Three ways telehealth technology can improve workflow

Consumers are increasingly choosing telehealth encounters over costly visits to the doctor or emergency care centers. Telehealth has the added benefit of convenience that makes it easy to fit health care into busy schedules and lifestyles. It’s estimated that by 2020, 78.5 million consumers will be using e-Health applications. Health care professionals also benefit in meaningful ways from using telehealth solutions.

Why Health Navigator?
Every medical encounter has a beginning, middle and end. The Health Navigator platform is a digital diagnostic support system that uses patient inputs to produce a virtual medical history with follow-up questions, provide diagnoses, and recommend care options based on the individual patient. Health Navigator’s advanced diagnostic engines promote each step and provide a simplified, more understandable telehealth experience.

Step 1: Identify the problem
The shortage of health care professionals is no secret. In addition, about 20 percent of Americans live in rural areas without easy access to primary care or specialty medical services. Fortunately, hospitals, health systems, nurse lines and medical call centers can use telehealth solutions to:
- Reduce unnecessary visits to doctors, urgent care or emergency rooms;
- Triage patient inquiries to the most appropriate care;
- Reduce readmissions;
- Increase diagnostic accuracy for non-clinical staff; and
- Record patient data in the form of a virtual medical history.

Step 2: Assess acuity
Ranking patient symptoms based on acuity and urgency creates a more efficient and better organized encounter for patients and clinicians, because:
- Non-clinical staff can direct patients more easily to the appropriate care when symptoms are presented based on urgency.
- Busy clinicians need tools to help make accurate decisions.
- Assessing how critical a need is makes better use of clinical resources.
- Diagnostic engines present the most appropriate and cost effective care options.
Step 3: Identify best care options

According to the American Medical Association, nearly 75 percent of doctor, urgent care and ER visits are either unnecessary, or could be safely and effectively handled over video or phone. Once patients and providers identify the problem and acuity, they benefit from knowing what the best care options are. The Health Navigator platform recommends care settings and options based on symptoms and patient or doctor preferences, and allows health care professionals to:

- Deliver cost-effective care;
- Give patients peace of mind in knowing their care options;
- Retain patients by directing them to a provider within their system;
- Keep patients engaged and satisfied with their health care;
- Improve workflow with standardized, clinically validated tools; and
- Increase efficiency of clinical and non-clinical staff.

Health Navigator uses a comprehensive database of clinical codes and analytic tools to help capture, organize, and provide diagnosis and triage decisions for consumers and health care professionals: from the presenting chief complaint, to the final diagnosis. Health Navigator improves efficiency, clinical quality and workflow to provide the right diagnosis and the most appropriate and accurate care options.

The Health Navigator solution

Not only does Health Navigator provide an easier, more efficient telehealth experience, but it also has the power to support other branding. The Health Navigator platform can be seamlessly adapted to fit into any provider or company’s telehealth platform, rather than existing as a separate engine. Clients may also choose to use one, two or all three of the diagnostic engines to support their processes.

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ABOUT HEALTH NAVIGATOR INC.

Based in La Grange, Ill., Health Navigator is a privately owned health information company that provides a sophisticated, comprehensive telehealth experience, from the chief complaint to the final diagnosis. The Health Navigator platform uses complex databases and a diagnostic engine to capture, organize and present a more efficient virtual encounter for health care providers, e-Health companies and patients. To learn more, visit www.healthnavigator.com.

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