

Doc Chat

Effective, timely communication between physicians is essential to providing the highest quality of patient care. Doctors must be able to securely discuss patient situations and share patient information in order to make urgent healthcare decisions fast. For this, they need an easy-to-use tool that supports informed communication and encourages user participation.

Key issues associated with physician communication

Healthcare professionals today are under extreme pressure and Physicians often require the expertise of others in the field to make fast, reliable decisions about patient care. While case conferences are extremely effective at helping healthcare providers work together, scheduling and orchestrating them can take time—too much time when decisions must be made in minutes, not hours.

Even when they can be executed at a moment's notice, they're not always necessary. Case conferences are typically reserved for highly-complex cases where input from doctors, surgeons, specialists and others is required. But many times, a simple conversation with one or two peers is sufficient. In these instances, doctors often use their smartphones to call or text colleagues for analysis and recommendations.

The problem is that most forms of smartphone communication are not secure and sharing confidential patient data through them is not HIPAA compliant. In an effort to implement some degree of security, many messaging platforms admit only users within the same healthcare network. While this may boost security, it also dramatically limits the available expertise.



Some text apps also lack the ability to easily share attachments. Once contacted, participants must search through multiple systems to get the patient data they need to help instruct a case. The process is tedious and complicated, which discourages participation and delays resolution.

The Doc Chat solution

iQ Technologies' Doc Chat solution is a HIPAA-compliant, secure, real-time communication tool that enables physicians inside and outside the hospital ecosystem to communicate and collaborate on a patient's diagnosis, treatment plan, or any other associated medical issues.

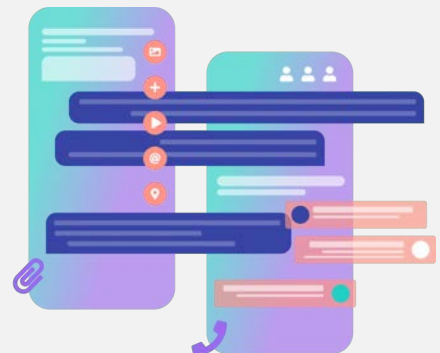
In a Doc Chat session, files, images, and videos can easily be shared, making all the data required in the evaluation of a patient a click away. Where most messaging apps don't allow for communication with those outside the immediate healthcare system, Doc Chat enables doctors to leverage an unlimited pool of experts, regardless of location or affiliation with a specific system.

With Doc Chat, all chat data can be titled, stored and easily retrieved for future reference, giving all doctors involved a record of what was discussed and how conclusions were reached.

For less complex cases requiring input from a small number of participants, Doc Chat is the perfect tool for soliciting real-time, immediate feedback and opinions from colleagues. Doc Chat delivers everything necessary for effective communication among health care providers.

“Even when I'm not logged into the Doc Chat app, I receive an SMS notification, click on the link and get immediate access to the request and all the relevant patient data I need to understand the patient's circumstances and arrive at a well-informed opinion.”

*Michael Meyer, M.D., MBA, FACS,
Cardiothoracic Surgeon Pulse
Heart Institute*



Doc Chat key features

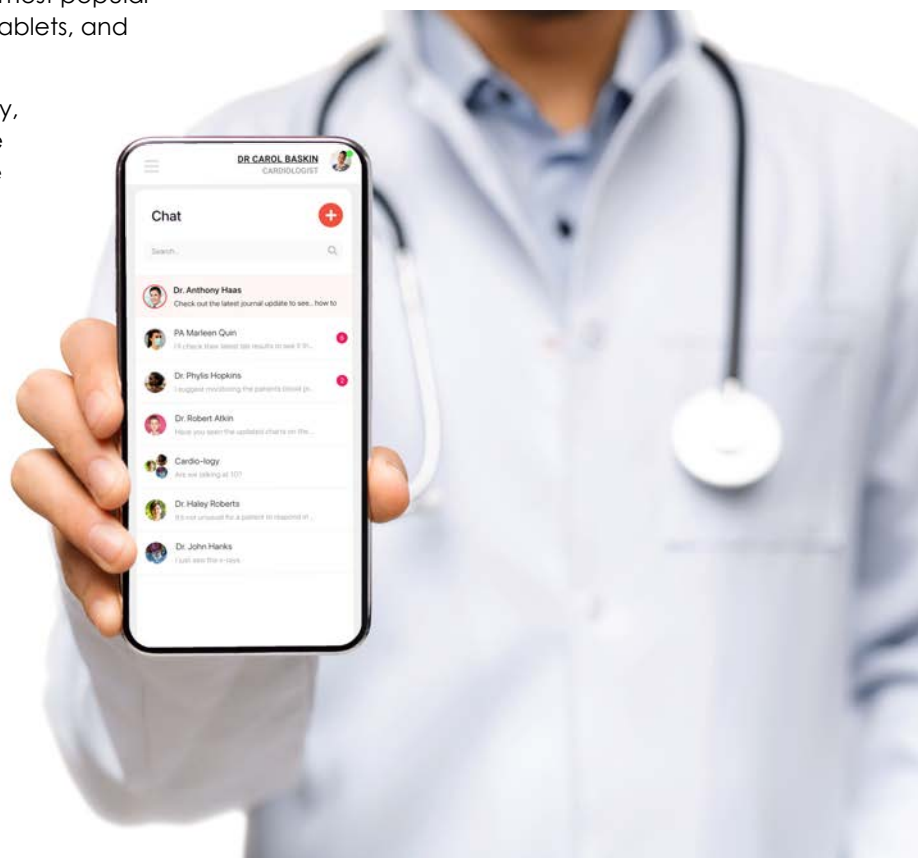
- **Rapid, one-to-one or one-to-many communication:** Contact as many or as few people as necessary and get faster, more informed responses to questions.
- **External communication:** Chat with peers and colleagues across the healthcare industry, whether they're inside or outside your healthcare system.
- **HIPAA-compliance:** Protect confidential patient data and remain compliant with government regulations.
- **Secure file sharing:** Share patient files, images, videos (and soon, EMR system files), to elicit more informed responses to questions.
- **Seamless integration:** Easily transfer the entire chat history and all attached data to an iQ Case Conference.
- **Recorded, archived communication:** Securely record and archive everything that was discussed as a reference for all doctors that participated in the chat.
- **Physician status indicator:** Make others aware of current availability using color coded profile markers.
- **Unread message indicator:** Easily differentiate between old and new messages to identify new requests and quickly evaluate urgency. Pin important chats to the top of the main chat view.
- **Notification services:** Control the number of notifications received and manage how they're delivered.
- **Cross-platform operability:** Use any of the world's most popular computing devices, including desktops, laptops, tablets, and Apple iOS or Android smartphones.
- **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

Initiating a Doc Chat

To initiate a chat, a physician locates the appropriate experts in the directory, checks status indicators that signal their availability, and invites them to a private or group chat. Additional participants can be added to the chat at any time.

To ensure messages aren't missed when the Doc Chat application is closed, invited participants receive SMS text alerts, email alerts or both, notifying them that a message is waiting in the Doc Chat app and that their attention to it is requested. A link is provided for direct and immediate access.

If it becomes clear that more in-depth collaboration is required during a chat session, all communication and attachments from the chat can be transferred to an iQ Case Conference with a single click.

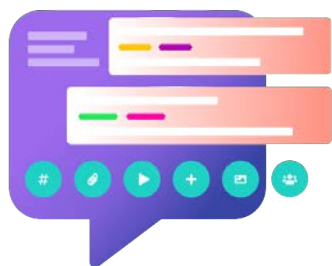


The iQ Technologies Platform consists of three main applications: Case Manager, RVU Manager, and Doc Chat, with options available for developing both customized features and applications. These apps are available separately or as one comprehensive solution.

As a responsive web app, the services are available on any desktop leveraging popular browsers such as Apple Safari, Google Chrome and Microsoft Edge. The app scales the user experience to any mobile tablet device or smartphone using Google Android or Apple iOS mobile operating systems.

About Doc Chat

Doc Chat is a real-time, HIPAA-compliant communication tool that allows physicians to securely consult and share patient data files both inside and outside the hospital ecosystem. To ensure important messages are never missed, notifications with embedded links can be automatically sent via SMS text message, so they're aware of messages even when not logged into the Doc Chat app and can access them with a click.



Learn more

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

Email: info@iq-technologies.com

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.

