

# Cisco Extended Care: Virtual Video Integration Platform



## Close Gaps in Patient Engagement and Care Management

As healthcare organizations navigate the transition to value-based care, many of them are turning to video communications to help close gaps in patient engagement and care management resulting in improved care continuity and increased brand awareness.

Many healthcare organizations resort to implementing telehealth with siloed video platforms or consumer-grade video communications. But all too often, those solutions are made up of disparate components, applications, and services that can't be integrated with healthcare applications—or even with each other. This often results in user experience issues associated with disconnected workflows, hampering utilization and adoption.

A poorly designed telehealth system adds complexity. Poor video quality, fractured workflows, questionable security, and lack of services all lead to unsatisfactory experiences—for both patients and providers.

However, not all telehealth solutions are created the same.

## Support Natural and Relevant Workflows

Cisco Extended Care enables scheduled consultations supporting provider to patient or provider to provider workflows and can also enable non-scheduled, on-demand care workflows. Taking a vendor agnostic approach, the platform enables video integration within any relevant workflow offered by a third-party portal solution. So you can offer everything from scheduled follow-up care and specialist consultations to non-emergency on-demand visits (Figure 1). The opportunities to extend and expand quality care are boundless.

## Why Cisco Extended Care with Epic

- **Protect your investment** by building upon your Cisco Security, Unified Communication and Video investments.
- **Innovate rapidly** by leveraging the power of the Cisco's ecosystem features including new collaboration software clients and hardware endpoints as well as text notifications.
- **Easy and Cost Effective deployment model** by redirecting video to Cisco endpoints from EMR client thin-client environments.
- **Improve clinician efficiency and productivity** by unifying EMR and video telehealth workflows to a single, cohesive, familiar interface and process.

- **Close gaps and improve quality of care** with proactive discharge follow-ups, intuitive patient portal access and reduced care continuum complexity.
- **Flexible and scalable integrations** with Extended Care allowing you to not just integrate the system with the EMR's client or web portal but also portals and clients from any number of 3<sup>rd</sup> party vendors or those developed in-house.

### Cisco Extended Care Virtual Video Overview

Cisco Extended Care leverages API frameworks and Dynamic Link capabilities to receive scheduled appointment data from the EMR or portal application's telehealth workflow and then use that to launch the virtual video experience. A native virtual waiting room functionality allows you to provide a more authentic experience by providing specific messaging to users while they wait for all participants to join the telehealth session, or enable triage workflows throughout the patient encounter. And with the ability to redirect video to supported Cisco end points as well as 3<sup>rd</sup> party telehealth carts, providers can use the EMR client application running in a virtual desktop environment while experiencing a more realistic video encounter through a dedicated video end-point. This ensures a scalable deployment model while providing a more natural patient encounter experience resulting in higher adoption rates.

### Empower True Care Coordination and Collaboration with Epic

Cisco® Extended Care is much more than a telehealth solution. It's a healthcare collaboration platform that transforms the clinician and patient experience. In collaboration with Epic, Cisco designed a web service that leverages Epic's Foreign Device Integration (FDI) and Context Aware dynamic links to integrate Cisco video with Epic Hyperspace and MyChart Web telehealth workflows. Cisco Extended Care virtual video integration with Epic not only allows you to leverage your Cisco Unified Communications and Epic electronic health records (EMR) investments, but also may help you realize higher ROI.

**Note:** The Cisco Extended Care enabled telehealth workflows require both Epic and Cisco infrastructure. For information on Epic infrastructure, licensing, and integration instructions, contact your Epic Technical Services (TS) or Technical Coordinator (TC).

### Epic Workflow Support Capabilities

Use Case	Epic Interface Support	Epic EMR
Provider at the same hospital	Hyperspace Full Client	
Remote Provider	Hyperspace Thin Client with video redirect to Cisco video end point	Epic 2014 Epic 2015 Epic 2017
Remote Patient Consult	Mychart	Epic 2014 Epic 2015 Epic 2017

### Integrations beyond Epic

Here's what really elevates Cisco Extended Care above the competition: Extended Care is an enterprise and open solution as compared to silo deployments focused on a select few service lines. It provides an integration framework (Figure 2) allowing expansion of telehealth strategies, pulling together applications with devices and enabling telehealth use cases from any location.

Figure 1. Personalized Collaboration for Healthcare at a Distance

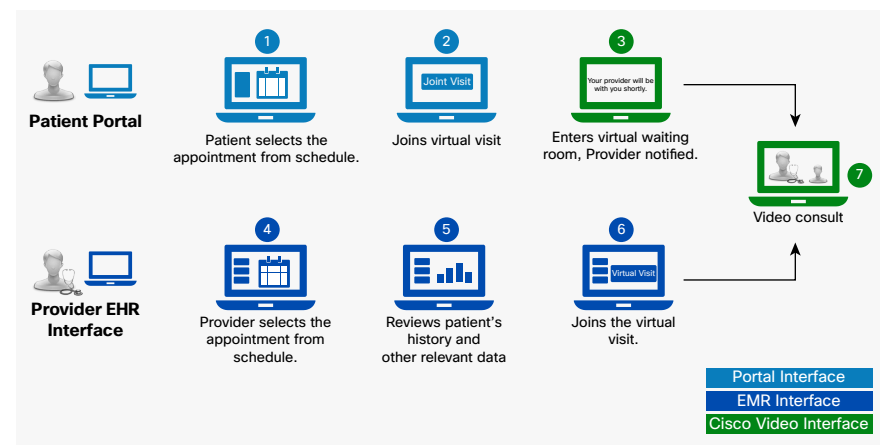
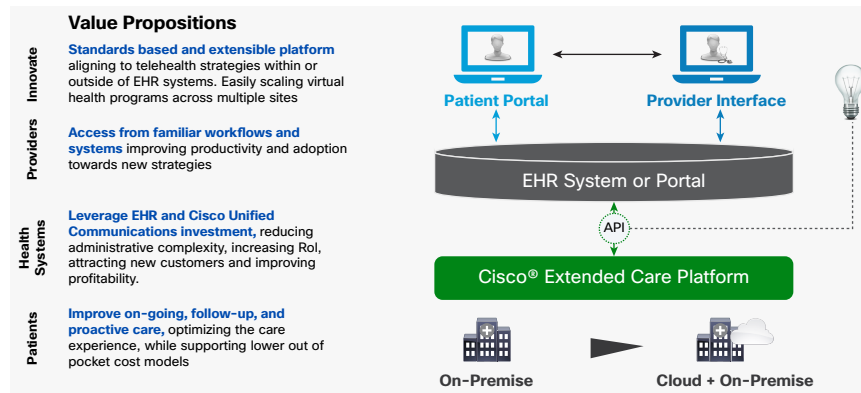


Figure 2. Cisco Extended Care Integration Platform



### Services Available with Cisco Extended Care

- Planning design and implementation
- Telehealth strategy adoption services and advanced use case design
- Process change management and workflow optimization

### Next Steps

Ready to learn more about what Extended Care can do for your organization? Visit <http://www.cisco.com/c/en/us/products/video/extended-care/index.html>.

### Note: Important Safety Information

Cisco Extended Care is intended to allow healthcare providers to drive and promote health and wellness. Cisco Extended Care is not intended for use in diagnoses or treatment of conditions or diseases and emergency situations.

### Sample Deployment Architecture

The following Figure 3 represents a recommended deployment approach, supporting a standalone telehealth deployment model. The solution can also be deployed in any existing Cisco Unified Communications environment in the healthcare system.

Figure 3. Extended Care Stand Alone Deployment Architecture

