

Healthcare Tech OUTLOOK

HEALTHCARE TECHNOLOGY
KNOWLEDGE NETWORK

HEALTHCARETECHOUTLOOK.COM

TELEMEDICINE
SERVICES
E D I T I O N



JONATHAN TEICH, MD,
CHIEF MEDICAL INFORMATION OFFICER

KATHLEEN ALLER,
DIRECTOR OF MARKET STRATEGY

**UNIFYING
DISPARATE
TELEHEALTH
DATA**

InterSystems

\$15



InterSystems

UNIFYING DISPARATE TELEHEALTH DATA

By Alex D'souza

In today's healthcare domain, the wait time to procure a service as simple as a medical consultation can be exceedingly long and the costs and inconvenience of in-person care are often prohibitive. The situation has prompted doctors and caregivers to leverage telemedicine technology for both general ailments and specialized treatment consultations. While most medical institutions and practitioners are accustomed to using digital tools and applications in their workflow, it is equally important that they receive accurate and up-to-date patient data within those workflows so they can deliver the most appropriate and precise treatment. Realizing the importance of good data



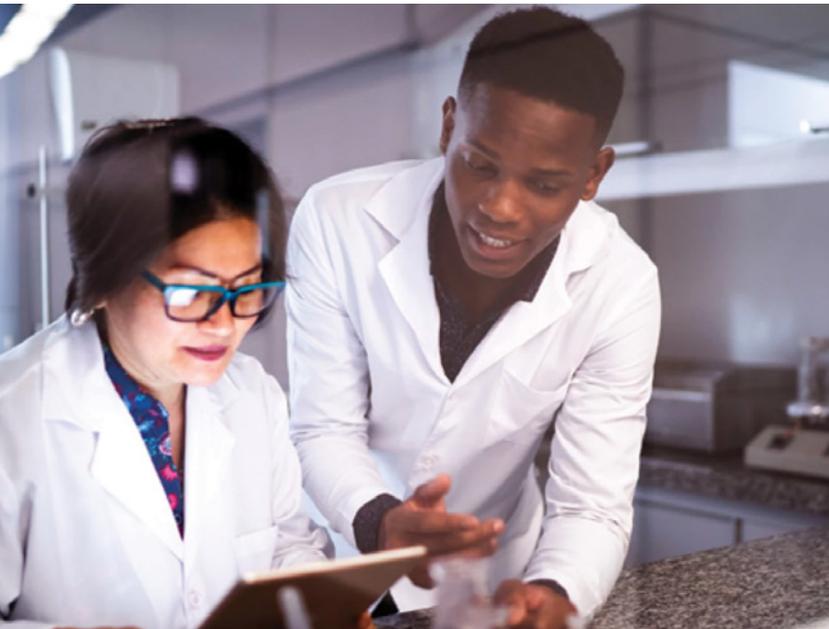
INTERSYSTEMS IS NOT A TELEHEALTH PROVIDER. RATHER, WE EMPOWER TELEHEALTH, BY DELIVERING DATA MANAGEMENT CAPABILITIES REQUIRED FOR DIGITAL HEALTH WORKFLOWS SO THAT ALL STAKEHOLDERS ARE VIEWING AND BUILDING ON THE SAME INFORMATION SET

Healthcare
Tech **OUTLOOK** TOP 10
TELEMEDICINE
SERVICES COMPANIES - 2022



KATHLEEN ALLER,
DIRECTOR OF MARKET STRATEGY

JONATHAN TEICH, MD,
CHIEF MEDICAL INFORMATION OFFICER



“
WE SUPPORT SEVERAL UNITED STATES’ STATE HEALTH INFORMATION EXCHANGES, AND MANY OF THEM USED OUR PLATFORM TO SEND PUBLIC HEALTH NOTIFICATIONS OR DELIVER KEY INFORMATION OF THE SPREAD AND CASES IN THEIR REGIONS

for high quality care, InterSystems has made a mission of delivering comprehensive, clean healthy data for care delivery and management.

“InterSystems is not a telehealth provider. Rather, we empower telehealth, by delivering data management capabilities required for digital health workflows so that all stakeholders are viewing and building on the same information set,” says Kathleen Aller, Director of Market Strategy at InterSystems. By providing comprehensive data and analytics through its HealthShare Unified Care Record, InterSystems presents clear electronic health record data for physicians meeting a patient for the first time. Built on InterSystems IRIS for Health proprietary data platform, HealthShare connects with any EHR system, allowing practitioners a bird’s eye view of patient medical histories to reduce the time they spend on virtual treatment or consultation.

Working in synergy with all client data sources, InterSystems makes it easy to visualize medical data and for physicians to access customized dashboards, care plans, and care coordination templates, as well as being notified when new patient information becomes available.

A Foundation for Telehealth Solutions

InterSystems’ IRIS for Health cloud-first data platform was created specifically to support health information technology (HIT) and telehealth solution development. It embeds healthcare interoperability standards, including HL7 FHIR, as standard functionality. The highly-scalable data platform is so widely used in healthcare software development that there

are more than one billion health records managed by systems built on it, including InterSystems own TrakCare EHR as well as HealthShare.

For clients building their digital solutions on top of InterSystems IRIS for Health, InterSystems offers educational programs on relevant technical know-how and developer training to help them create impressive digital and telehealth solutions. “Working in tandem with an extensive community of developers, users can share ideas or exchange code samples to understand best methods in getting started and creating their own proprietary solutions,” says Aller.

When designing its digital health solutions, InterSystems is always looking to steer clearer paths for providers and to bring clarity to patient medical histories, both by unifying data and then by empowering customers to create new insights. For example, in the midst of the SARS CoV-2 spread, many customers used HealthShare to develop their own COVID-19 information dashboards. “We support several United States’ state health information exchanges, and many of them used our platform to send public health notifications or deliver key information of the spread and cases in their regions,” says Jonathan Teich, MD, Chief Medical Information Officer at InterSystems. He continues, “We have a solid health data

model because of our expansive knowledge of the healthcare space. We organize and provide information that aligns with procedures a physician carries out in any given instance.”

Similarly, with InterSystems TrakCare EHR, patient data management modules are constructed around a single, unified record for each patient. The system, sold only outside the US, is designed as a global product that can be configured to represent the needs of each country of operation. As each region has its own health regulatory metrics and reporting requirements, InterSystems ensures that its EHR systems are consistent with local practice standards, terminologies, and treatment protocols.

Going the Extra Mile

Widely recognized for its comprehensive customer support, InterSystems employs an enthusiastic and talented team of IT engineers that cater to specific client needs. And in the digital health space, those needs are diverse. Virtual care, or telehealth, ranges from simple text or messaging-based interactions with caregivers to vertically integrated, entirely online care organizations powered by digital apps and sometimes, AI-enabled bots. What all these needs have in common is a focus on health data, and the need for interoperability. Every patient health record will contain information in a format that maintains common vocabularies and data models.

The InterSystems team provides its expertise to customers tackling five different kinds of telehealth challenges:

- Connecting and integrating devices and systems together. For example, “hospital in the home” is a remote care model that relies on continuous remote patient monitoring. It is only possible when monitors can be reliably connected to the “home base” information system. Similarly, tele-radiology and tele-ICU are both highly dependent on standards-based integration.
 - Supplying comprehensive records for reference by providers treating patients with whom they have no previous relationship. Having access to a patient’s problem list, allergies, medications, and recent care records leads to better, safer care.
 - Delivering a seamless workflow to both patients and providers for telehealth visits, in the context of the EHR.
 - Building new, cloud-native, FHIR-based digital health solutions for patients and caregivers to use for disease-specific as well as general health and wellness management.
 - Bringing together and preparing large, disparate health data sets for use in machine learning to power AI-based telehealth.
- Whatever the customer need, the team provides hands-on assistance to build or configure their solutions.

Advanced Telehealth Data Applicability

During the initial wave of the COVID-19 pandemic, InterSystems was called on to support new types of data in all its products, for instance travel screening questionnaires, new testing indicators and new codes for diagnoses and procedures. At the same time, provider organizations around the world had to rapidly switch to virtual patient consultation workflows. InterSystems’ TrakCare EHR was customized to work seamlessly with various teleconferencing applications such as Zoom, Google Meet, MS Teams, and WeChat. One Chilean private healthcare network, which had been in the process of implementing TrakCare prior to the pandemic, made a rapid change to its deployment plan. Rather than going live within the walls of the hospital, the initial go live was for an entirely virtual clinic, powered by Google Meet. Only later did the traditional go live occur.



JONATHAN TEICH, MD,
CHIEF MEDICAL INFORMATION OFFICER

KATHLEEN ALLER,
DIRECTOR OF MARKET STRATEGY

From a caregiver’s perspective, these new options for communication and virtual visits allow for better engagement between all parties. Physicians can easily connect with patients via the telemedicine application of choice and also document any new medical conditions, just as they would during in-person visits.

Approximately 30% of the world’s data is for healthcare, and digital health applications are being added to mobile marketplaces at the rate of over 200 apps per day. With this kind of growth, InterSystems closely monitors incoming data to identify new opportunities and create solutions that can derive the utmost value for its clients. InterSystems will continue to invest in the latest digital and telehealth trends to power next-generation home patient monitoring and treatment systems and continue to deliver the highest capacity, speed, and health data-driven capabilities. **HT**