

Cisco Extended Care: Virtual Video Integration with Epic



Close Gaps in Patient Engagement and Care Management

As healthcare organizations navigate the transition to value-based care, many of them are turning to video communications to help close gaps in patient engagement and care management. But all too often, those solutions are made up of disparate components, applications, and services that can't be integrated with healthcare applications—or even with each other.

Many healthcare organizations resort to implementing telehealth with siloed video communications or consumer-grade video communications. While reduced cost is the driving factor, these institutions have not been satisfied with the results. Workflow and user experience issues hamper utilization and adoption.

A poorly designed telehealth system adds complexity. Poor video quality, fractured workflows, questionable security, and lack of services all lead to unsatisfactory experiences—for both patients and providers.

However, not all telehealth solutions are created the same.

Key Benefits

- **Protect your investment** by building upon your Cisco Security, Unified Communication and Video investments.
- **Innovate rapidly** by leveraging Cisco collaboration features such as screen share and multi party video.

Why Cisco Extended Care with Epic

- **Scalable deployment model** by redirecting video to Cisco endpoints from Hyperspace thin-client environment.
- **Improve clinician efficiency and productivity** by unifying EHR and video telehealth workflows to a single, cohesive, familiar interface and process.
- **Close gaps and improve quality of care** with proactive discharge follow-ups, intuitive MyChart patient portal access and reduced care continuum complexity.

Empower True Care Coordination and Collaboration

Cisco® Extended Care is much more than a telehealth solution. It's a healthcare collaboration platform that transforms the clinician and patient experience. In collaboration with Epic, Cisco designed a web service that leverages Epic FDI and Dynamic links to integrate Cisco video with Epic Hyperspace and MyChart Web telehealth workflows. Cisco Extended Care virtual video integration with Epic not only allows you to leverage your Cisco Unified Communications and Epic electronic health records (EHR) investments, but also may help you realize higher ROI.

Here's what really elevates Cisco Extended Care above the competition: Extended Care is an enterprise and open solution as compared to silo deployments focused on a select few service lines. It provides an integration framework (Figure 1) to pull together applications with devices enabling telehealth use cases from any location.

Support Natural and Relevant Workflows

Cisco Extended Care virtual video integration with Epic also enables scheduled consultations with a patient or remote provider. So you can offer everything from scheduled follow-up care and specialist consultations to non-emergency visits (Figure 2). The opportunities to extend and expand quality care are boundless.

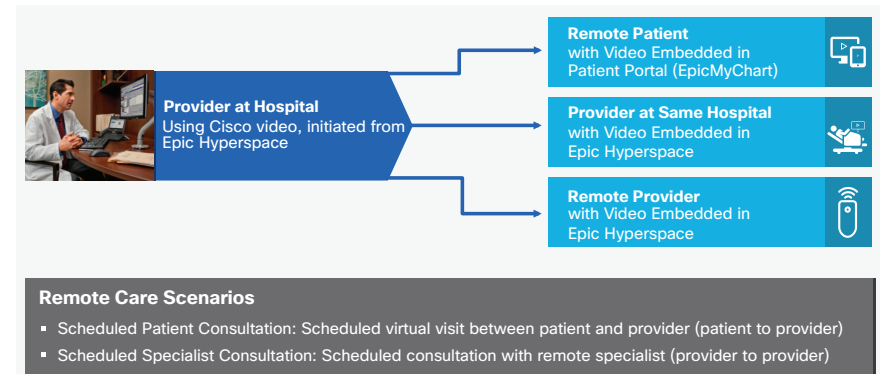
Workflow Support Capabilities

Use Case	Epic Interface Support	Epic EHR
Provider at the same hospital	Hyperspace Full Client	
Remote Provider	Hyperspace Thin Client with video redirect to Cisco video end point	Epic 2014 Epic 2015 Epic 2016
Remote Patient Consult	Mychart	Epic 2014 Epic 2015 Epic 2016

Figure 1. Cisco Extended Care Integration Platform



Figure 2. Personalized Collaboration for Healthcare at a Distance



Cisco Extended Care Virtual Video for Epic Overview

Leveraging Epic’s API framework, Cisco Extended Care leverages Epic FDI and Dynamic Link capabilities to receive scheduled appointment data from the Epic telehealth workflow and launch the virtual video experience (Figure 3). With its native virtual waiting room functionality, Cisco Extended Care allows you to provide a more authentic experience by providing specific messaging to users while they wait for all participants to join the telehealth session. And, with the ability to redirect video to supported Cisco end points, use of Epic Hyperspace in a virtual desktop environment ensures scalability to your provider base.

Note: The Cisco Extended Care enabled telehealth workflows require both Epic and Cisco infrastructure. For information on Epic infrastructure, licensing, and integration instructions, contact your Epic Implementation Executive (IE), Implementation Director (ID) or Technical Coordinator (TC).

Sample Deployment Architecture

The following Figure 4 represents a recommended deployment approach, supporting a standalone telehealth deployment model. The solution can also be deployed in any existing Cisco Unified Communications environment in the healthcare system.

Services Available with Cisco Extended Care

- Planning design and implementation
- Telehealth strategy adoption services and advanced use case design
- Process change management and workflow optimization

Next Steps

Ready to learn more about what Extended Care can do for your organization? Visit <http://www.cisco.com/web/strategy/healthcare/extended.html>.

Figure 3. Virtual Video for Epic Overview

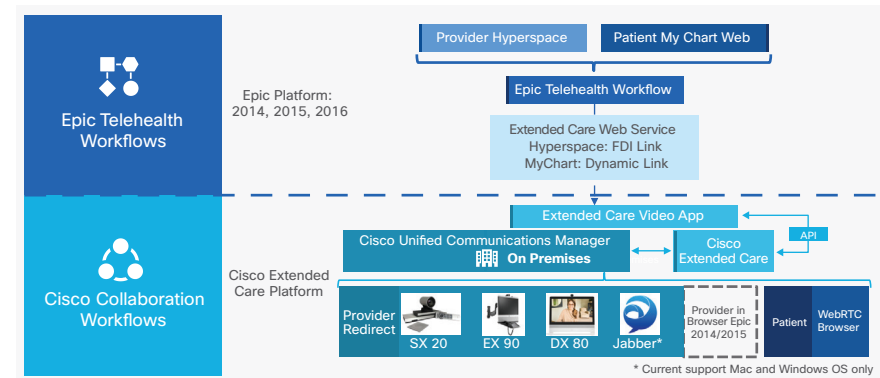
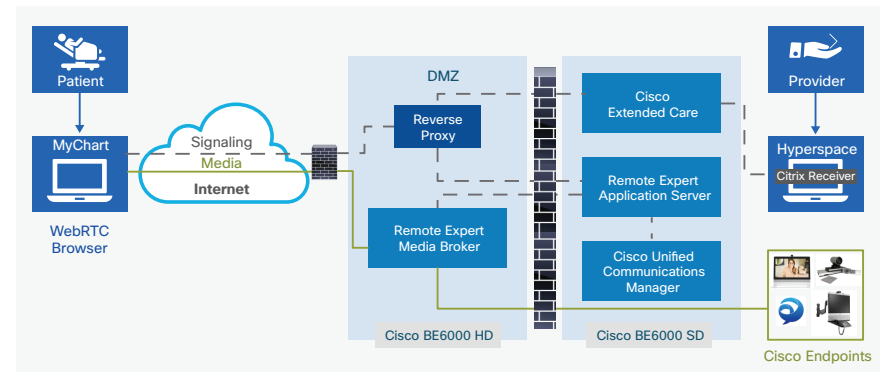


Figure 4. Extended Care Stand Alone Deployment Architecture



Note: Important Safety Information

Cisco Extended Care with Epic is intended to allow healthcare providers to drive and promote health and wellness. Cisco Extended Care is **not** intended for use in diagnoses or treatment of conditions or diseases and emergency situations.