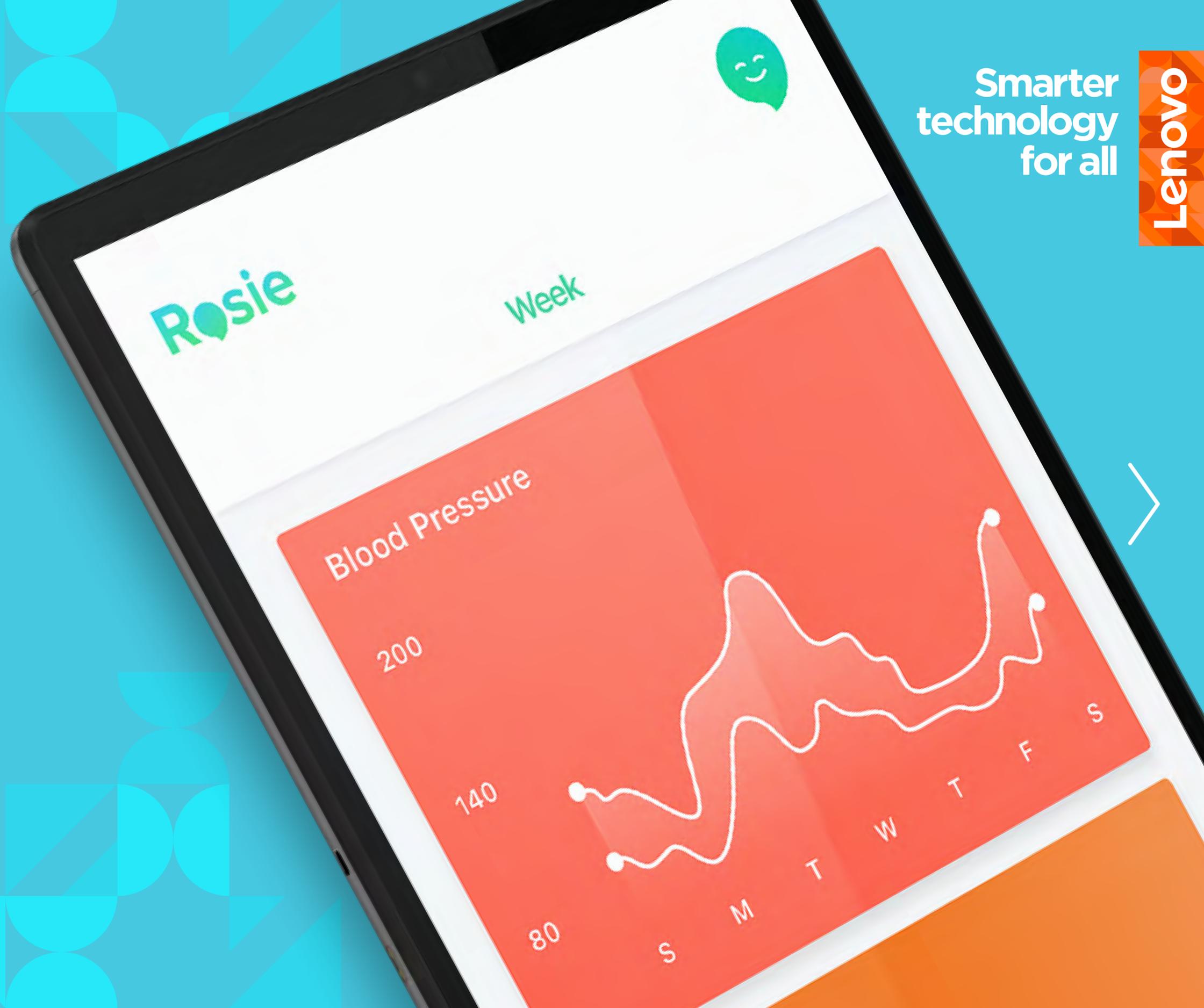


Lenovo  
Health

# Lenovo Virtual Care

Remotely monitor and  
assist your patients with  
in-home technology



Smarter  
technology  
for all

Lenovo

# Addressing the Chronic Condition Health Crisis

An estimated 117 million adults are currently suffering from one or more chronic health conditions.<sup>1</sup> As a result, the **management of chronic and mental health conditions now accounts for more than 90% of the nation's \$3.5 trillion in annual healthcare spending.**<sup>2</sup>



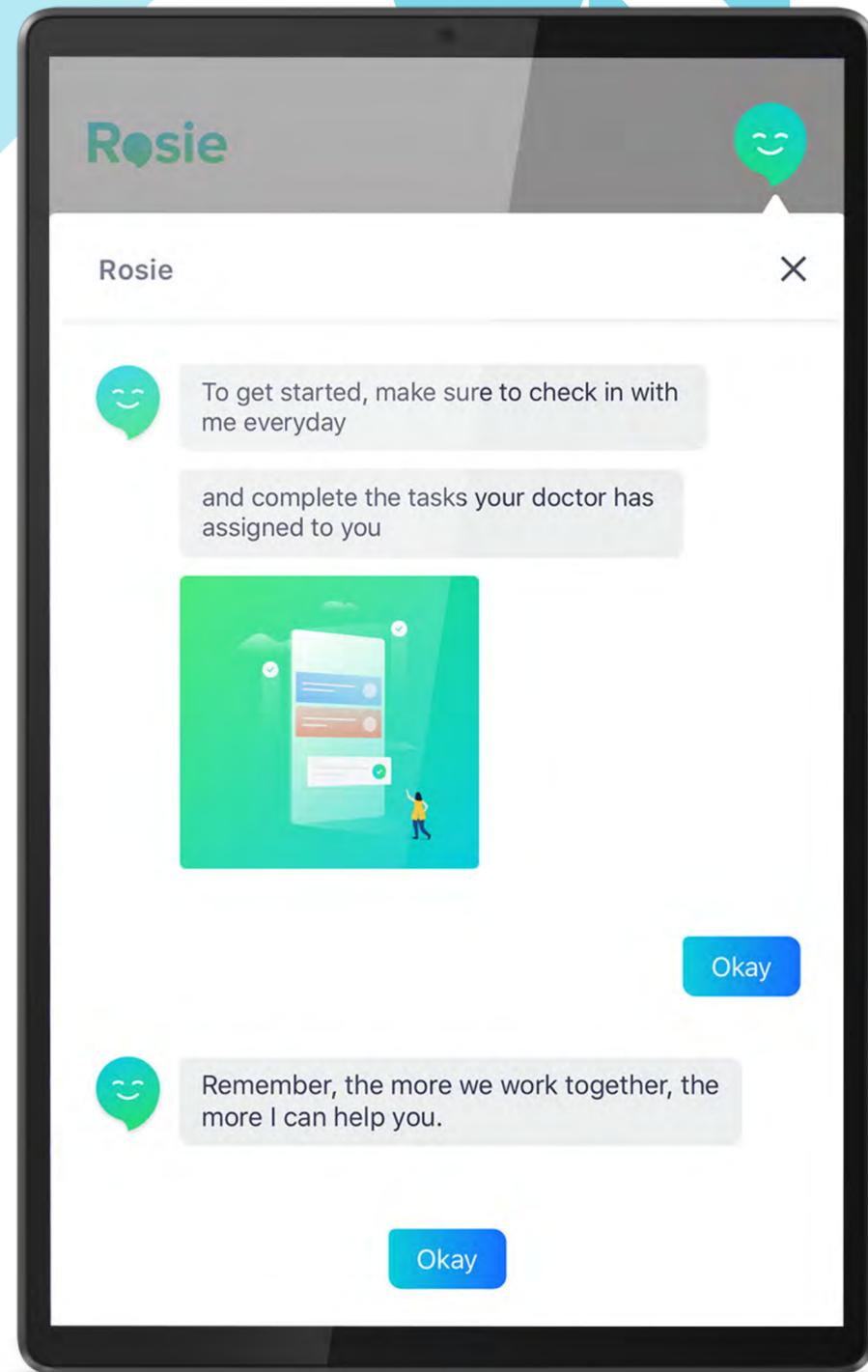
The Lenovo Virtual Care solution was designed to address this health crisis. Built on an advanced technology platform, this solution helps clinicians provide ongoing targeted care to their patients who have chronic conditions such as diabetes, COPD, congestive heart failure (CHF), and hypertension.

For a monthly per-patient service fee, clinicians furnish their patients with a customizable in-home technology kit that bundles the hardware, software, and peripheral biometric devices needed for virtual patient management between office visits.

Over time, use of the kit encourages positive habit formation and care plan compliance.

**Lenovo Virtual Care is the bridge between clinician-managed and home care settings, enabling clinicians to provide ongoing support that can help reduce readmissions and improve overall outcomes.**<sup>3</sup>

# What's in the Kit?



The Lenovo Virtual Care kit uses a combination of a visual display and biometrics specific to the patient's condition.

## Hardware

The display or tablet is the service's central hub and the patient's view into using the service. The display passes the biometric data it collects as part of the patient's care plan administration.

## Peripheral Biometric Devices

Clinicians select appropriate biometric devices for each patient, such as a glucose monitor or a blood pressure cuff. Patients use these devices to measure and transmit their vitals back to their providers for more frequent remote monitoring.



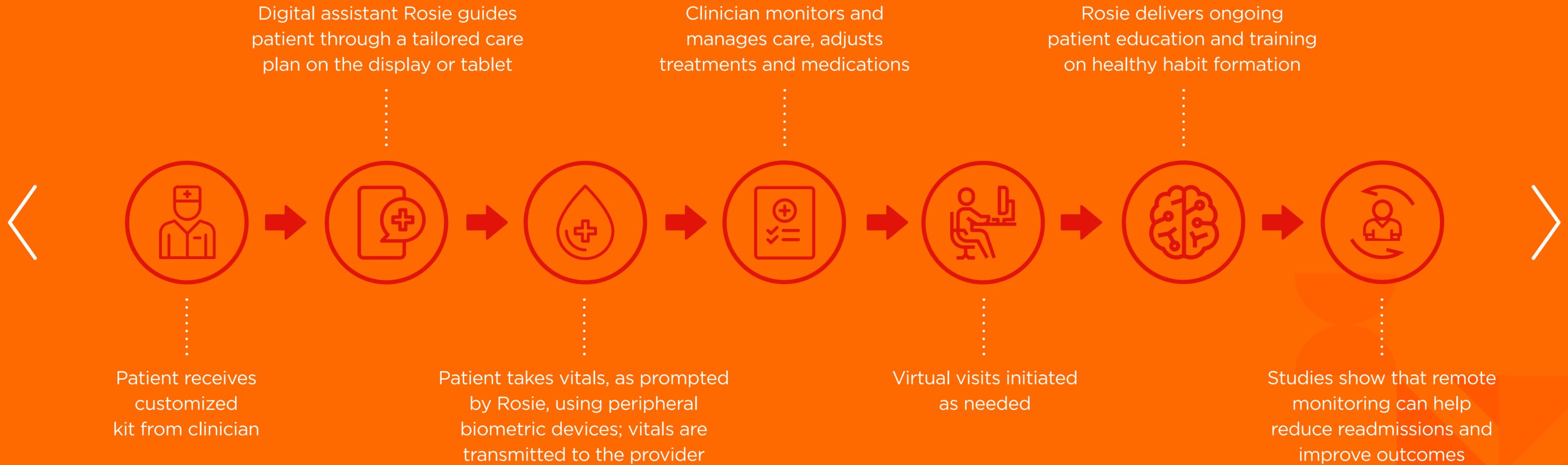
## Software: Meet "Rosie"

"Rosie," an AI-enabled digital assistant, guides patients through their customized care plans. Through Rosie, clinicians deliver information to the patients like medication reminders, education, and care plan details. The patient kit is preconfigured for ease of use right out of the box.

## Rosie's job is to:

- Help patients participate in their care plan
- Prompt patients to use biometric devices to capture their vitals for their physicians
- Facilitate communication between patients and clinicians when necessary
- Deliver education, habit formation, and family engagement programs

# How the Solution Works



# The Benefits of Virtual Care

## A Path to Value-Based Care and Improved Outcomes

The shift by the Centers for Medicare & Medicaid Services (CMS) away from fee-for-service models has placed an emphasis on keeping patients healthy instead of treating them when they're sick.<sup>4</sup> Remote intervention can keep people healthier — it's been shown to decrease A1c levels for diabetics, improve medication adherence, reduce ED visits, and reduce readmissions.<sup>5</sup> Medication non-compliance alone causes 100,000 preventable deaths and \$100 billion in preventable costs each year.<sup>6</sup>

## Patient Satisfaction

The demands for virtual care and digital communication continue to climb, with 70% of patients reporting an interest in receiving virtual care services<sup>7</sup> and 91% of patients indicating they would like to use mobile tools to communicate with their providers.<sup>8</sup>

## Patient Retention

Referral leakage costs the average healthcare organization \$750,000 per employed physician per year.<sup>9</sup> The Lenovo Virtual Care solution strengthens the relationships between patients and their providers. The display or tablet hub keeps a direct, always-connected line of communication open to the provider, allowing for quick messaging or videoconferencing as needed. **With the Lenovo Virtual Care solution, patients are never alone.**

## Lower Patient Management Costs

The time and resources spent virtually assessing patient vitals and remotely adjusting medications are significantly lower than those expended during an ED visit or a hospitalization. Virtual care saves money by preventing acute events.

## Direct Reimbursements

Medicare and private payers support virtual care. Providers can bill two to five times the price of the service for remote monitoring and chronic care services.<sup>10</sup>

# Why Choose Lenovo Virtual Care?

Other companies provide just a slice of the virtual care continuum — most offer either a communication technology for virtual visits or a single treatment solution for one medical condition.

The Lenovo Virtual Care solution is comprehensive. This end-to-end patient engagement solution facilitates communication in addition to providing remote monitoring, education, healthy habit formation, and family engagement.

## Customizable Solution

Providers choose the most appropriate kit of hardware, software, and peripheral devices to manage each patient's specific condition. The kit is then tailored to the care plan developed for that individual patient.

## Addresses Multiple Conditions

Most available portals and apps focus only on a single medical condition. The Lenovo solution is designed to support many chronic conditions.

## One Number to Call

Leverage single call support across all supported treatment types.

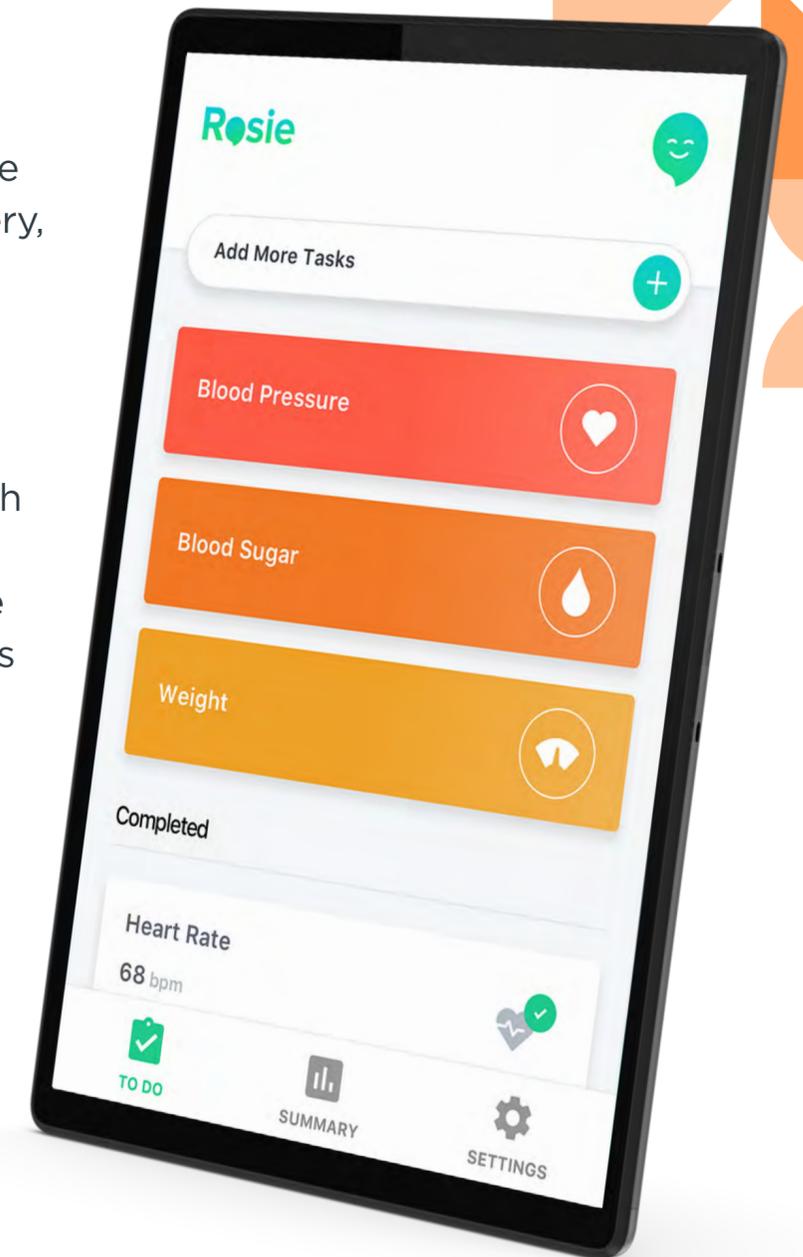
## Proven Reliability

Provider organizations can leverage Lenovo's world-class service delivery, proven reliability, logistics, and supply chain.

## Optional EHR Integration

When the solution is integrated with the EHR, biometric data becomes available to the patient's entire care team. Multiple in-home glucose tests or blood pressure readings become powerful decision support tools providers can use to inform their future care decisions.

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