At-a-Glance

Close Gaps in Patient Engagement and Care Management

As they navigate the transition to value-based care, many healthcare organizations are turning to video communications to help close gaps in patient engagement and care management. But all too often those solutions are made up of cobbled-together components, applications, and services that can’t be integrated with healthcare applications – or even with each other.

Many healthcare organizations resort to implementing telehealth using siloed video communications or consumer-grade video communications. None are satisfied with the results or cost. Workflow and user experience issues hamper utilization and adoption.

Many of those same organizations are also using on-demand telehealth services that rely on outside clinicians using still another siloed system. In these situations, no one wins.

A poorly designed telehealth system adds complexity. Poor video quality, fractured workflows, questionable security, and too-long wait times for physician-initiated calls all lead to unsatisfactory experiences – for both patients and the providers.

But – and this is critical – not all telehealth solutions are created the same.

Empower True Care Coordination and Collaboration

Cisco® Extended Care is much more than a telehealth solution; it is a healthcare collaboration platform that transforms the clinician experience. It unifies communication infrastructure components and devices, simplifies workflows, and empowers high-quality interactive visual communications and collaboration. Healthcare organizations can now use their existing Cisco video devices or use telehealth capabilities built in to their provider portals and applications for a unified visual experience.

Here’s what really elevates Cisco Extended Care above the competition: Extended Care is a solution as compared to a video endpoint. It eliminates disjointed platforms and cobbling together of code with questionable levels of reliability, security, and scalability. It is electronic medical records (EMR), video endpoint, and application agnostic. That means you can take the applications, devices, and networks, and bring it all together with Extended Care (Figure 1).

Extended Care helps you protect your investment by building on your Cisco Unified Communications, collaboration, and video investments.

Benefits

- **Simplify workflows** by bringing together video conferencing, applications, educational content and personal video communication devices into a single, cohesive system.
- **Close gaps in patient engagement and care management** with unified care collaboration and prebuilt, customizable healthcare workflows.
- **Increase clinician efficiency and productivity** by unifying communication infrastructure components.
- **Easily integrate quality telehealth** with existing patient portal or web-based applications.
- **Use existing personal devices**, such as smart phones, tablets, computers, and video devices, to connect remote patients and healthcare providers.

**Cisco® Extended Care**

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Value of Cisco Extended Care:

- Improves the clinician user experience, freeing time to enhance continuity of care, patient outcomes, and patient satisfaction.
- Enhances collaboration to make ongoing coordination easier among doctors, nurse practitioners, specialists, home health providers, and others.
- Streamlines workflows to enable care providers to shift from delivering episodic, demand-based care to driving patient wellness through value-based care.

Services Available with Cisco Extended Care

- Planning, design, and implementation
- Development of custom connectors
- Custom software and solutions support
- Telehealth workflow optimization
- Process change management
- Telehealth use case creation and validation

Cisco Extended Care simplifies workflows and empowers video communication and collaboration between patients and care teams.

Cisco Extended Care also enables both scheduled and unscheduled consultations. So you can offer everything from scheduled follow-up care and specialist consultations to nonemergency, drop-in visits to help reduce emergency room (ER) overcrowding and overutilization (Figure 2). The opportunities to extend and expand quality care are boundless.

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 emergency situations.