Improve patient satisfaction and deliver cost-effective care with comprehensive telehealth solutions.

Dell Telehealth and Care Management Services

Empower your patients with end-to-end telehealth tools and services, such as remote monitoring and technical and clinical support.

Improving patient care through real-time, interactive telecommunications

Once a patient leaves the hospital or physician's office, it can be difficult to ensure care continuity and patient safety. And for patients with chronic conditions and the elderly, the cost of care only skyrockets after repeat readmissions.

Telemedicine seeks to improve patient health by enabling two-way, real-time interactive communication between the patient and a physician or practitioner, from anywhere, at any time. It is a cost-effective alternative to the traditional face-to-face method of providing continuous, high-quality medical care.

How Dell can help

Dell Telehealth and Care Management Services can help you use video-based platforms to connect with patients, as well as medical devices that enable recording/remote monitoring of specific variables and improve medication adherence. Utilizing our proven original equipment manufacturing capabilities, we can develop custom tablets and connect them to specific devices for telecommunications.

We have partnered with leading telehealth solutions and medical management service providers to power these comprehensive solutions. Our partners help us provide integrated care management to discharged patients using home monitoring devices, device monitoring, vital stats and medicinal intake monitoring, and patient coaching and advice.

This allows us to ensure patients adhere to medications, treatment protocols, lifestyle suggestions and exercise regimens — preventing avoidable readmissions or exacerbation of a patient's condition.

Key benefits:

- Cost-effective, timely care continuity for the elderly and patients with chronic conditions
- Improved star ratings through proactive outreach programs
- Remote monitoring of data enhances care delivery and improves patient adherence
- Reduced cost of care and readmission rates
- Enhanced utilization of clinicians
- Improved brand/market share for health plans

We offer telemedicine consulting and analytics services, and our end-to-end integrated care management includes:

- **Pick, pack and ship:** Once an order is placed, Dell will pick, pack and ship your requested tablets, along with any necessary devices.
- **Device setup and support:** Dell will set up the patient data on a Dell tablet approximately three days after the tablet and the device has shipped. We will initiate a call (or the patient can call a toll-free number) to set up the device, register demographic details, set up Bluetooth connectivity between the medical devices and the tablet and ensure that there is data flow to the portals/tools for monitoring patient data.
- **Monitoring support:** Dell offers three levels of support:
  - **Device monitoring support:** We monitor the device to see if there is connectivity between the device and the tablet. This is monitored largely by business rules that will alert us if there is no data flowing from a patient's tablet to the monitoring portal where data is recorded.
  - **Patient monitoring:** Dell monitors patient data to see if it is within the guideline values for the patient. If not, we will initiate the appropriate handoff to a partner telehealth service provider.
  - **Patient healthcare support:** If the data has outlier values, Dell triages with URAC-certified nurses and engages the patient. If there is an issue, the communication will be escalated to an in-network doctor.
- **Proactive outreach:** Outreach to ensure patient adherence to medication improves and preventive check-ups are made, as required by health plan mandates or programs such as Medicare's star quality rating system.

In-depth methodology, innovative tools and processes

Our end-to-end methodology combines broad Dell and partner capabilities to deliver:

- A wide variety of telehealth solutions and devices
- A remote monitoring solution
- Clinical and technical support, backed by our strong partner network to provide clinical resources
- Dell Business Process Outsourcing comprehensive contact center services and solutions

Dell uses proprietary and partner tools to automate administrative processes, improve patient care and enhance clinician experience.

Comprehensive suite of Bluetooth, wireless and USB medical devices, such as:

- Stethoscope
- Two-in-one blood pressure/glucose monitor
- Microscope camera
- Bluetooth weight/body mass index scale
- Electrocardiography device
- Ear thermometer
- Pulse oximeter
- Spirometer
- Prothrombin time/international normalized ratio test
- Ultrasound

For more information about any of our service offerings, please visit Dell.com/bpo, email bpo@dell.com or contact a Dell representative.

Scan or click this code to learn how Dell Services can help your organization.

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