

Care Team Patient Engagement Tools

- **Telemedicine Platforms:**
 - **Used for:**
 - Care teams engaging patients for video visits
 - **Virtual** warm handoff from clinician during telemedicine visit
 - *Doximity* for “on demand” calls, change a phone call to video
 - PCP can add in the NCM for a warm handoff
 - Also allows to modify the “Caller ID” to the phone number associated office
 - *Doxy.me* has a similar functionality with Professional version up to 10 participants
- **Video Conferencing:**
 - **Used for:**
 - Scheduled visits with multiple family members or care team members
 - Clinician warm handoff during in office visit with **remote** team member
 - Examples: Goals of care discussion with patients and family or in collaboration with visiting nurse for homebound patients.
 - *Zoom* allows scheduled shared appointments with multiple care team members. Also has enabled us to reach patients receiving home care services through collaboration with visiting nurses.
 - *Skype* allows us to engage with patients when they are in the office with a provider.
- **Google Voice for Business**
 - **Used for:** Texting and phone communication with patients
 - Examples: Text messages for scheduling appointments, appointment reminders, follow up on symptoms or other brief check-ins. Also, to text to identify the best time to contact a patient for a follow up call, such as with transitions of care.
- **Remote Patient Monitoring:**
 - **Used for:** Monitoring patients through text messaging, patient input applet, or Bluetooth linked devices to a monitoring portal.
 - Examples: Patients enter daily information or use Bluetooth connected device, data is aggregated on portal, and email alerts are generated for out of range readings.
 - Healthcentric Advisors CHF weight monitoring applet
 - Healthcentric Advisors SMBP platform with Bluetooth enabled BP cuff and Omron app
 - Healthcentric Advisors CMAssist text messaging – COVID daily symptom check text messages to flag Persons Under Investigation or positive patients indicating “not improving” or “worsening symptoms” for frequent monitoring
 - Healthcentric Advisors Glucose applet or other Diabetes glucometer platforms