streamline the workflow and effectively track patients
- A plan to quickly communicate the new service offerings to patients
- Internal change management, training, and support
- Documentation tools to facilitate coding and billing for telehealth
- Advisory on the ever-changing regulatory and landscape updates

If your telehealth platform is less mature or not available across the organization, Nordic can assist in several ways:

- Design a clear plan to move your organization forward
- Clinical, operational, and technical expertise to implement the program designed
- As part of the planning, we would consider these aspects:
  - Interfaces
  - Integration points with portals, servers, and website
  - Hardware requirements and purchases
  - Internal user support and support of patients who use the tool
  - Designated clinical staff
  - Permitted condition/complaint list
  - Protocols for any allowed prescriptions
  - Operational owners, policies, and change management

## Consulting and Support

## Service desk, virtual care, care coordination, or other forms of support

NTT DATA is responding to our clients' needs rapidly as follows:

- We are redirecting staff and resources to support our clients as they adapt to new demands including rapidly onboarding new clinicians, migrating nonclinical staff to work-from-home models, supporting the deployment of needed technology (e.g. virtual care), and responding to their data and information needs. This is a rapidly changing landscape. Last Friday we learned that one of our clients would implement WFH for over 10,000 of its employees on the following Monday. This creates incredible pressures on our clients' personnel, our teams, and the supporting technology. Our number one focus is to ensure we do our best to deliver the services we have already committed to our clients.
- To ensure clients have access to their mission-critical technology, our data and support centers around the world remain fully staffed with in-house and remote experts (according to regional and local health guidelines).
- Our teams are in the care theaters supporting technology needs alongside our clients.
- In addition, we are seeking to serve creatively in many ways. Examples:
  - Working with our hospitality and travel vertical, we are connecting healthcare clients with local hotel chains to find creative solutions to support physicians and healthcare workers who need to self-isolate due to COVID-19 exposure and providing a fast path to hospitals who may need to quickly find additional beds in unconventional settings.
  - We are working with two of our partners, Enli and InTouch Health, to rapidly deploy and scale care management and virtual care technologies across the healthcare system.

Provider systems requiring service desk, virtual care, care coordination, or other forms of support can count on NTT DATA for support. Earlier this week, we announced we're working together with Enli to deliver a COVID-19 Care Coordination program that helps healthcare organizations record, manage, and monitor patients at risk for, or who have already contracted, COVID-19.

**Telehealth, clinician help desk, and patient portal support**

Support for telehealth initiatives and help desk call surges from EHR users and patients

**Service Desk for EHRs, patient portals, and Nuance solutions:** Limit work disruptions 24x7x365 for remote real-time assistance for EHR and Nuance solutions. 100% U.S.-based work-from-home employees available to support patient portal use by providing 24x7x365 bilingual assistance and enhancing usability to help grow patient engagement with support for device integration, e-visits, and telehealth.

**Remote CDI staffing**

Preserve CDI staffing levels to sustain your current program and minimize the impact to your CMI

**Nuance CDI Interim Staffing:** Remote CDI Interim Staffing services can perform CDS chart review and provide manager-level support. You can't afford to let disparities in CDI coverage impact the team's performance. With the ability to review 20–25 cases/day, including new and follow-up reviews focusing on severity, quality, and DRG management, Nuance CDI Interim Staffing resources can extend your team's impact.

**Secure remote transcription services**

Secure remote transcription services to keep pace with dictation volumes

**Nuance Transcription Services:** Keep pace with provider dictations with remote medical documentation specialists using Virtual Desktop Infrastructure (VDI)-enabled systems with enhanced security to keep pace with dictation volumes. Accurate, timely transcription is critical for clinical documentation—and the clinical and financial outcomes it drives. Outsourcing transcription to Nuance frees up valuable time for your department to focus on other priorities.

*Better Solutions. Better Patient Care.*

## **Laboratory and hospital consulting**

Lab interfaces to support rapid testing methodologies and other services to help labs deal with COVID-19; support for telehealth, COVID-19 peak prep, and implementation of temporary hospital spaces

Everyone at Optimum Healthcare IT continues to focus on how we can best support our customers during this unprecedented time. We know that our customers—labs like yours—are at the very front line of this pandemic, and we want to make certain we are supporting you in every way possible. We are appreciative and proud of all the hard work you are doing!

Our laboratory IT consultants have been working with our partners to support them behind the scenes. We have been busy working with our counterparts to help implement new interfaces to support rapid testing methodologies for COVID-19.

We have also helped our partners modify current workflows, update billing requirements, and support the laboratory through this challenging time.

Additional available resources include:

- Telehealth strategy and support
- EMR-build resources to support short-term needs to prepare for the COVID-19 peak (e.g., facility structure updates, new users, COVID-19 dashboard creation, decision support updates, etc.)
- Infrastructure PMs to support implementation of temporary hospital space or repurposing of existing spaces

**Advisory Services**

Services for rapid response and crisis management, resource modeling, telework, and telehealth

- Rapid Response Leadership: Expertise in rapid response and crisis management situations in relation to COVID-19.
- Resource Modeling: Help physician practices project the spread of COVID-19 infection in local markets and model supply and hospital bed availability.
- Remote Workforce Readiness: Consulting services to help providers transition nonessential staff to working remotely. Focus is on minimizing impact to the health system while helping to keep workforce healthy and safe.
- Telehealth and Digital Health Tools: Multidisciplinary digital and telehealth change management expertise to help providers think through IT impacts, patient engagement, rollout, clinical training, costs, resulting billing and reimbursement changes, and risk and compliance issues.

**Clinical Services**

Services for patient helpline, chronic care management, and employee assistance program

- Patient Helpline: 24/7 patient access for assessing health concerns (e.g., determining when to see a physician). Clinical nurse support services include clinical triage, proprietary triage tool, patient decision support, patient education, prescription support and refills, and physician preferences and escalation. Nonclinical customer services include scheduling, referrals, and navigation. Services delivered via a unified scaled infrastructure through EMR integration, workflow tool, data, and analytics.
- Chronic Care Management: Reimbursable care coordination via remote care coordination in practices. Services include identification and stratification, outreach and enrollment, monthly care coordination, and patient billing. Fully outsourced, technology-enabled services include staffing, ongoing process design and improvement, and a unified scaled infrastructure through agent workflow technology, EMR integration, patient engagement tools, and analytics as well as performance management, compliance, and value reporting.
- Employee Assistance Program (EAP): Master's-level specialist support by phone. In-person, online, and worksite consultations also available. Provider network of 105,000 NCQA-accredited and tiered counselors, with EAP and critical incident services in more than 150 countries. Consumer portal has won awards and is URAC accredited. Users can access screeners, self-help programs, videos, and articles. Search for providers or request authorization online. A new mobile app further increases utilization and awareness.

**Optum Data Exchange**

Links providers and payers bidirectionally to securely deliver clinical data where it is needed to support value- and risk-based agreements

Aggregates, transforms, and distributes clinical data for providers and payers. ODX works on the principle of “connect-once, use-many” with over 2,400 clinical interfaces and more than 100 EHR integrations. ODX links providers and payers bidirectionally to securely deliver the clinical data where the data is needed in the format it is needed to support value and risk-based agreements. Today, ODX is processing over \$2 billion clinical transactions per year.

**Research**

Complimentary access to COVID-19 readiness resources

- Advisory Board Research: The Advisory Board has compiled resources for COVID-19 readiness to help ensure the safety of provider staff and patients. Access is complimentary.

## Rapid Response Solutions

Telehealth accelerators, real-time reporting, EHR readiness, and other consulting services to help organizations manage the impacts of COVID-19

Our rapid responses include accelerated support transition for patient portals, clinical applications, and IT help desk—including video/telemedicine. Additional accelerated processes for report development service, practice-integration, and Connect Partner application maintenance. Waived or reduced rapid transition/implementation fees available.

**Telehealth accelerators:** Fast-track your virtual care solutions. We have the expertise and talent to implement and expand your telehealth solutions to move you from contract to care quickly.

**Real-time reporting:** Leverage reporting and analytics to anticipate and manage ever-changing conditions.

- ‘Lights On’ Reporting
- COVID-19 Dashboard

**EHR Readiness:** Leverage your existing technology for triage capabilities. We can stand up basic eVisits in 2 weeks.

- eVisits
- Direct Scheduling
- Best Practice Advisories
- Flex Clinic Strategy and System Set Up

**Help desk support (24/7/365):** Keep your resources focused on critical needs. Leverage our flexible help desk services.

- Telehealth
- Patient Portal
- EHR
- IT

**Virtual patient experience:** Shift care from in person to virtual with portal and app capabilities. We design, build, train, and support the patient portal features that are slated for “later” but that you need now.

- Patient Portal (MyChart) Optimization and Support
- Communications and Marketing

**Business continuity enablement:** We enable infrastructure stability and performance at a time when it’s more important than ever.

**Dynamic staff augmentation:** Our specialized remote resources are here for you when you need us most.

- Healthcare Specialists
- Third-party Telehealth Vendors
- EHR Analysts and Reporting
- Third-Party Specialists: Telehealth, Supply Chain, Patient Portal

**Critical supply chain management:** Be less reactive for future challenges. Our demand forecasting experts help you manage the impact of spikes and drops in inventory and supply network strategy sourcing for critical supplies. We have emergency centers to provide remote support for free.

**Financial reporting:** Navigate the complex accounting implications as a result of these economic changes. It is crucial to understand, analyze, and document the impact and get it right the first time. Our on-demand technical accounting experts are here to address your urgent accounting issues.



Premise Health®



## Worksite health and telehealth

Worksite health and telehealth services to help  
organizations manage the COVID-19 crisis

Premise Health is offering a COVID-19 management product in addition to their traditional offerings. Premise Health has a unique and important opportunity in pandemic preparation and response. They not only have the bandwidth to impact the pandemic curve but their agile capabilities can also help reduce the burden on hospitals and the overall healthcare system.

They offer critical healthcare services that help clients continue to operate while keeping their employees safe during these uncertain times. Each of their products has the opportunity to go beyond the confines of its definition to prevent, manage, and treat members when and where they need it most—at work, at home, or somewhere else.

The following bundled products are being leveraged at Premise Health onsite, nearsite, and at virtual sites across the country to help manage COVID-19:

- National Virtual Health: 24/7, on-demand virtual care across all 50 states
- Local Virtual Health: Scheduled virtual visits with the existing onsite or nearsite care teams
- COVID-19: Screenings and testing
- COVID-19: Return to work protocols and adherence
- COVID-19: Condition management
- COVID-19: Strategic and clinical consulting
- COVID-19: Care navigation



## Analytics support and resources

## Analytics accelerators, Epic workflow updates, and team-based analytics support

Updating Epic workflows to assist with better documentation around screening, testing, and results to facilitate the tracking of COVID-19 patients.

- To support the rapid response needed to update Epic in response to the COVID-19 crisis, Prominence Advisors has eliminated all minimum hour and duration requirements for contracting our Epic resources and are offering them on an ad hoc basis. Our team is prepared to support our clients in a variety of capacities including but not limited to:
  - Charger Router and Billing Work queue build to address charges associated with COVID-19 testing, treatment, and response
  - Implementation of travel screening and other custom BPAs
  - Build and configuration of custom appointment request decision trees for COVID-19 triage on phone lines
  - Custom rule build and configuration to drive critical registration and appointment workflows
  - Epic report build, including RWB, Clarity, Radar, ED Tracking, and VODI Orders Dashboards

### Flexible, Team based Analytics Support

- While your team's priorities shift to other areas, Prominence Advisors' team can continue to keep the lights on for your analytics users. Prominence Advisors has experience with a variety of visualization layers (Tableau, QlikView, Qlik Sense, PowerBI) as well as familiarity with the transformations needed for EHR data to power those visualizations. Our expertise in dozens of EHRs and other healthcare data sources allows us to quickly ramp up to your specific organization needs, and our deep toolset allows us to support you at maximum efficiency. Team-based support means you'll have:
  - Access to a team of Prominence Advisors resources with experience in UI, data modeling, data architecture, server administration, and more
  - Ability to use the right resource at the right time on an as-needed basis
  - Ability to task Prominence Advisors resources with anything related to your analytics deployment or simply leverage us for additional bandwidth



**COVID-19 Navigator**  
**CFO Pulse Survey**

Understand where your business stands as it relates to crisis management and response; workforce; operations and supply chain; finance and liquidity; tax and trade; and strategy and brand

The PwC COVID-19 Navigator is a digital tool which helps our clients understand where their business stands as they respond to COVID-19 in the areas of crisis management and response; workforce; operations and supply chain; finance and liquidity; tax and trade; and strategy and brand.

PwC's COVID-19 CFO Pulse Survey shows how finance leaders plan to react to COVID-19 and what impacts they expect to see. The survey will continue, and you can sign up for updates.

Stay up to date on COVID-19, interoperability, and other pressing matters for the health industry. PwC's weekly health industry newsletter lands in inboxes Friday mornings with news and analysis on policy, legislation, court decisions, the 2020 election campaign, and more.

We are in the process of developing additional new products specifically to help our clients deal with the crisis.

**COVID-19 Ambulatory and Elective Procedure Access Considerations and Support**

Help managing demand and capacity as well as prioritizing patients for clinic and elective appointments once COVID-19 recedes

Providers are bracing for a surge in emergent COVID-19 patients. To reserve supplies, reduce spread, and create inpatient capacity, elective procedures and nonurgent visits are beginning to be postponed to allow focus on those more acutely in need.

As COVID-19 recedes, providers will need to address lost revenue and minimize care disruption. They can expect a resurgence of outpatient visits and elective procedures. Recapturing these patients will be a financial necessity for many health systems.

PwC has extensive experience in managing demand and capacity as well as helping prioritizing patients for clinic and elective appointments with our business intelligence solutions.

**Immediate Needs: Managing the Inpatient Surge**

Suggested Step	PwC Solutions
Expand Virtual Care	Rules-based, automated conversion of appropriate patients and visits to virtual appointments (reducing manual provider and management time reviewing and changing schedules)
Postpone Select Electives	Rules-based, automated rescheduling of elective procedures

**Moderate Term Needs: Recapturing Electives/ Visits**

Suggested Step	PwC Solutions
Recapture Electives and Visits	Automated registries of patient cancellations with prioritization parameters (urgency, reimbursement, etc.) to reschedule instead of using a 'first come, first served' approach
Predict Demand Abandonment	Predicted patient abandonment scores (using up to 28 variables) to help inform elective and visit reprioritization and schedule redevelopment
Prioritize Capacity	Automated tools to identify: <ul style="list-style-type: none"> <li>• Optimal split of time across care settings (elective surgical and clinic) to recapture high-priority patient volumes</li> <li>• Amount of time offered required in clinics to see high-priority rescheduled appointments</li> <li>• Opportunities to tap into potential excess clinic capacity</li> </ul>

## COVID-19 Response Solutions

Free OpenStack Public Cloud hosting resources; free six-month access to Microsoft Teams for current Rackspace Office 365 customers

The Rackspace website contains expert advice, solution options, and resources that organizations can leverage to help keep their businesses running through this disruption. In addition, Rackspace COVID-19 Response Solution Options include:

- OpenStack Public Cloud: Rackspace is setting aside \$10 million in free OpenStack Public Cloud hosting resources over the next six months for organizations participating in COVID-19 relief efforts (some restrictions apply).
- Productivity and Collaboration: Current Rackspace Office 365 customers can now add Microsoft Teams to their Office 365 account for free for six months.

**HIT consultants**

Staff augmentation, strategic RCM assistance, implementation assistance for vendors' COVID-19 updates, and other COVID-19 related resources

Our team of experienced consultants and strategists is being redeployed from nonessential assignments in order to help hospitals, labs, and healthcare systems meet unprecedented patient demand, including rapidly evolving clinical workflows, new reporting requirements, and pandemic-related coding and billing updates.

As IT organizations scramble to implement or accelerate initiatives in telehealth, remote lab sites (e.g. drive-thru testing), temporary facilities, or repurposed facilities, we are able to provide senior resources to implement new processes with speed and confidence.

Sample capabilities include:

- Supplementary staffing for ill or displaced IT workers
- Strategic assistance in implementing new COVID-19 clinical orders, EHR, coding, billing, and reporting (e.g. ICD-10, SNOMED, HCPCs, CPTs, etc.)
- Implementation assistance with COVID-19 vendor updates, including how to adapt them to your workflows, billing systems, and reporting interfaces
- Stand-in support for lab techs and LIS staff recalled to frontline service
- Help-desk support for EHR, LIS, and other HIT systems
- Day-to-day support for clinical IT systems (e.g. radiology, pharma, ER, etc.)

**Cerner Millennium  
consulting**

Create reports needed by hospitals to track patient information and adequately report on COVID-19 patients

Softek can assist in creating or create reports needed by the hospital(s) or government(s) to track patient information to adequately report on COVID-19 patients.

Softek can assist in troubleshooting any reports in Cerner Millennium that have been created but are not generating the anticipated information or data and help identify why the report is not showing the required or desired information.

We can also assist or off-load some maintenance tasks to keep Cerner Millennium operating while your staff is working on other essential hospital operations.

**Remote  
service desk****Remote service desk for both EHR and technical services;  
additional crisis-response processes and support**

Stoltenberg Consulting operates a completely remote, fully U.S.-based Service Desk, offering Tier 1–3 IT support for both EHR and technical services. Staffed with clinically consultative service desk analysts with ITIL best practices and specific EHR training for Epic, Cerner, and 200+ accompanying applications and systems, Stoltenberg Consulting’s Service Desk can be stood up immediately for new clients. Alleviating internal IT staff strain and issue-ticket surplus, Stoltenberg Consulting delivers 75% or higher first-call resolution with root-cause analysis.

- Convenient 1:1 provider sessions to address all clinician EHR special requests or education needs. Schedule anytime day or night.
- IT support desk EHR break/fix and reporting capability.
- Physician-only concierge line for priority response to eliminate clinical care delays.
- Direct 1:1 end-user shadowing for quick issue resolution and knowledge transfer.
- Combination of ITIL methodology, critical IT event processes, and specific EHR system expertise to drive 75% or higher first-call resolution.

In addition to the Service Desk, Stoltenberg is actively helping health systems across the country with remote-user access set up and support, overflow support, and virtual training and/or issue resolution.

These crisis response processes focus on how we can aid the provider, clinician, staff, and patient communities during this critical time in order to facilitate timely support and efficiencies. Some of the services we are offering healthcare facilities who need immediate support include:

- End-user remote access support and set up
  - Now that many employees need to work from home, they do not know how to establish remote access or need a little support. This is overwhelming IT departments.
- 100% virtual training solutions for providers and end users
- Scheduling and patient inquiry assistance for COVID-19 tests and appointments
  - We have significant bandwidth to handle if needed with staff members who understand how to manage and interact with patients and the patient portal.
- Establish and staff a command center that tracks patients and staff and includes secure messaging and updates that are critical to the organization, patient care, and the community
- Building infection alerts and letter templates
- Through our analytics dashboards and reporting, we can set up tracking mechanisms that give you immediate access to information collected and set up specific data elements that you need to collect, so your organization’s management can make informed decisions

**IT implementation  
and project  
management**

Project management for IT implementations,  
including telehealth applications

COVID-19 has caused business disruption and technology challenges for many organizations. To meet evolving business needs, T2 Tech Group provides IT project management services for healthcare organizations and a variety of other industries. T2 Tech Group's highly experienced project managers maintain a track record of successfully completing large, complex IT projects on time and on budget. Whether you're supporting demands of a new virtual workforce or implementing new telehealth services, T2 Tech Group will provide expert guidance from assessing the capabilities and knowing the limitations of your infrastructure or evaluating network and remote access to managing security concerns and team culture.

T2 Tech Group will oversee IT implementations, including telehealth applications, ensuring organization needs are met and operations are not disrupted. The hands-on approach balances the organization's requirements, budget and time constraints, and alignment with IT operations. Whether you're adjusting to a new work-from-anywhere policy or implementing telehealth services, T2 Tech Group will help you navigate this difficult time by implementing the right technology and providing expert project management along the way.

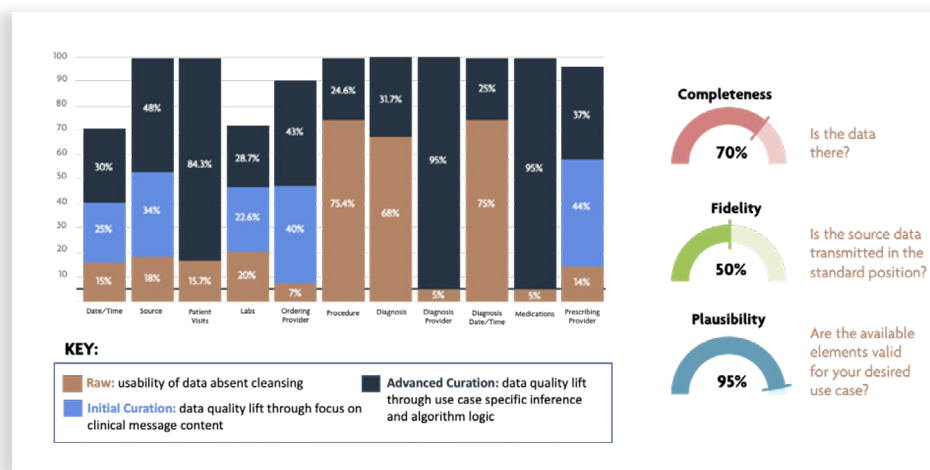


## Data Curation as a Service

Clean and curated data to support appropriate detection and early intervention for COVID-susceptible populations

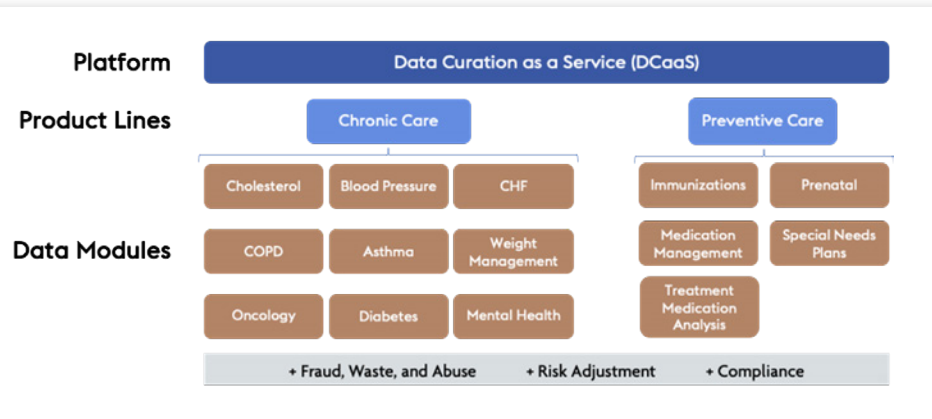
Multiple studies have assessed the prevalence of comorbidities in COVID-19 infected patients and have found that underlying disease, including hypertension ( $17\% \pm 7$ , 95%), diabetes ( $8\% \pm 6$ , 95%), cardiovascular diseases ( $5\% \pm 4$ , 95%), and asthma ( $2\% \pm 0$ , 95%), may be a risk factor for severe patients compared with non-severe patients.

- Clean and curated data is essential to support appropriate detection and early intervention for COVID susceptible populations (CHF, Diabetes, COPD, asthma, etc.).



- Verinovum employs foundational technologies required to meet the diverse needs of downstream use cases including the detection and intervention of at-risk populations. Examples of functional outcomes of these technologies include:
  - Deliver curated data in a flexible way
  - Subset by roster
  - Have transparency for auditing
  - Fill NPI gaps
  - Curate to use case
  - Fill date time gaps
  - Create standard code maps
  - Create local code maps
  - Provide data quality checks
  - Attest to HITRUST
  - Resolve patient identities
  - Create comprehensive patient record
  - Connect pipes
  - Manage integrations
  - Create structure maps

- Verinovum's Data Curation as a Service (DCaaS) offering aligns to disease-specific modules so that your data is focused, trusted, and transparent for the analysis most important in today's environment. The DCaaS platform ingests, curates, identity resolves, attributes, governs, and transmits clean clinical data tailored to your use cases. Verinovum's DCaaS offering consists of the following product lines and data modules:



- As an added service (beyond our traditional curation offering), Verinovum can provide cohort identification to support timely and appropriate targeting. Verinovum's roster and attribution logic is appended to the curated data asset to identify and report on your patient population that is at greatest risk for complications tied to COVID-19.

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