Improving COVID Care for Providers and Patients

COVID Populations

- A study of 1,095 patients hospitalized with COVID-19 discovered that two easily measurable signs of health – respiration rate and blood-oxygen saturation – are distinctly predictive of higher mortality. Notably, anyone who receives a positive COVID-19 screening test can easily monitor for these two signs at home.

- Remote patient monitoring (RPM) offers tools for disease monitoring and patient-provider communications that reduce infection risks for patients, communities and providers.

- RPM can be an especially safe and useful method of care as the healthcare system works to combat COVID-19.

Fluctuating capacity at hospitals has made it more difficult to treat and monitor COVID and at-risk patients without an operational virtual health strategy.

Recently, the FDA allowed for certain biometric, vital-sign devices "so that health care providers can use them to monitor patients remotely. The devices include those that measure body temperature, respiratory rate, heart rate and blood pressure."

"Allowing these devices to be used remotely can help health care providers access information about a patient's vital signs while the patient is at home, reducing the need for hospital visits and minimizing the risk of exposure to coronavirus," said FDA Principal Deputy Commissioner Amy Abernethy, M.D., Ph.D.
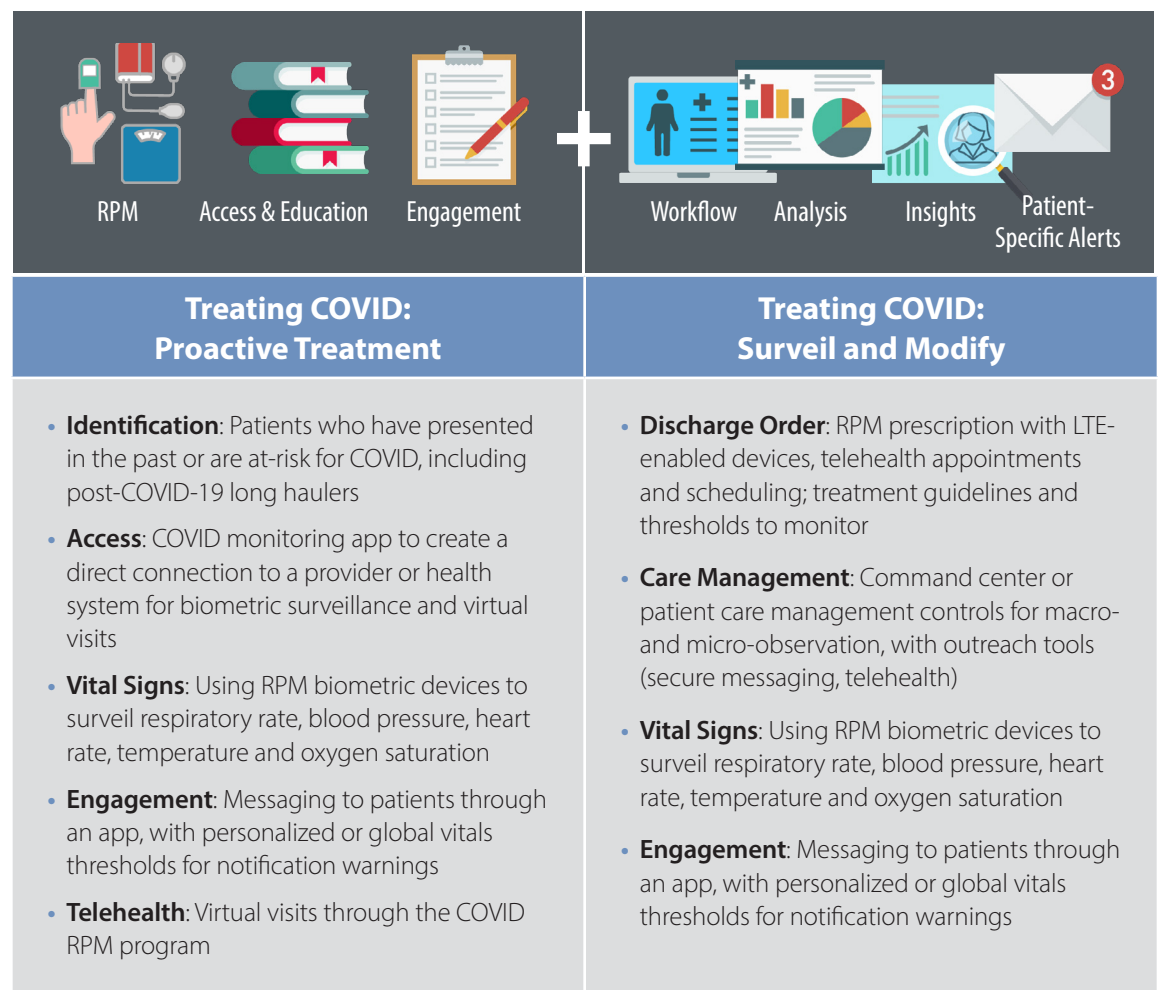
Operational Models Powered by Zyter

Prescribing Remote Patient Monitoring at Discharge: Hospitals prescribe Zyter RPM devices including a blood pressure cuff, thermometer, pulse oximeter or spirometer. Results are viewed by an assigned care manager or command center care coordinator, with alerts sent to patient, caregiver, and provider when a vital sign is outside a preset or personalized threshold. Telehealth encounters can be instigated by either provider or patient if non-emergency engagement is needed.

At-Risk and High-Risk COVID Programs: Health systems and hospitals identify patients who have presented with past COVID concerns, or are at-risk based on physiological markers, including post-COVID-19 "long haulers". After proactive outreach, patients are provided with suitable wireless LTE devices. Using Zyter RPM dashboards, staff can monitor a large population and if vital signs drift out of predefined ranges, direct resources can be applied to engage patients through Zyter RPM telehealth, and proactively treat conditions.

Care Management and Population Command Center Surveillance: Depending on staff allocation and availability, Zyter RPM allows for direct care management for virtual healthcare in COVID cases (known and at-risk) using a unified health experience dashboard. Notifications of vital-sign results can be modified at the population or personalized individual level based on clinical conditions.

How Zyter Helps

| RPM | Access & Education | Engagement | | Workflow | Analysis | Insights | Patient-Specific Alerts |

Treating COVID: **Proactive Treatment**	**Treating COVID:** **Surveil and Modify**
• **Identification**: Patients who have presented in the past or are at-risk for COVID, including post-COVID-19 long haulers • **Access**: COVID monitoring app to create a direct connection to a provider or health system for biometric surveillance and virtual visits • **Vital Signs**: Using RPM biometric devices to surveil respiratory rate, blood pressure, heart rate, temperature and oxygen saturation • **Engagement**: Messaging to patients through an app, with personalized or global vitals thresholds for notification warnings • **Telehealth**: Virtual visits through the COVID RPM program	• **Discharge Order**: RPM prescription with LTE-enabled devices, telehealth appointments and scheduling; treatment guidelines and thresholds to monitor • **Care Management**: Command center or patient care management controls for macro- and micro-observation, with outreach tools (secure messaging, telehealth) • **Vital Signs**: Using RPM biometric devices to surveil respiratory rate, blood pressure, heart rate, temperature and oxygen saturation • **Engagement**: Messaging to patients through an app, with personalized or global vitals thresholds for notification warnings

Overcoming Access to Care Challenges

The ability to provide access to virtual care can depend on multiple facets of financial, operational, and value-based influencers. A patient's ability to access care, sustain it, and improve their quality of living is a direct outcome of those influencers.

Financial – Those who can benefit most from remote patient monitoring devices (DME, OTC, and wearables) often cannot afford them. As reimbursement may be available through Medicare, it is important for providers to understand all financial aspects of supporting a large RPM program prior to launch.

Operational – Providers understand the importance of RPM and telehealth, but care management staff is not sized to handle increased patient cohorts. Integration with the EMR is essential for treatment in a longitudinal record, but RPM data and insights are not easily actionable without requiring more time spent using technology.

Value-Based – Value-based care models are incentivized to demonstrate and sustain health outcomes. Small to large, rural to urban, health care's mission is to foster improved health; without easy-to-use technology and devices, dismantling access disparities, and sustained patient engagement, "quick wins" are just as quickly lost.

Zyter helps solve these challenges to create access to care for treating COVID through:

- Virtual technology and services across the healthcare spectrum
- EHR integration and actionable data for the provider and care team
- Reducing the number of tools and "clicks" so staff can spend more time treating patients
- Linking value with risk mitigation, health outcomes, and decreased expense (such as reducing avoidable ED visits and readmissions)
- Supporting behavioral change in patients through educational materials and easier access to care as well as providing virtual support, alerts and reminders to physicians

"Providers benefit from system-analyzed patient-generated data and care plans to direct treatment, reduce decline or exacerbations with heart-health without increasing time spent analyzing or working with limited data from only office/emergency department visits.

Ultimately, patients desire to be connected to their caregivers and providers, instilling an assurance their health is a priority."

"What is Clinical Empathy?", National Center for Biotechnology Information

Patient Access to Care. Improved by Zyter.

Zyter ships one or more pre-configured wireless devices to the patient's home, outfitted with a simple on/off button. As the majority of devices are LTE-enabled, there is no need to connect them to Wi-Fi. All the patient has to do is turn on the Zyter device and follow the simple instructions in the user guide.
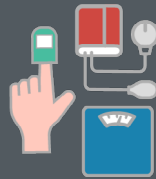
Zyter's action and care plans are easy to access on the app. Understanding physiological and psychological changes are essential for patients with COVID-19, or post-COVID-19 long haulers. Providers use custom or Zyter assessments to continue engaging patients without overwhelming them.

Zyter's mobile app displays the most recent biometric results and date of each reading, as well as activity and nutrition from synced wearables. Patients can "Take a Health Exam" or "Schedule a Visit" from the app, and if necessary, securely chat with their physician. If the healthcare organization's EHR is integrated with Zyter, visit summaries, medication lists, health conditions, and allergies can be displayed.

Zyter Telehealth creates access to care with secure video for patients, providers, care teams, caregivers, and support services. Along with remote patient monitoring (RPM), Zyter Telehealth provides real-time imaging, biometrics, and virtual evaluation.

Zyter is continuing to innovate with health behavior reinforcement intelligence, using badges, reminders, and motivational messaging to help each patient with their personal health experience.

Zyter makes it easier to understand every patient as a unique individual. Zyter uses personalized care plans for RPM surveillance and notifications so the provider and team can customize what patients need to know when they need to know it.

Personalized Care. Delivered by Zyter.

Zyter integrates with the provider practice, hospital, and health system EHR. This makes it easy to provide access and facilitation for referrals, patients, and provider-to-provider interactions. The Zyter app can be embedded using iFrames for in-context, actionable treatment for patients being remotely monitored or needing telehealth services.

Timely alerts, clinical notes and references, urgent care and scheduled video visit flexibility within the provider and care team workflows boosts efficiencies so care teams can spend more time with patients.

Zyter technology makes virtual health data specific to how the provider needs to treat the patient. RPM biometrics are surveilled based on patient-specific thresholds, creating a unique care plan that can be modified as treatment progresses. Results are easily accessed in the EHR and the embedded Zyter provider app for ease-of-use.

Action plans, care plans, important numbers, and medication instructions are always available for the patient on their Zyter app. Providers can easily share educational content, social support direction, activity, and nutritional guidance, as well as health behavior content.

A vital component of achieving and sustaining value-based care is system-generated insights from RPM, patient health data, assessments, and clinical protocols. Providers using Zyter RPM with care management can gain operational efficiency over any demographic of population as they expand scale, interact with a health system, and establish a greater understanding of a patient's health behavior, disparities, and support needs.

Zyter provides support in understanding virtual/telehealth reimbursement and technology to help providers maximize their financial investment through engagement metrics and analysis.

Your Clinical Partner

Zyter is your clinical partner for improving and protecting health. We understand the healthcare delivery needs of doctors, nurses, and care teams, and can help your organization deploy value-based services to improve outcomes and lower cost.

For More Information

To learn more about Zyter Telehealth and RPM or arrange a product demonstration, please contact **+1 (301) 355 7760, sales@zyter.com** or visit **www.zyter.com/healthcare**

About Zyter

Zyter delivers a wide range of cloud-based, software as a service (SaaS) digital health products for providers, payers and patients that span telehealth, home health and remote patient monitoring, as well as care, utilization and population health management. In 2021, Zyter acquired Casenet®, LLC and together the two company's products are used to manage healthcare for 11% of the U.S. population. Zyter's products improve clinical operations and patient outcomes while reducing healthcare costs by enhancing interoperability, communication and collaboration. The company's 5G-ready platform also supports IoT/smart technology and thermal imaging solutions. In 2021, the company won more than 105 awards for its products including Best Health Care and Medical Innovation; The Most Innovative Digital Health Startup; Best Product and Best Technology. Founded in 2017, the privately-held company is based in Rockville, Md. For more information, please visit **www.zyter.com**.