

Case Manager

Healthcare institutions today are under tremendous pressure to improve patient outcomes. As people increasingly use the Internet to evaluate facilities, those with the highest ratings and reputations for superior care attract more patients. Good outcomes are more important than ever.

The path to a positive patient outcome begins with an accurate, timely diagnosis and an effective treatment plan. But both can be complicated, and may require a quick, reliable decision-making process that involves a team of healthcare professionals. That makes effective, timely communication between physicians critical.

Studies show that when doctors consult with other experts in the appropriate field through "case conferences," the result is better diagnoses, better care and better patient outcomes. Case conferences are the key to success.

Key issues associated with case conferences

Healthcare professionals today are under extreme pressure and most have little time to coordinate or participate in case conferences. And when they're called with short notice due to urgent patient situations, attendance is even more challenging.

Many physicians use personal smartphones to conduct calls or send text messages to solicit input from other doctors. But collaboration is best done simultaneously, in a group format. And using popular messaging services can introduce risk: Sharing protected patient data across unsecured platforms is not HIPAA compliant and could leave the physician—and the healthcare facility—liable.

Alternatively, doctors can call in-person meetings, but coordinating them is challenging when schedules are overloaded, and time is of the essence.

Most apps that attempt to address this problem are focused on messaging rather than case conferencing. They typically operate only within small groups in a single hospital, and rarely function between hospitals. Moreover, they incorporate many disparate features, acting as pagers, text messengers and secure messaging environments which removes focus from the task at hand: Collaborating to quickly solve patient problems.

The Case Manager solution

iQ Technologies' Case Manager is a HIPAA-compliant, secure collaboration tool that simplifies the process of scheduling and participating in case conferences.

With Case Manager, a physician opens a case in the app with a few clicks and invites the appropriate colleagues in the system to participate. Once a case has been initiated, the app notifies participants that their presence is requested. Alerts are sent when responses are requested and received, and the tool provides timeframes so doctors understand what's urgent and what can be postponed until a more convenient time.

Case Manager provides all the components necessary for a virtual case conference and fortifies it with the encryption and protection necessary to ensure all communications remain secure and that patient data remains private.



The Case Manager has been instrumental in helping us bring the right specialists together – often on the fly – to help diagnose a patient, consider all the relevant factors, agree on the best course of action, and get the patient started on the road to recovery. And all without having to make multiple calls, wait for responses, or postpone critical decisions.

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Case Manager key features

- **Collaborative communication:** Discuss and evaluate patients with other physicians inside the global network, no matter where they're based—inside the same hospital or a thousand miles away.
- **Access to peers:** Leverage the expertise of peers to inform decision making and deliver better patient outcomes.
- **Multi-disciplinary resolutions:** Call on specialists across multiple disciplines to provide guidance that will help to ensure all bases are covered.
- **Alerts and notifications:** Know immediately when your expertise is needed to participate in a case conference, or when one of your contacts responds to your requests and questions.
- **HIPAA compliance:** Exchange case reviews and communicate over a secure platform that ensures patient data remains private, and physicians and healthcare facilities remain HIPAA compliant.
- **Streamlined patient care:** Conference with other doctors about a patient before sending them long distances for an appointment.
- **Mobile access:** Use the smart phone app to communicate in real-time with relevant specialists, at any time and from any place, and no matter where they're located.
- **Unlimited participants:** Involve as many participants as necessary.
- **Single platform:** Leverage multiple complementary, integrated solutions including RVU Manager, Case Manager, and Doc Chat, all designed to increase productivity and enable data to flow—without the complexities.
- **Cross-platform operability:** Use any of the world's most popular computing devices, including desktops, laptops, tablets, and iOS or Android smartphones.
- **Share relevant clinical data:** Attach any relevant clinical data to fully inform participants on the case without having to visit separate systems for studies or patient test results.

A case conference defined

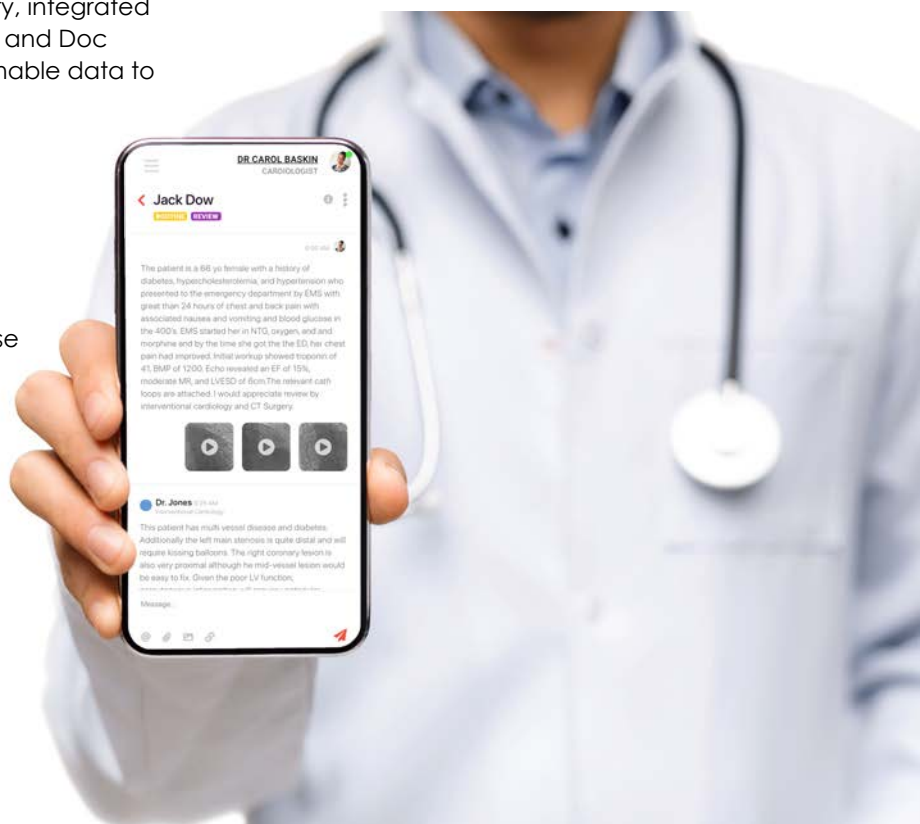
A physician case conference is a common way to discuss the details of a specific clinical problem. It's typically a scheduled, in-person meeting among physicians where a patient case is presented in order to solicit feedback and insights from colleagues. These conferences are especially useful when facing complex medical issues.

The primary objective of a case conference is to elicit assistance with a diagnosis, help determine a treatment plan, and to discuss developments that arise during the treatment process.

Learn more

Learn more about how the iQ Platform improves collaboration for better coordinated care.

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Use case: Coronary artery disease

A patient has coronary artery disease and there's a question as to whether they should receive a stent or have bypass surgery. In such cases, consulting with a heart team is highly recommended, so the doctor typically spends time calling multiple cardiologists and surgeons to review the case. But this is a time-consuming and complicated process.

Using Case Manager, the doctor treating the patient sets up a conference, invites the required experts, and attaches any relevant patient data to the case. Participating cardiologists and surgeons each give an opinion, and the team quickly reaches a consensus on the best way forward.

Use case: Lung cancer

A patient is diagnosed with lung cancer. While many cancer treatment paths are easily discernable, the circumstances here make the decision between surgery and chemotherapy unclear. The patient would typically be discussed at a "tumor board" meeting, but the next one isn't scheduled for two weeks, and the doctor needs to make a decision quickly.

The doctor uses Case Manager to act as an impromptu tumor board, assembling the necessary pulmonary specialists, oncologists, radiologists, and surgeons, each of which give an opinion and together they render a decision about the best way to treat the patient.

About Case Manager

Case Manager is a responsive web application designed to operate on any desktop using the Apple Safari, Google Chrome or Microsoft Edge browsers. The app operates on any tablet device or smartphone using Google Android or Apple iOS mobile operating systems. By extending the user experience to the device of choice, access is available at any time and from any location, simplifying the case conference process and ensuring the best outcome for the patient.

About the iQ Platform

The iQ Platform brings data and apps together in a single solution designed to increase productivity by delivering the right digital experiences at the right time on any device. The result is medical work processes that move seamlessly together, resulting in productivity gains and improved patient care.

This software-as-a-service (SaaS) cloud solution is a comprehensive, integrated set of capabilities that provides a modern user experience.

