Technical Hurdles of Telemedicine

Are you prepared for what comes next?

The primary objective of Telemedicine is to reach more patients at a lower cost while making health care access more convenient. Primary services provided via Telemedicine include primary care and specialist referral services, remote patient monitoring, consumer medical and health information, and medical education. Leading edge hospital networks have implemented unified communication to extend their lifesaving applications resulting in productivity gains, quicker diagnosis, and allowing treatment to begin earlier.

The America Telemedicine Association (www.americantelemed.org) identifies four fundamental benefits to telemedicine.

Improved Access - Allowing physicians and health facilities to expand their reach, beyond their own offices.

Cost Efficiencies - Cost control is the most important reason for funding and adopting telehealth technologies.

Improved Quality - In some specialties, particularly in mental health and ICU care, telemedicine delivers a superior product, with greater outcomes and patient satisfaction.

Patient Demand - Using telemedicine technologies reduces travel time and related stresses for the patient.

The key to understanding the overall value of telemedicine is having the ability to capture and measure the adoption of the services being offered. Though simple in nature, it is vital to overcoming technical challenges technology manufacturers fail to address. Core to the technical hurdle is the ability to collect and normalize all communication activity into a central repository. Second, correlation of communication activity with business critical systems to enhance the value and benefit to the overall organization. And lastly, providing visibility to the business owners, not just IT, so each function can track the effectiveness of their resources and expense allocation.

PREDICTIVE UC ANALYTICS™

TELEMATE.NET SOFTWARE IS THE MARKET LEADER IN PROVIDING SECURE, ROLE-BASED VISIBILITY INTO HEALTHCARE ORGANIZATIONS UNIFIED COMMUNICATIONS INVESTMENT.

TELEMATE HAS TAILORED PREDICTIVE UC ANALYTICS TO PROVIDE MISSION CRITICAL INSIGHT AND BUSINESS INTELLIGENCE THRU COLLECTING, CORRELATING, AND ENHANCING COMMUNICATION ACTIVITY. WHETHER TRADITIONAL VOICE OR ROOM /DESKTOP VIDEO, IM/PRESENCE, APPLICATION SHARING OR EMAIL, PREDICTIVE UC ANALYTICS PROVIDES SEAMLESS VISIBILITY ACROSS THE UC STACK REGARDLESS OF THE TECHNOLOGY MANUFACTURER. THEREFORE PROVIDING A SINGLE BIG DATA REPOSITORY.

TELEMATE'S ON PREMISE, CLOUD, AND HYBRID ANALYTIC SOLUTIONS ARE UTILIZED BY HEALTHCARE ORGANIZATIONS INCLUDING

ADVENTIST HEALTH
ORLANDO HEALTH
PINNACLE HEALTH SYSTEMS
MOSES CONE HEALTH NETWORK
TRINITY HEALTH SYSTEMS
MOUNT CARMEL HEALTH SYSTEMS
ASSURANT HEALTH
VETERANS ADMINISTRATION (VA)

FOR LEADING UC TECHNOLOGY MANUFACTURERS AND HOSTED UC PROVIDERS INCLUDING

CISCO	MITEL	POLYCOM
MICROSOFT	ALCATEL	VERIZON
AVAYA	ACANO	AT&T
UNIFY	VIDYO	WINDSTREAM

Predictive UC Analytics™ provides healthcare a central view into the effectiveness of their unified communication investment by providing:

Physician Adoption Visibility – Predictive UC Analytics delivers actionable data that allows healthcare providers to determine which doctors are utilizing the Telemedicine investment. TeleMate provides high-level trending and detailed session information by physician. Actionable information helps organizations drive higher adoption of valuable services.

Administrative & Compliance Visibility - Predictive UC Analytics provide a historical repository of video, telephone or email of provider and patient interactions to help manage and answer critical compliance questions.

Infrastructure & Experience Management – Predictive UC Analytics' ability to provide granular visibility into concurrent sessions, unique sessions and total sessions provides IT and business users critical information to better manage backend infrastructure, licensing and the user experience.

Session Based Cost Allocation - The next logical step in healthcare providers' capabilities in Telemedine is having the ability to assign "session cost" to each Telemedine interaction. Predictive UC Analytics' ability to provide comprehensive options to dynamically rate and allocate cost based on unique interactions or sessions allows for seamless internal cost allocation and patient billing.

Plus, TeleMate.Net Software's skilled UC Analysts leverage three decades of experience working with healthcare networks to address complex data topics. Let us do the heavy lifting for you.

PREDICTIVE UC ANALYTICS™

Quick Reference

All features provide integrated visibility across all media type data through secure, role-based user interfaces.

BUSINESS INTELLIGENCE

ADOPTION FORECASTING	EXCEPTION ALERTS
ACTIVITY TRENDING	SLA ANALYSIS
CAPACITY PLANNING	QUEUE ANALYSIS
QoS ANALYSIS	AGENT STATE ANALYSIS
WORKFORCE PLANNING	COST ALLOCATION
EMERGENCY NOTIFICATION	COMPLIANCE AUDITS

MEDIA TYPES

VOICE
CONTACT CENTER
VIDEO – ROOM / DESKTOP
IM/PRESENCE
APPLICATION SHARING
EMAIL

COLLECTION MECHANISMS

STREAMING PROTOCOLS
DATA PEERING
REMOTE API

DATA ENHANCEMENT

COMPLEX DATA BINDING
STATISTICAL MODELING
GEOIP INTEGRATION
V&H / GLOBAL DIALING
LDAP INTEGRATION

VISUALIZATION INTERFACES

INTERACTIVE DASHBOARDS
HEAT MAPS
REAL-TIME MONITORS & ALERTS
REAL-TIME / HISTORICAL REPORTING

ALERT & PUBLICATION MECHANISMS

AMAZON WEB SERVICES	CRM SYSTEMS
MICROSOFT SHAREPOINT	EMAIL & TEXT MSG
CISCO SPARK	SECURE ARCHIVES
DROPBOX	CAMPUS ALERT SYSTEMS