



## Success Story: Care Delivery Organization

### Technology Powers Connections for Doctors and Patients

With the novel coronavirus and COVID-19 making in-person visits a health risk, healthcare providers and care delivery organizations had to work quickly to identify solutions that allow them to provide care without exposing themselves or their patients to unnecessary risk. Following is an example of how one healthcare provider has responded to the current situation.

#### Challenge

From a single clinic in 1990, this large care delivery organization (CDO) has grown to 16,000 offices and more than 500,000 patients in the American South and Southwest.

The provider operates in some of the states that have been hit hardest by COVID-19, forcing leadership to work quickly to alleviate the potential health risks associated with in-person visits.

#### Solution

The CDO approached GrandPad after a previous attempt to integrate a mobile device into their care model failed because patients were unable to operate the device. Knowing that success with telehealth was critical for patient outcomes, the company decided to give technology another try and ordered 25 GrandPads in late April. After a small-scale trial, the program accelerated quickly and by May 14, the company had **1,025 GrandPads in operation**.

Some of those GrandPads are permanently stationed at clinics. When patients pull into the parking lot, an employee brings the GrandPad to their car and they conduct their visit without ever entering the building. The rest of the devices have been delivered to the homes of patients who would normally rely on the CDO for transportation to clinic visits. Now, the transportation team delivers the GrandPad to the patient's home and picks it up once the visit is over. After every video visit — whether drive by or in-home — the GrandPads are thoroughly disinfected and prepared for the next patient.

The easy-to-use GrandPad interface and **built-in 4G LTE connectivity** have made telehealth seamless and intuitive for patients and doctors, the devices have also allowed doctors to **maintain relationships with patients** who might otherwise have been reluctant to seek medical care.

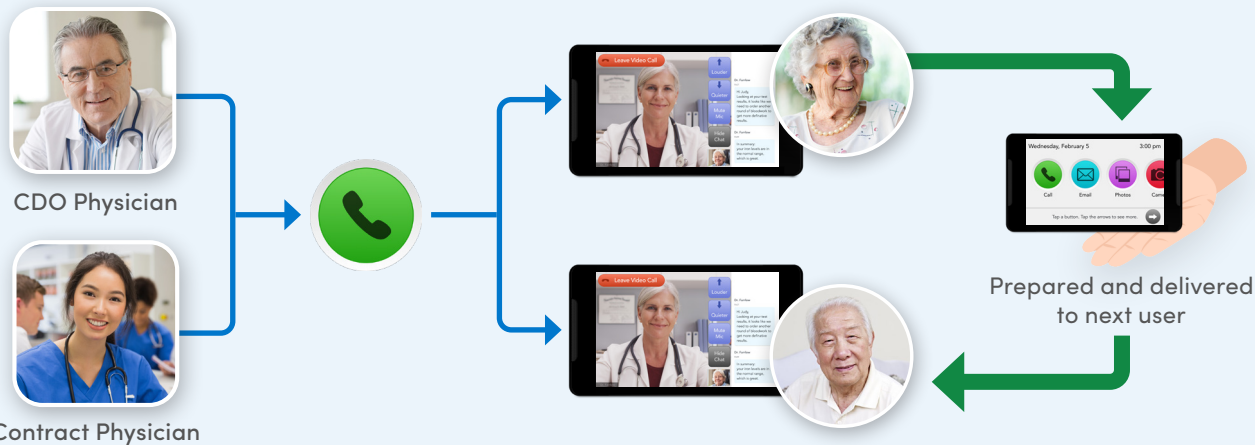


**288 patient visits** conducted via GrandPad the week of April 27

**More than 32,000** telehealth visits using GrandPad in the month of June

**More than 66,000** telehealth visits using GrandPad between May 1 and July 15, 2020

## Shared Device Telehealth Program



### Results

With a successful telehealth program, the CDO was able to "close Hierarchical Condition Categories," avoiding millions of dollars in lost Risk Adjusted payments from CMS.

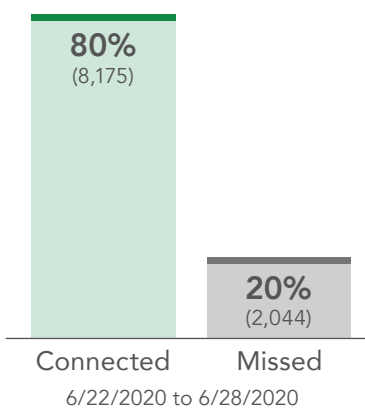
The partnership with GrandPad, has allowed the CDO to advance its telehealth program to a point they had anticipated would take two or more years to reach. In addition, these telehealth capabilities have allowed this organization to continue employing drivers who otherwise would have had little to do.

#### Connectivity Stats

##### Incoming Video Calls

**10,219** Videochats

**706** Users



*"GrandPads have created a number of significant benefits as we navigate the COVID-19 pandemic. They have allowed us to maintain contact with patients who often had trouble receiving care because they can't come into the clinic, and they have helped us improve our connection with patients who might otherwise have been reluctant to see a doctor. It really is a win on a number of levels. We can reach more patients, there's less stress on patients, and we're able to keep our transportation team busy at a time when they otherwise might not have had much to do."*

The CDO's next step in enhancing its telehealth offerings includes the deploying GrandPads that it will leave full-time with select patients who can benefit from ready access to clinical care. Many of these patients are in a post-acute care phase, during which reliable and easy telehealth will be critical to avoiding a costly hospital readmission.

The CDO also wants to help Patients reduce loneliness and isolation by letting them use the GrandPad to connect with family and friends, sharing photos, sending emails and engaging in video visits. Once this mode of deployment is in place, the CDO will leverage their investment in GrandPad not only as a telehealth device but also as a way to improve health by reducing isolation and loneliness, which has been shown to have devastating effects on the physical and mental health of seniors.

To learn how GrandPad can enhance your telehealth or remote care capabilities, contact us.

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