Increasing Access to Care through Telehealth

Telehealth solutions are revolutionizing healthcare outside of the traditional in-person patient/provider experience. Evolved beyond basic applications and platforms, the telehealth solutions industry has developed into a holistic set of high quality, Virtual Health (VH) services and processes that support clinical providers, ensuring patients receive the right care at the right time.

For example, the integration of evidence-based clinical guidelines, operationally defined and executed clinical training, and quality approaches to ensure adherence to clinical protocols and product offerings are all critical aspects of a scalable and sustainable VH program.
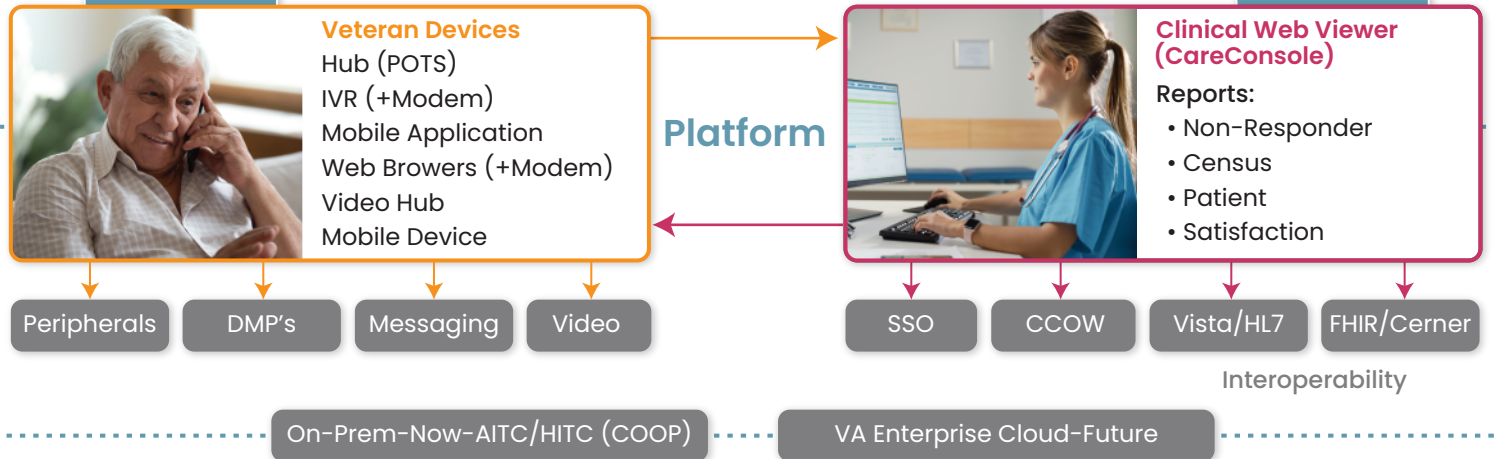
VH programs improve access to high quality, evidence-based care by applying care and case management principles to coordinate care using a combination of:

- Disease management protocols (DMPs) and care plans,
- Health promotion and disease prevention protocols and care plans,
- A range of technologies to best fit patient needs and preferences, and
- A robust scalable clinical back-end platform that optimizes care management and actionable data leveraging interoperability.

Optimizing Care Delivery While Improving Patient Satisfaction

Cognosante delivers VH programs led by a team experienced in clinical best practices and workflows, as well as telehealth technologies across healthcare delivery systems. Our solutions are scalable, tailored, and purposefully use technologies such as mobile devices, Interactive Voice Response (IVR), and Bluetooth peripheral devices including scales, blood pressure cuffs, pulse oximeters, and more.

Program Management

Quality | Logistics | Invoicing | Procurement

Project Management

Cognosante Learning Center
Training and Learning Support for Veterans and Clinicians

Contracting

Veteran Devices
Hub (POTS)
IVR (+Modem)
Mobile Application
Web Browers (+Modem)
Video Hub
Mobile Device

Platform

Clinical Web Viewer (CareConsole)
Reports:
- Non-Responder
- Census
- Patient
- Satisfaction

Peripherals | DMP's | Messaging | Video

SSO | CCOW | Vista/HL7 | FHIR/Cerner

Interoperability

On-Prem-Now-AITC/HITC (COOP)

VA Enterprise Cloud-Future

Features of Cognosante's Telehealth Program for the Nation's Largest Healthcare System:

Since 2020, we've supported the largest telehealth program in the world, including the logistics of all products, interoperability with electronic health records (EHR), and a robust clinical web browser to coordinate remote care. Most recent patient satisfaction ratings consistently rate above 90%, based on ease of use and access to support. Additionally, our solution has resulted in increased operational efficiencies and decreased costs.

- **Internet of Things (IoT) Home-Based Health Management:** Facilitates patient data collection to a wide range of medical grade devices that deliver patient data to a platform monitored by the healthcare team

- **Robust clinical web browser:** Allows management of 500+ patients using risk stratification, and an intuitive platform that supports streamlined clinical management and EHR linkages

- **Extensive Disease Management Protocols (DMPs) Library:** Supports up to four comorbid conditions

- **Scheduled and Ad Hoc Session Capabilities:** Enables patients to interact with their healthcare team when it best meets their needs; while providing the healthcare team the data needed to optimize care

- **Automated Outreach for Non-responders:** Ability to troubleshoot and increase program adherence, which augments care coordination staff and adds value through cost efficiencies

- **Privacy and Security Driven:** Meets highest security standards for hardware and software through routine scans and remediation efforts to ensure user trust. Adherence to HIPAA and HITECH requirements, NIST SP 800-53 R4, and VA 6500 Handbook

- **Health Record Integration:** Facilitates bi-directional data transmission between telehealth platforms and electronic health records, leveraging and advancing interoperability

Learn More
about how we're supporting the largest healthcare system in the world with our Telehealth solutions.

About Cognosante

Cognosante is a mission-driven technology company delivering innovative and transformative solutions that improve the health and safety of Americans. With more than a decade of experience working with state and Federal government agencies, we aim to expand access to care, improve care delivery, deliver solutions addressing social determinants of health and ensure safety and security through multi-faceted technology and customer experience (CX) solutions. Our broad range of capabilities includes enterprise IT and cloud, data science, telehealth, interoperability, public health surveillance, clinical performance, eligibility and enrollment and consumer engagement.