

Health Care Use Case: Diabetes Monitoring

ChoiceView™ for Simultaneous VISUAL and AUDIO Communication

Secure Real-Time Remote Care

ChoiceView technology enables a health care professional (HCP) to talk, chat, send visual information, and see the patient’s text and visual information in real-time during a phone call with a patient using a mobile device or browser.

Patients simultaneously SEE any visual information while talking/chatting with a HCP or interactive voice response system (IVR). Patients can SAVE the visuals for later use. Patients can also SEND a photo or video clip and text information while on the same call. The HCP easily can save the transaction to the patient’s health record (EHR, PHR).



Diabetes Monitoring Use Case

The 30-60 diabetic patients in this use case study are English speaking, 20-70 years old, male or female, currently have/use a mobile device, and have A1C readings between 8 and 10. HCPs use ChoiceView on their desktops while talking to patients who are using their mobile devices.

Current Method	ChoiceView Method
Lab tests patient and creates A1c report. HCP processes and mails report to patient (5-7 days to receipt). Additional time for HCP to record the transaction and add it to the EHR.	ChoiceView call allows HCP to report/send A1c readings to patient, record latest glucose readings, and recommend regimen changes immediately.
HCP receives and records glucose readings from patient, enters into health records, generates report and sends with new forms to patient (5-7 days to receipt).	Transmission is automatically documented for both parties and HCP easily saves into the patient’s EHR.
HCP confers via phone/office visit with patient, adjusting regimen. Office visit required for HCP to view patient’s skin condition (7-14 days).	To monitor a skin condition, patient sends photo to HCP and typically avoids an office visit.
Total Time: 14–28 days for mail and response time, plus additional time for phone call/visit.	Total Time: Length of phone call to accomplish in ONE EXCHANGE.

Key Anticipated Outcomes

- Narrower gap of treat to target (pre and post A1c)
- Decreased time to provide and receive glucose readings and reports
- Better patient understanding of reports and regimen
- Quicker improvement in patients’ diabetic state with med changes
- More compliance with regimen due to quicker report results and monitoring
- Reduced costs due to fewer office visits and fewer mailings
- More complete and accurate records of diabetes monitoring.

Additionally, patients’ qualitative outcomes may include more satisfaction, better overall health, and more confidence in the HCP and institution.



Scan with smart-phone OR click to view on computer: [Health Care Demo](#) on computer



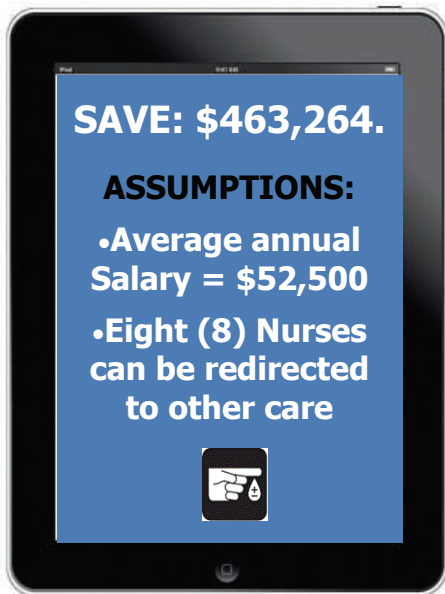
SAVINGS from Remote Diabetes Monitoring with ChoiceView

Visuals help patients comply and decrease care costs

Example: National Health Care Organization

The benefit can be stunning when using ChoiceView™ technology to monitor chronic patients. The gain depends on the size of the organization and number of patients contacted. In this example, a large national organization is contacting thousands of diabetes patients via their mobile device (smartphone or tablet) or via a phone and browser.

Of every 1,000 diabetes patients being contacted via ChoiceView, 250 are hypoglycemic or in need of daily contact. The other 750 will be contacted weekly.



- Estimated savings for 750 **weekly** calls and mailings would be:
 - \$300 per week from weekly mailings of updated reports including readings of blood sugar could be eliminated by delivering the report via ChoiceView (patients can save via ChoiceView).
 - \$2,000 per week from cutting 2 minutes per call by sending the visual information instead of reading it and using 2 fewer nurses to manage the call load.
- Estimated savings for 250 **daily** calls
 - \$75 per week from weekly mailings of updated reports including readings of blood sugar could be eliminated by delivering the report via ChoiceView.
 - \$6,000 per week from cutting 2 minutes per call by sending the visual information instead of reading it and using 6 fewer nurses to manage the call load.

SAVINGS per 1000 Diabetes Patients Monitored with ChoiceView

- Fewer mailings and reduced call length results in **\$8,375/week = \$435,500 annual savings**
- A healthier patient group will eliminate a minimum of 1 office visit per year charged at an estimated \$60 per visit. That's an **additional \$60,000 per year in decreased care savings**.
- Total annual savings of **\$495,500**.

COST to Serve 1000 Diabetes Patients with ChoiceView

If calls are handled in one 8-hour shift per day, company equips 17 (reduced from 26) Nurse Advisors with ChoiceView Live Agent licenses at \$99/month = \$20,196/year. Total cost also includes activation fee, 20% maintenance, and some professional services fees = \$12,039. Total cost estimate = **\$32,235/year**.

\$495,500 savings minus cost = TOTAL SAVINGS \$463,264.

How Much Can You Save with Remote Patient Monitoring?

There are also benefits from having healthier, more satisfied, more compliant patients who require less hospitalization and fewer office visits. Contact us info@RadishSystems.com for **FREE Total Savings calculation**.