Cisco HealthPresence: Improving Healthcare Delivery

Overview

Cisco® HealthPresence creates a live, "face-to-face visit" experience over the network for clinicians and patients, even though they might be hundreds of miles apart. The visit is enhanced by the availability of physical and diagnostic information (such as vital signs) generated from a variety of medical devices integrated with Cisco HealthPresence.
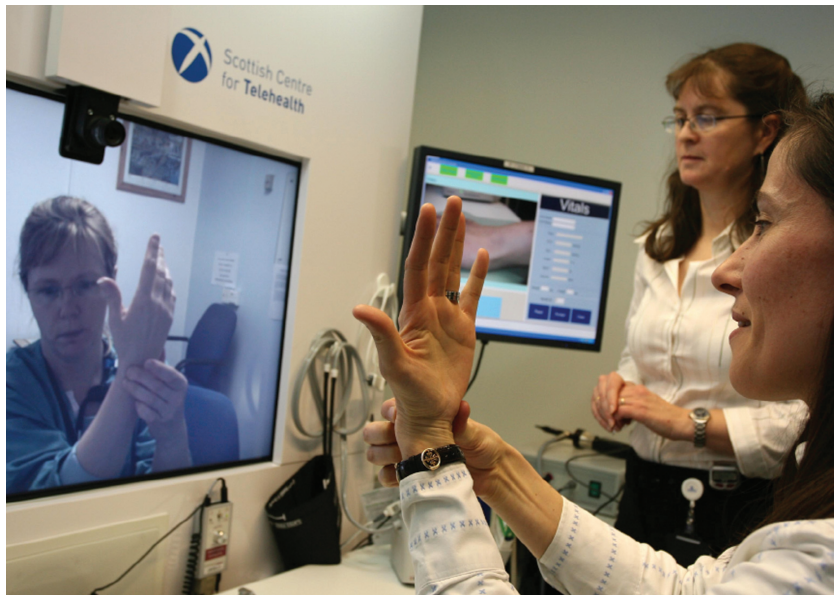
Cisco HealthPresence is a new concept developed by the Cisco Internet Business Solutions Group (IBSG), the company's global strategic consulting arm. Cisco HealthPresence is based on market-ready, advanced networking technologies. Using the network as a platform, Cisco HealthPresence combines state-of-the-art video, audio, and medical information to create an experience similar to an in-person visit to a doctor or health specialist.

Cisco HealthPresence can be located in a variety of places, including office buildings, shopping malls, community centers, hotels, or schools, thus offering convenient and timely access to healthcare services.

Cisco HealthPresence Meets Global Healthcare Needs

Health systems globally are challenged to meet increasing demand for services. Shortages of trained personnel and specialists, combined with aging populations, result in ever-increasing health delivery costs that far outpace gross domestic product (GDP) for many countries. Cisco HealthPresence provides an alternative means of delivering services that optimizes healthcare resources, while making access easier for patients.

Outside population centers, patients often have poor access to healthcare services—particularly when they require the services of a specialist. Cisco HealthPresence brings a wide array of health services to these patients instead of forcing them to travel.

Features	Benefits
· Based on Cisco TelePresence and a secure networking infrastructure. · Combines state-of-the-art video technology with physiological data captured by an array of medical devices.	· Enables access to care anywhere, anytime. · Can be configured to deliver primary care, specialty care, and chronic care management services. · Facilitates new care delivery models, extending the service delivery area. · Uses an IP communications platform; clinical providers can be colocated or distributed; can be serviced from call centers, medical offices, hospitals, and clinics.
· Can be located anywhere there is broadband access; integration with satellite communications is expected in the future.	· Provides better and more convenient access to healthcare. · Can be placed in retail and office locations, schools, industrial parks, planned communities—anywhere services are not easily accessible. · Patients can access remote specialists without traveling.
· Based on industry-leading audio and video technology offering high-definition images.	· Replicates the in-person experience for both patient and provider, with life-sized images and no voice delay.
· Supported by attendants.	· Does not require expensive health personnel. · Assures a safe and pleasant experience for patients.
· Can be integrated with Electronic Medical Records (EMRs) and can access other hosted services.	· EMRs used over a secure network provide the best enabling technology for continuity of care and efficient care delivery.
· Will be integrated with IP-based call center technology.	· Optimizes use of scarce clinical resources. · Can organize resources by region, type, specialty, gender, or any other organizing principle.

Technical Components

Cisco TelePresence
Cisco Unified Communications
Cisco Contact Center
Cisco network infrastructure

Contact Info

For more information about Cisco HealthPresence, please contact:

Nick Augustinos, Senior Director,
Internet Business Solutions Group, Healthcare Practice
Email: niaugust@cisco.com
Office phone: +1 408 853 3707
Mobile phone: +1 415 867 1446

KK/LW14892 0608