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TELEHEALTH ESSENTIALS

TELEMEDICINE IS THE WORLD'S NEW NORMAL — INCREASINGLY SO.

The International Data Corporation (IDC) predicts that **20% of healthcare organizations will embrace integrated care to improve outcomes during 2021.**[1]

They further predict that by 2023, 65% of patients will have received care digitally — and that digitally-enabled remote care and clinical trials will result in a 70% increase in spending on connected health technologies by the same year.

TELEHEALTH VISITS CAN RESULT IN:

- Increased access to health care, especially for rural patients

- Higher quality and frequency of patient care delivery

- Boosted patient and physician satisfaction and involvement

- Control of rising healthcare costs

1. *"Worldwide Health Industry 2021 Predictions,"Mutaz Shegewi, Adriana Allocato, Giulia Besana, Cynthia Burghard, Lynne Dunbrack, Nino Giguashvili, Ramon T. Llamas, Silvia Piai, Jeff Rivkin, Michael Townsend, Manoj Vallikkat, Leon Xiao; IDC FutureScape, October 2020]*

TYPES OF TELEHEALTH

Telehealth goes far beyond simple e-visits.

Direct medical care

Direct interaction between the patient and a healthcare provider can come in the form of video visits, video conferencing and even chat. It's often best suited for e-visits for non-emergency issues as well as for psychiatric and psychological assessment and appointments.

Remote patient monitoring

Using a variety of IT technologies to monitor vitals and other health signals of a patient remotely allows for a more cost-effective way to safely monitor patients. This also offers a far better patient experience where they can stay comfortably at home, even if they need 24-hour monitoring. Jamf's Care at Home solution is a modern example of now Apple technology can help make this process seamless for providers and patients.

Post-surgical care

It is often difficult for a post-surgical patient to make a trip to the surgeon's office, which makes telehealth an excellent solution for follow-up appointments and monitoring. This allows for more visits and monitoring for a lower cost, as well as offering clinicians the ability to collaborate with others. For the surgeon and their teams, this can boost productivity and offer peer review and collaborative opportunities.

With Jamf's Care at Home partner solution from Locus Health, an iPad strengthens the connection to patients after they leave the hospital. Patients can use secure monitoring apps to send critical feedback to care teams in real time, leading to improved clinical outcomes.

How Locus Health works:

- At discharge, a patient receives an iPad configured with resources to support their recovery at home

- The patient enters data and receives care-team feedback in real time through a secure remote monitoring application

- After recovery, iPad is collected, wiped with Jamf and redeployed — all without IT needing to touch the device

One study from the University of Pennsylvania Health System[2] showed that over the span of three years the use of telehealth services resulted in an astonishing:

73%

relative reduction in 30-day hospital readmissions for heart failure patients.

2. "Using Telehealth to Reduce All-Cause 30-Day Hospital Readmissions among Heart Failure Patients Receiving Skilled Home Health Services," Applied Clinical Informatics, 2016; 07(02): 238-247; Melissa O'Connor, Usavadee Asdornwised, Mary Louise Dempsey, Ann Huffenberger, Sandra Jost, Danielle Flynn and Anne Norris

In-hospital virtual rounds

In-hospital virtual rounds allow for patients and staff to communicate via a hospital-provided iPad. This means that not only can providers visit far more rooms than before on foot, cutting down on use of PPE and helping to prevent infection spread, but they can also easily pull in other providers for consults and conversations.

In-hospital connection to outside support systems

Patients in isolation can connect with loved ones at home— not only for emotional support, but also for conversations about their health care that include family, friends, or loved ones as well as clinicians. This —as well as in-hospital virtual rounds— can be streamlined using an iPad and **Virtual Visits** powered by **Jamf Pro.**

The new trends for on-demand remote care

Regardless of the need for ad-hoc on-demand telehealth encounters, Virtual Visits powered by Jamf allows healthcare organizations to configure and instantly deploy third-party HIPPA-compliant conferencing platforms. Provisioned with Zoom and Microsoft Teams, organization-owned iPads are provided to patients for temporary use. Providers are able to virtually care for patients, and patients can simply connect with loved ones and providers — without IT ever having to touch the device.

While developed to aid in COVID-19 response, this workflow can be used for other simple one-time remote visitations like ICU tele-sitting, tele-rounding and NICU visitations.

How Virtual Visits powered by Jamf works:

- **Jamf Pro and Jamf Cloud Virtual Visits fully automate the integration with Microsoft Teams or Zoom**

- **Patients can easily send email or SMS invitations and start a meeting from a Jamf-managed iPad, no login or password required**

- **Family and providers can securely join the meeting from any device**

Telehealth as part of a patient-experience initiative

For either of the above in-hospital use cases, patient confidentiality can be preserved through an Apple device at the bedside that connects patients to their own care. With Jamf and Apple, IT teams can use Jamf Healthcare Listener to digitally sterilize shared iOS and tvOS devices for each and every patient.

Here's how Jamf Healthcare Listener, an electronic medical record integration to Jamf Pro, works:

- Healthcare Listener receives HL7 ADT messages from an EMR system (e.g. discharge, transfer)

- This automatically triggers desired remote MDM commands in Jamf Pro (remote wipe, remote lock, etc) for iOS and tvOS devices

- IT can automate tasks like setting up an iPad for patients and sending apps —like Epic MyChart Bedside— to patients once they are admitted so they stay engaged and informed

- Finally, again responding to HL7 ADT messages, reset the iPad to factory settings after a patient discharges to digitally sterilize a patient bedside device after patient discharge

WHAT YOU NEED TO PROVIDE TELEHEALTH

The right hardware

Apple is known for having the most stable, longest-lasting and easy-to-use machines in the marketplace. Their excellent native security features make Apple devices —iPad, Mac, Apple TV and iPhone— the right choice for an industry needing easily accessible yet secure patient-to-clinician communications.

The right solutions

Jamf and our partners have worked together to bring you seamlessly-integrated solutions that offer easy, stable and secure ways of connecting patients, clinicians and families with a few taps.
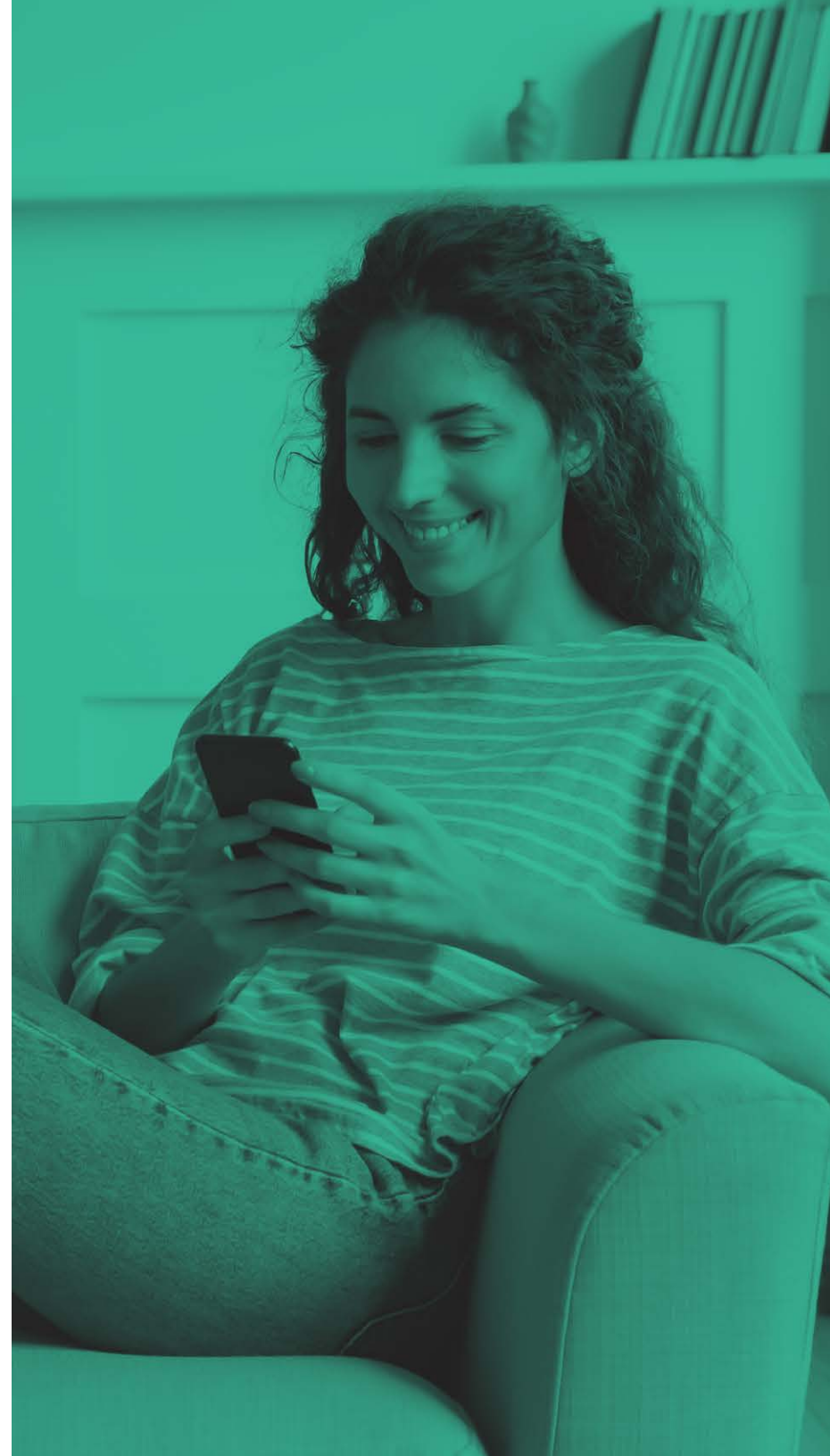
The right solutions . . .

Here's what you'll need to get our Virtual Visits workflow set up:

☑ An MDM provider such as Jamf Pro, which simplifies Apple device onboarding processes to save time and get people productive, removing the friction that end users feel while also removing the manual touch from IT

☑ An app catalog such as Jamf's Self Service that allows users access to curated apps, resources and settings without a help desk ticket

☑ A video conferencing solution that is HIPPA-qualified (Zoom, Webex, MS Teams, etc.)

☑ For in-patient room bedside iPad deployments, a solution to automate provisioning and deprovisioning patient devices such as Jamf Healthcare Listener
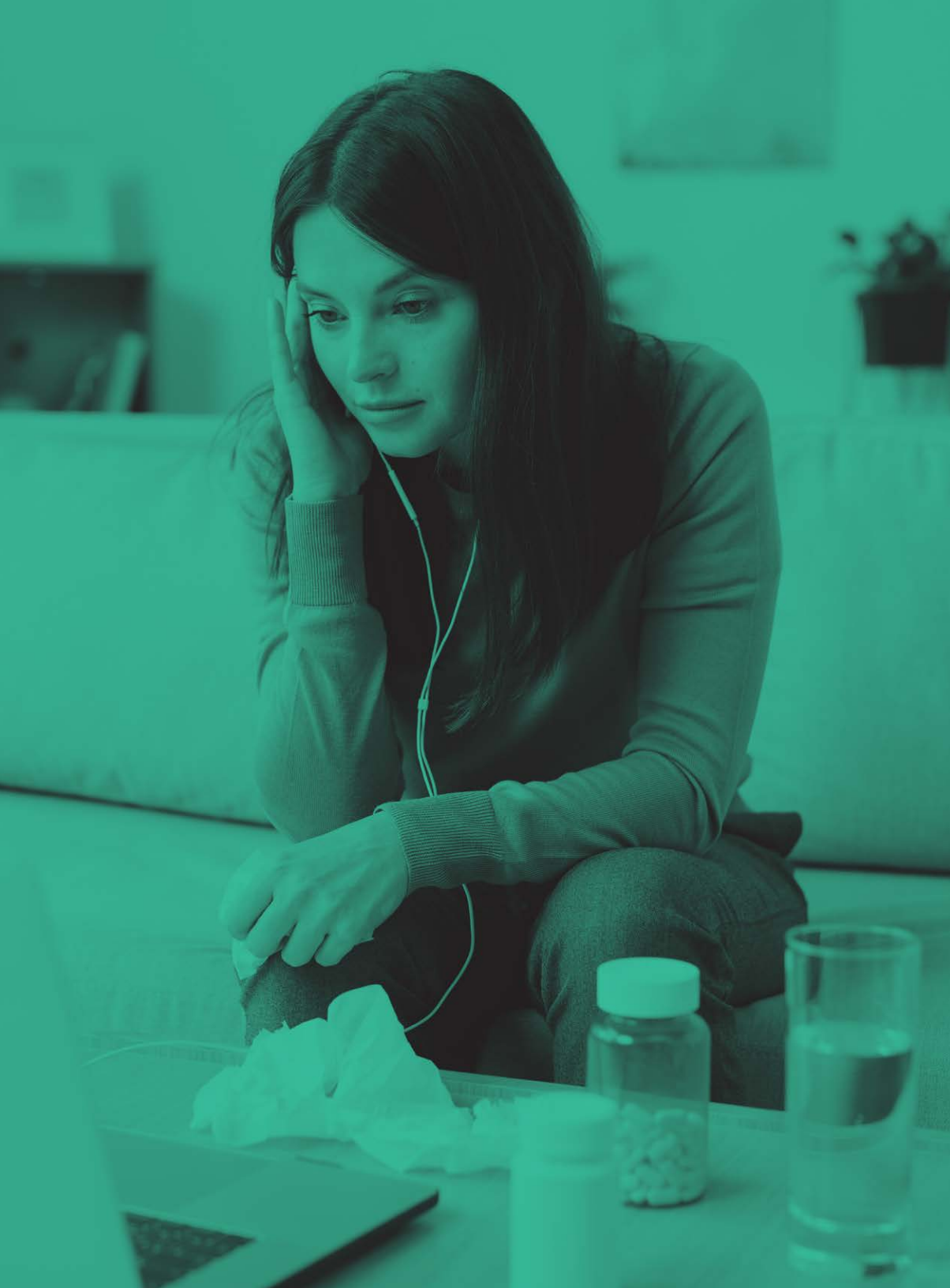
The right security

Apple's integrated security benefits, along with HIPPA-qualified video conferencing apps and Jamf's connection to them, provide secure patient communications and allow for patient confidentiality. Jamf Healthcare Listener wipes all devices automatically when patients are discharged, ensuring none of their information can be accidentally viewed by the next patient.

For healthcare providers using telehealth apps on their corporate-issued Macs, a powerful endpoint protection system purpose-built for Mac is a must. One that uses behavioral analytics as well as malware protection such as **Jamf Protect** is best and can safeguard your institution from **HIPAA security rule violations.**

WANT TO LEARN MORE?

Is your organization new to Apple-based solutions for the delivery of care? Whether you are a small clinic, a large academic medical center or a large enterprise, the right technology workflows can remove the friction that end users feel and that frustrates IT.

Reach out to us at jamf.com/telehealth or give us a call today to find out how we can help.