



GoTelecare Telemedicine Web Application

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1.0 PROJECT INTRODUCTION

Project Objective

GoTelecare™ provides Tele Health consultations to patients through a dedicated network of medical professionals and medical care facilities.

The GoTelecare™ platform provides access to experienced medical Providers & healthcare professionals who aren't always conveniently located nearby. For patients in remote or medically underserved areas as well as for disabled, elderly or non-transportable patients, this platform promises to make all the difference in quality and continuity of care by providing access to medical consultations without travel.

The GoTelecare™ platform is intended to facilitate smooth & hassle free communication between providers and patients located in different types of Healthcare facilities overcoming the boundaries of geographical separation. As per CMS mandate, the platform facilitates a face to face video consultation between patients and providers as a core service offering.

The platform does not have EMR functionality but records some amount of data which is essential to the Providers to make an informed decision during the course of consultation.

Project Overview

The GoTelecare program lets patients linked to Healthcare institutions and Facilities to avail consultations with Specialist medical Providers and allied healthcare professionals without the inconvenience of scheduling delays, high cost, and difficult travel over geographical distances. Our comprehensive solution gives you expert consultations through a state-of-the-art secure video conferencing system.

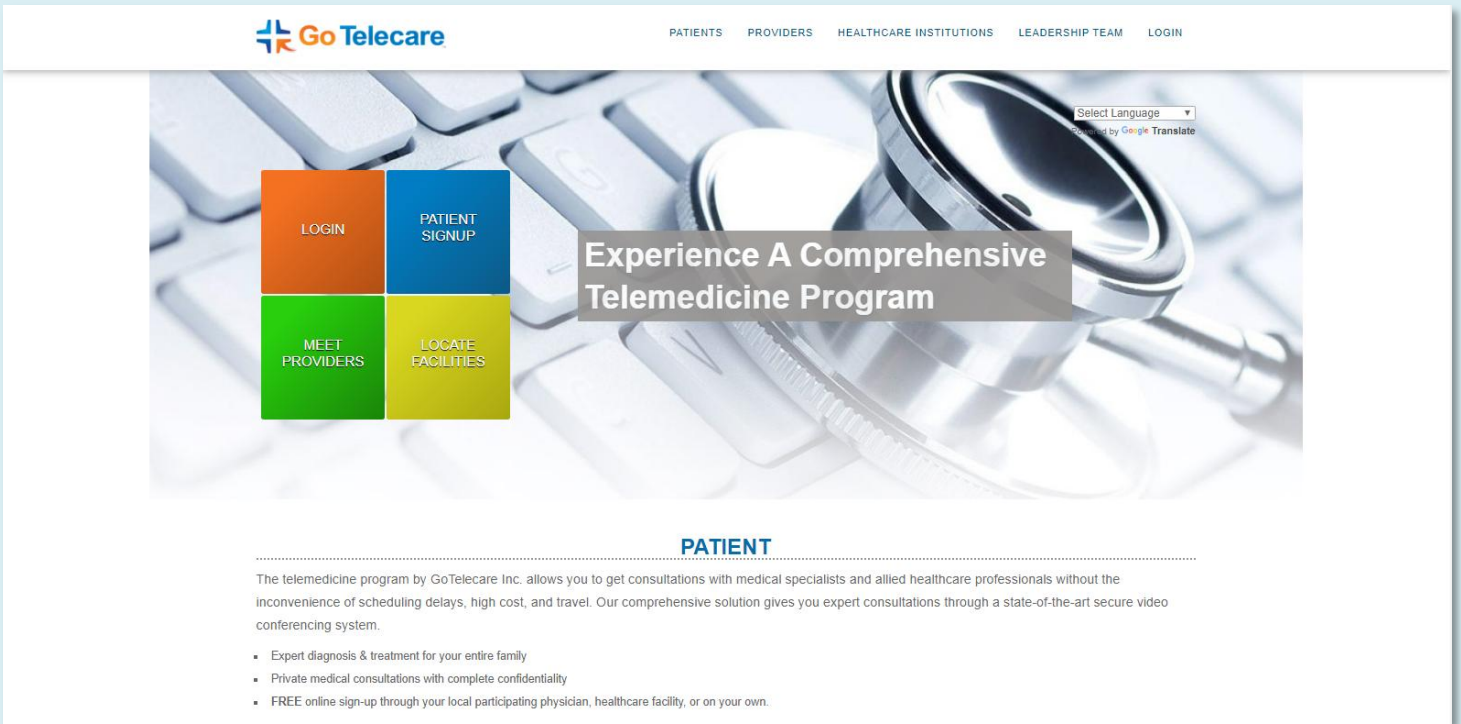
Project Features

The main entities in the application are the Facility Admin of a Healthcare facility, the Provider linked to a Healthcare facility and Portal Admin.

The Facility Admin of a Healthcare facility can enroll and manage patients to their facility, mark facility availability timings, schedule consultations with a Provider linked to the facility, conduct and manage telemedicine consultations, view various Reports linked to consultations and a gamut of other services linked to consultations.

The Provider linked to a Healthcare facility can view and manage patient details of patients with whom he / she had consultations, mark availability timings, attend consultations with a patient linked to the facility, view various Reports linked to consultations and a gamut of other services linked to consultations.

The Portal Admin is in overall control of the portal and has access to all the controls and reports linked to the entire functioning of the Portal.



We follow a B2B model where both facilities and providers can join the GoTelecare network.

A facility or healthcare institution has the option to register into the GoTelecare network and manage their own patients and conduct video & phone consultations for those patients with their in-network providers.

The providers can also register into the GoTelecare network and get linked to in-network facilities for attending phone & video consultations with patients linked to those facilities.

Facility Admin Functionalities

The major features available to the Facility Admin are: -

- Login & Dashboard
- Video Consultation
- Urgent Connect
- Multi Way Consultation
- Requested Consultation List
- Confirmed Consultation List
- Completed Consultation List
- Cancelled Consultation List
- No-Show Consultation List
- Assign Consultation
- View Availability
- Mark Availability
- Manage Users
- My Patients
- FACILITY ADMIN PATIENT REGISTRATION
- Documents for Facility
- Update Profile
- Engagement Calendar
- File Box
- Messages
- Urgent Connect Requested List
- Urgent Connect Completed List
- Multi Way Consultation Requested List
- Multi Way Consultation Completed List

Provider Functionalities

The major features available to the Providers are: -

- Login & Dashboard
- Video Consultation
- Urgent Connect
- Multi Way Consultation
- Requested Consultation List
- Confirmed Consultation List
- Completed Consultation List
- SOAP Notes
- Cancelled Consultation List
- No-Show Consultation List
- Consultation Setup
- View Availability
- Mark Availability
- My Patients
- Documents for Provider
- Update Profile
- Engagement Calendar
- File Box
- Manage Soap Template
- Messages
- Urgent Connect Requested List
- Urgent Connect Completed List
- Multi Way Consultation Requested List
- Multi Way Consultation Completed List

Video Consultation for Facility Admin & Provider

The video consultation functionality provided in the platform is optimized for high availability, low bandwidth usage and high audio – video quality. The audio – video communication channel even has one redundancy to support backup in case of non – availability for some unforeseen reason for the Primary Video channel.

Apart from normal **scheduled consultations**, support is provided for Urgent Connect and Multi – Way consultations.

Urgent Connect

Urgent Connect is a type of consultation where the Provider and Facility Availability are not considered in case an urgent consultation is required and the consultation can be scheduled any time.

Multi – Way Consultation

The Multi Way Consultation is an extension of face to face Tele Health consultation where there is an opportunity to involve a care giver of the patient or a family member who wants to participate in the consultation but is somehow geographically separated from the patient at the moment of consultation. The third party user (care giver / patient family member) need not be a formal user of the platform and is invited by the facility admin during the course of consultation setup

Store & Forward

The GoTelecare platform will allow a facility administrator on behalf of patient to upload medical records (in form of image or PDF documents), pictures, video clips to be uploaded while requesting for a consultation with a specialist. The uploaded documents will be stored securely in a HIPAA & BAA compliant file repository which may be external to the platform. The uploaded medical records will be examined by the Telemedicine Network Provider/Specialist prior to the consultation in absence of the patient, to make a prior assessment of the medical case and enabling the real-time, face to face Tele Health consultation to be more precise and effective.

The consulting GoTelecare providers will be able to communicate and share their opinion through a secure channel within the platform on basis of the

medical records/evidences provided by patients provider for the purpose of diagnostic and therapeutic assistance in the care of patients and subsequent real-time face-to-face Tele Health consultation can be arranged with the consulting specialist for further diagnosis, assessment and action.

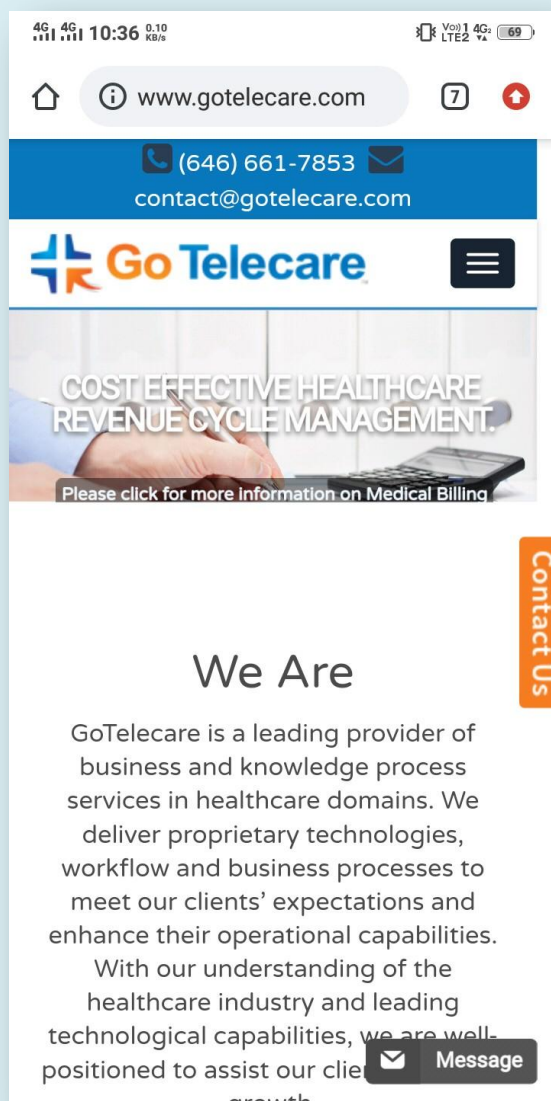
The store & forward functionality has been further extended to include the feature that the facility on behalf of the patient can upload documents, reports, notes images and short video clips related to the patient condition to be uploaded and saved on a secure location and then these are available to the provider prior to the consultation, to make an informed prior assessment of the medical case, thus enabling a more efficient and comprehensive assessment of the patient medical condition.

Remote Patient Monitoring

To aid the provider in making even more informed decision for a patient condition, GoTelecare has a feature where a remote device with various attachments in conjunction with an Android phone and an installed GoTelecare APP can monitor the most important patient vitals like Blood Pressure, Blood Glucose, Temperature, SPO2 and EKG.

These monitored patient vitals are then transmitted and stored securely in the GoTelecare system and are available to the consulting provider (who has been allowed by the facility admin to monitor such data) to view the vitals prior to the consultation and thus make an even more informed assessment of the patient condition.

GoTelecare Web application for consultation in Hand Held Devices



The GoTelecare Tele Health platform has been built and optimized for use in workstation as well as handheld mobile devices thus ensuring complete mobility and portability of the platform. A video consultation in this platform can be held between two workstations or between workstation to mobile or various other combinations of workstations and handhelds.

DEPLOYMENT & MAINTENANCE

The application is deployed across more than one load balanced application servers to ensure high availability and consistent performance.

Data generated in the platform is stored across multiple database servers and archived / backed up in multiple data centers to ensure high level of data integrity.

