Teladoc Health Virtual Consultation

Service Definition Document

Helicon Health exists to advocate and implement new approaches to supporting those with long term conditions and the general population. We do this by delivering socio-technological health initiatives to drive clinical and operational benefit and improve the lives of patients.

Together Helicon Health and Teladoc Health are transforming how people access and experience healthcare. As the global leader in virtual care, Teladoc Health has delivered more than 11 million medical visits and enabled hundreds of hospitals and health systems to conduct virtual care sessions. Ranked #1 among direct-to-consumer telehealth providers in the J.D. Power 2019 U.S. Telehealth Satisfaction Study and Best in KLAS for Virtual Care Platforms for 2020, Teladoc Health is recognized for quality, innovation, and insights gained through more than a decade of experience serving the world's leading insurers, employers, hospitals and health systems and patients in 175 countries.

The Teladoc Health Virtual Care Platform, which includes our next generation software platform, Solo, configurable software modules, and a complete range of telehealth devices to virtualize care on a single virtual platform.

Our mission is to connect providers, patients, and systems with the latest advancements in technology. Teladoc Health partners with small practices to large health systems to deliver a proven and trusted virtual care solution to address today's clinical environments and meet the changing needs of today's patient population.

Teladoc Health delivers enterprise solutions to provide high-quality, patient-centric virtual care for any clinical use case, in any setting. The Teladoc Health dedicated virtual care network enables secure provider-to-provider and provider-to-patient connections across disparate health networks anywhere in the world on any telehealth and consumer device.

Whether launching a scheduled visit from the EPR, providing care for patients at home or in a care home or clinic, or delivering an emergency consultation, Solo provides a core set of tools to easily deliver virtual care providing users with an immersive, patient-centric view of their clinical workflows.

Solo is a web-based, fully integrated software platform that includes an updated user interface for seamless virtual visits, IT integration capabilities designed for interoperability, and end-to-end care
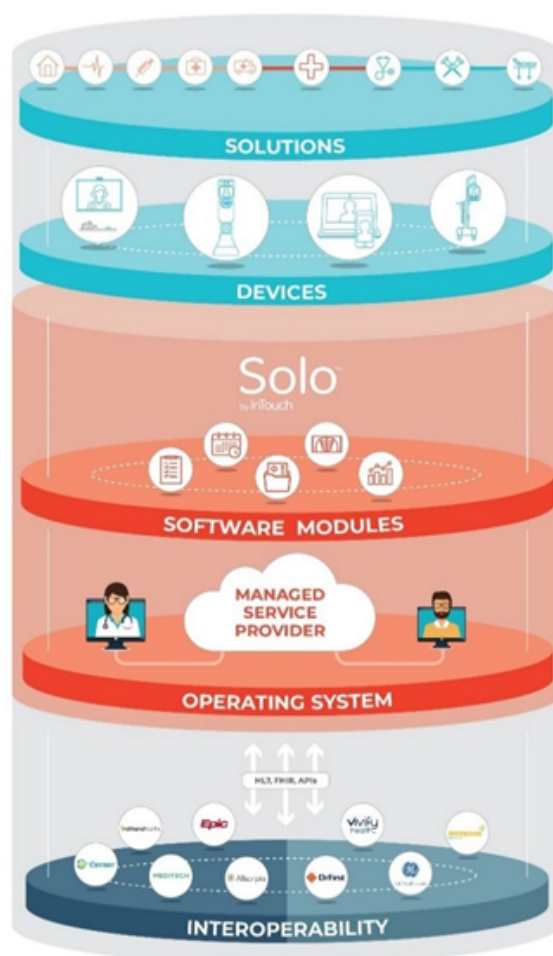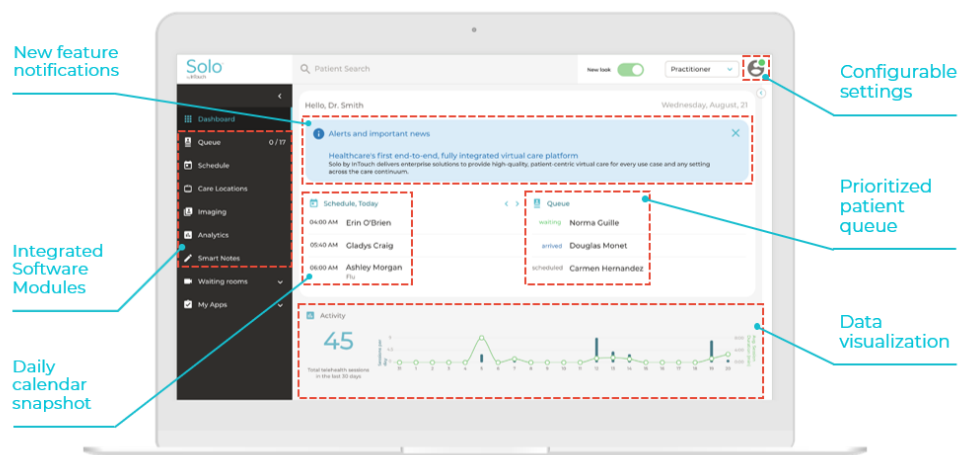
coordination. Additional capabilities will also allow for the basic audio/video connections clinicians need to facilitate telehealth for low-acuity interactions, such as post-op follow-up.

The software platform runs through the proactively monitored Teladoc Health Network and includes a personalized dashboard to manage all virtual care interactions. The dashboard shown above includes an updated user interface for seamless virtual visits, IT integration capabilities designed for interoperability, and end-to-end care coordination.

Key features of the Solo software platform include:

- SaaS platform available on web, desktop, and mobile devices
- End-to-end care coordination with configurable user workflows
- EMR interoperability
- User dashboard to manage all virtual care interactions
- Digital patient intake with configurable journeys
- Single sign-on with roles and user access controls
- Administrative view for easy program and user management
- Analytics portal and data sharing service
- Group conferencing
- Patient-centric architecture
- Solutions available for small practices to enterprise health systems
- Updated user interface for seamless virtual visits
- Providers and patients can initiate consults

These capabilities deliver the flexibility for all healthcare providers to scale telehealth services across basic, low acuity to lifesaving, emergency consultations. Solo's configurable software modules enable clinicians to participate in the patient's continuous care journey, rather than by each episode of care. Solo closes workflow gaps around patient intake, scheduling, documentation, image access, and analytics to create a solution to meet the unique needs of each care team.

Teladoc Health Operating System

Teladoc Health maintains and operates a global server network, designed around a mesh network concept, that provides built in redundancy and failover. Negotiating this global connectivity through connected data centers around the world, the Teladoc Health Operating System is architected to provide the following features and benefits:

Easy to Use
Simple user interface, seamless across web, mobile and desktop. Single identity and login.

Reliable
Cloud-based, global audio/video network, multi-party A/V, firewall traversal, dynamic bandwidth.

Interoperable
Standards based interoperability. FHIR, HL7, SIU, MDM, PDF, SIP & WebRTC embedded A/V, APIs.

Secure
HITRUST Certified, HIPAA compliant, AES 256 bit encryption, TLS, SRTP.

Enterprise Ready
Designed to scale, the InTouch OS will easily handle the largest hospital networks with millions of users.

Configurable
Designed to be custom designed. One OS and add-on modules so you can choose only what you need.

As a Managed Service Provider, Teladoc Health maintains and monitors network availability to ensure successful connections for customers on a global scale. The Teladoc Health Network is a core differentiator in the market and has been architected to address critical elements for any successful telehealth program for reliable and seamless connectivity between provider and patient, regardless of geography or technical configurations.

Software Modules

Solo's telehealth software modules are critical elements of the Teladoc Health platform. These configurable software modules enable clinicians to view the patient's continuous care journey, rather than by each episode of care – all in a single interface. Software modules include:

Intake enables healthcare providers to automate their intake process for the same paperless experience for every patient – whether in the ED, clinic, at home, or online anywhere. Standardising this procedure ends inefficiencies for both patients and staff with a self-service check-in, eliminating manual data entry and increasing the number of patients seen.

Smart Notes creates a bridge across EPRs and unaffiliated care locations to capture core patient data and performance metrics across a health system's virtual care network. Available with standardized documentation apps validated by providers or custom-designed unique workflows, Smart Notes can fit any clinical need.

Coordinator is a real-time communication tool integrated into the virtual care workflow to reduce inefficiencies accompanied by scheduled telehealth. Increased awareness between the on-site staff and remote provider results in improvements to overall experience, productivity, wait times, and care delivery. Connect to the right patient at the right time.

Imaging is a zero-footprint, diagnostic quality enterprise viewer that can be used with any virtual care workflow. Built with the highest level of security, Imaging has near DICOM (99%) image quality, including FDA clearance for mammography, designed to mimic a radiology workstation.

Analytics helps drive operational improvements, clinical outcomes, and better financial performance for health systems' virtual care programs. All encounters and near real-time data run through the Teladoc Health OS and are accessible via a self-service portal in order to view comprehensive analytics that track metrics such as adoption, outcomes, and ROI.

Provider Access Web Application

Solo provides a fully integrated, single platform and experience across the care continuum. Providers and patients can connect from any laptop, personal tablet, mobile device, or telehealth cart with unprecedented access, regardless of the location of the physician or that patient. Virtual Waiting Rooms are enabled in the dashboard and allow for patients to access physicians through scheduled or on-demand virtual sessions. Solo includes a comprehensive intake process to capture patient demographics and allows patients to complete medical questionnaires, consent forms, and other relevant information based on the clinical workflow. Patients can either 1) schedule a visit with the appropriate provider or 2) place themselves in a queue for an on-demand visit with an available provider.
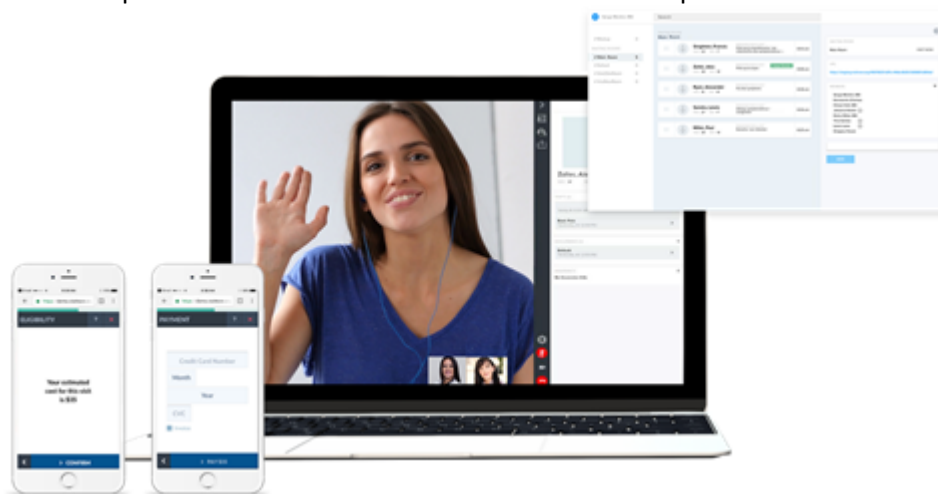
With email, SMS, and in-browser notifications, patients and providers are notified at the appropriate times to join the virtual session and "meet" in the virtual waiting room to initiate the virtual consultation.

During the consultation, the provider can access all forms, review labs, e-prescribe, log visit notes, perform discharge, etc. The remote provider can share their screen with the patient, invite family members or other providers to join for a second opinion via email or SMS, and the patient can transmit information through peripheral devices that may be attached to the patient side. The power of Solo allows health systems to offer a seamless, real-time telehealth encounter for their patients.

Our Provider Access software is also available through a desktop app, if required. The desktop app is often used for more complex clinical interactions, such as acute stroke consultations, critical care follow up, ward rounding, and others.

Teladoc Health Devices

Teladoc Health has developed a host of telehealth devices to be used across both non-acute and acute use cases. Our trusted and highly reliable devices create a great experience for both patients and providers and are available across a range of price points.

Interoperability

Interoperability and Electronic Patient Record (EPR) integrations are critical to the success of a virtual care program. We understand that the investment in the EPR must be leveraged in order to create financial and operational efficiencies across the health system. The Teladoc Health platform enables interoperability capabilities across enterprise health information systems and technologies, along with third party software. We enable two-way integration to put data and patient information at your fingertips with EPR integration, scheduling, eligibility checking, e-prescribing, digital signatures, patient consent, payments, and patient satisfaction surveys. Our interoperability capabilities allow you to connect and leverage existing investments. We have an underlying interoperability architecture that allows it to adapt to the workflow of the customer. Most of the interoperability development work is done by first scoping out the project with our customer, then determining a statement of work for the integration as needed. Teladoc Health is interoperable with all major EPRs.
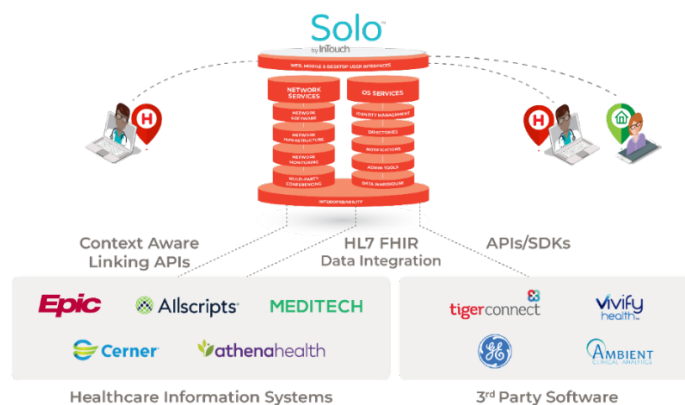
Further, enterprise authentication allows Teladoc Health customers to manage users in their own directory system, maintaining control of usernames and password policies. Easily connect Active Directory or other directories to Teladoc Health from the existing enterprise authentication service. Teladoc Health supports secure, enterprise authentication integration from a variety of services, such as

Okta and ADFS, saving customers time and money while increasing security and convenience for providers. Teladoc Health uses the industry standard OpenID Connect protocol.

Implementation

We partner with customers to implement projects through a phased approach. There are several roles that collaborate to execute the project to provide a seamless implementation process. Below is a breakdown of these phases:

Phase 1 – Design and Define: Once a contract is signed, a Teladoc Health Project Manager (PM) is assigned, who will set up a kick-off call to introduce the Teladoc Health team, review the project plan, and schedule status update meetings on the customer's preferred cadence. A Teladoc Health Solution Architect is assigned to work through all technical aspects, configurations, workflow development and system interfaces that will be included in the project.

Phase 2 – Plan and Develop: The PM will engage with the customer to confirm that all network, connectivity, and system requirements are met. It is also during this stage that user roles, permissions, contact, and support details are agreed upon.

Phase 3 – Install and Configure: The PM and Solution Design teams enable and configure the solution and confirm the go-live playbook.

Phase 4 – Execute and Go Live: The Teladoc Health full software implementation team validates workflows and configuration and conducts training and mock consults.

Phase 5 – Control and Close: The Teladoc health project team confirms warm handoff to Teladoc Health TAC and Customer Success team for ongoing support.

Professional Services

Helicon Health offers Professional Consulting Services to work collaboratively with customers to advance their virtual care programs. Our team will partner with customers to establish best practices, develop marketing and communication materials, improve/expand workflows, create and utilize performance metrics, and analyze deployment plans to optimize solutions.