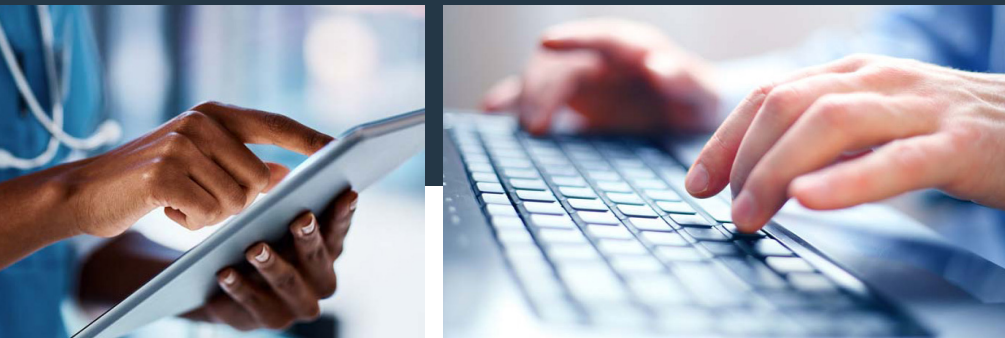


Managed Services for your Telehealth Initiatives

Effective deployment and retrieval of devices used to enable remote healthcare engagement is critical in driving provider and end-user satisfaction and outcomes.



A changing healthcare delivery dynamic needs to enable easy and flexible options for healthcare providers and patients to engage in a remote format.

The global COVID-19 pandemic has quickly changed the landscape of how many consumers engage healthcare providers to receive the medical care they need. The pandemic will ultimately subside, however, remote healthcare delivery is here to stay.

According to the American Medical Association, physicians and other health professionals are now seeing 50 to 175 times the number of patients via telehealth than they did before the pandemic. Reports note that 46 percent of patients are now using telehealth to replace in-person visits, and the service has the potential to grow into a quarter-billion-dollar industry, even after the pandemic subsides. It appears we're only just scratching the surface of what role telehealth could take on in the future of healthcare delivery.

Overview

Providing exceptional care for patients is of highest importance, and as the world is changing, so too is the way organizations are taking advantage of technology and refining how support and services are delivered.

Telehealth initiatives have created the need for healthcare organizations to invest in technology designed to enable remote patient-provider engagement. The de facto approach is to leverage mobile tablets that, when coupled with applications, software and peripherals, brings the physician office to the home. Leveraging mobile technologies introduces requirements for device deployment, end-user support, device retrieval, sanitization and data protection.



Overview

The fact that these mobile tablets are designed for temporary use, and re-use, introduces unfamiliar complexities. From device configuration and deployment to providing on demand support to device retrieval, sanitization, decontamination and tracking, MTech Mobility has you covered, ensuring that devices are deployed and managed right — and right out of the gate.

MTech Mobility provides comprehensive, industry-leading device management services designed specifically for telehealth. MTech is here to support healthcare professionals every step of the way, with:



Device Deployment

Driving an unmatched out of box experience for patients while ensuring every device is configured and kitted to exact specifications



Device Retrieval & Sanitization

Facilitating return of each device when use is completed, triage, sanitization and decontamination, data wipe and return to inventory



Helpdesk Support

24x7x365 direct-to-end-user helpdesk support on demand to help the patient with anything and everything related to their use of the device



Device Repair

Comprehensive out of warranty repair when the inevitable occurs — screen, battery, housing and port replacement right from our facility

All MTech services are governed by strict procedures and tools to maximize device sanitization, decontamination and data privacy, including erasure in line with the HIPAA Security Rule. And, our pending HITrust certification ensures compliance with stringent standards for physical and data security, information processing and inventory management.



Telehealth Readiness

MTech stands ready to ensure you have the right devices, accessories and peripherals to meet your healthcare needs.

As telehealth capabilities can be utilized on a wide variety of devices and operating systems, MTech procures all device types, including Apple, Samsung, Microsoft, Panasonic, Dell, HP and more to fit seamlessly into all ecosystems and ensure both provider and patient device needs are met. At MTech, we understand that — especially in the world of healthcare — different circumstances can require different solutions. That is why we work with you to design a device-management system that works best for your particular practice and telehealth initiatives.

To meet the individual needs of both healthcare providers and their patients, MTech can work with you on the selection of:

- Device Types
- Operating Systems
- Mobile Device Management Software
- Logistics
- End-User Support
- Applications

Through MTech's well-established partnerships, healthcare professionals can choose to acquire on-demand new or refurbished equipment. By choosing a plan that works best for your telehealth goals, you have control over warranty status and total overall cost.

The Out of Box Experience is Critical

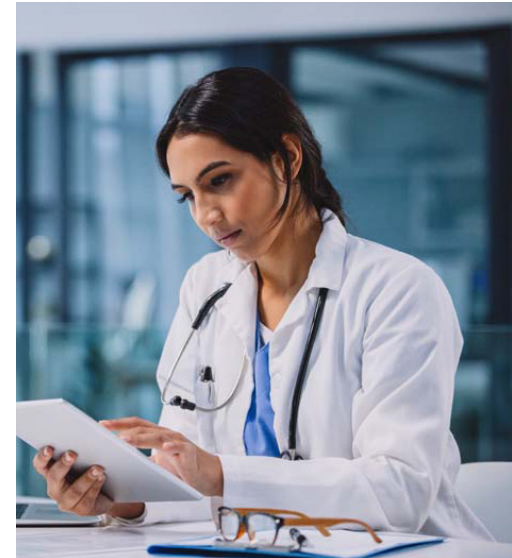
Even before devices are sent out, our comprehensive management system starts with careful and proper deployment, configuring and kitting of all devices.

The provisioning process ensures patients have access to the information and workflows they need to engage healthcare providers and perform virtual visits, all while keeping security and safety a priority.

MTech Mobility offers a total solution for ensuring that every IT asset, whether a laptop, peripheral, accessory, smartphone or tablet, is configured to exactly to the healthcare organization's specifications. We take a holistic approach to this process, which can include any of the following tasks and more:

- Wireless provisioning
- MDM/EMM loading and configuration
- Kitting
- Sanitization
- Application loading and confirmation
- Device restriction policies
- Accessory pairing
- Profile and policy enablement
- Tagging/Labeling

Once the device is ready for operation, MTech Mobility offers a wide range of options that touch all aspects of device receiving, asset tagging and tracking, warehousing, preparation, and staging. This process allows efficiency, speed and peace of mind for professionals and patients throughout the deployment process.





World Class Support On Demand

MTech's comprehensive support and management services ensure technical issues do not get in the way of accessing the care needed, when needed.

Our mission is to guarantee seamless device logistics and operations, from in-clinic care to virtual visits. MTech Mobility offers 24x7x365 helpdesk support available by phone, email or live chat to answer any technical question and resolve any and all issues concerning the use of a device by the end-user.



Features include:

- Healthcare plan branded
- Inbound routing via IVR/toll-free number
- 24x7x365 availability
- Hardware/OS support
- Telehealth application support
- Connectivity support
- Multilingual support
- Reporting

Device Retrieval

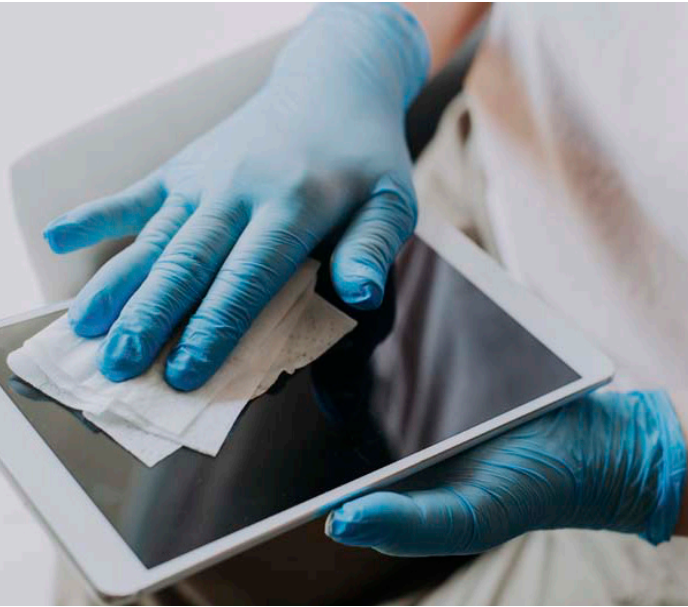
Collecting and processing devices after each use is important to keep devices functioning and available.

Once an appointment has concluded, the patient simply ships the device back using the MTech-provided box and pre-paid shipping label. MTech then applies an extensive set of services to that device, including data wipe and sanitization, before returning it to inventory.

Features include:

- Retrieval
- Triage and processing
- Sanitization
- Decontamination
- Data wipe and restore
- In warranty management
- Out of warranty repair management
- Recycling
- Tracking
- Reporting





Safety

We're serious about safety. At MTech, the safety of healthcare providers and patients is always our top priority.

DATA SECURITY AND DEVICE SANITIZATION

We employ thorough and redundant safety measures to eliminate risk entirely.

Once a device has been returned, we immediately get to work utilizing dirty-room procedures. Our decontamination best practices call for cleaning with 99 percent alcohol and UV-based systems. This process effectively eliminates any contaminants on the device and prevents the possibility of patient-to-patient transmission. Once the device has undergone all cleaning measures, it is cleared for redeployment.

DATA PRIVACY AND ELIMINATION

Our team works diligently to ensure your doctor-patient confidentiality stays intact.

Our data-wipe standards are in line with the Department of Defense (DoD) and comply with the HIPAA Security Rule for protecting the confidentiality, integrity and security of patient health information (ePHI). Beyond data-wiping capabilities, we also provide asset tracking which includes location, history and certificates of data erasure.

Telehealth is Here to Stay

The convenience and safety of receiving healthcare from home means healthcare plans, providers and IT suppliers must prepare across all elements of the mobile ecosystem to ensure high success and patient satisfaction:



Device Selection

Selecting and implementing the right device is not always a one size fits all scenario. Form factor, connectivity options and operating system are critical factors in determining the best option for hardware.



Deployment

Delivering devices with minimal patient responsibility is essential to quick adoption and reduced reliance on support. Device configuration, instructions, kitting and packaging are necessary to ensure the patient is ready for their appointment when scheduled.



Applications/Content

Determining which applications and content will be enabled, along with having a plan for restricting content, is important to ensure the use case is supported and security and intrusion issues are mitigated.



Support

Patients will experience difficulty with using a plan provided device, applications, connectivity and scheduling, which requires the availability of world-class support via phone, live chat, email and the device.



Asset Tracking

Real-time data on device status and history is essential to tracking activity, trends and inventory availability.



Retrieval

Facilitating the return of device after use is a big part of keeping inventory available for the next visit. Organizations must have plans in place to receive, sanitize, decontaminate and eliminate data upon receipt.



Repair

The unexpected will occur. Devices will experience breakage due to mishandling and accidents. Having a process in place to quickly repair and return devices to circulation is a consideration organizations face when managing device availability.



Security

Enabling on device and on premise security to limit access, track and audit activity and protect inventory and patient data should not be overlooked.



Connectivity

While the majority of patient homes are equipped with Wi-Fi, many are not. Even with patient provided Wi-Fi, connectivity can be spotty and relying on patients to connect to their Wi-Fi can be cumbersome. Organizations must weigh wireless options (data plans) as part of their overall strategy to drive a great consumer experience.



MTech Mobility was founded in 2012 to focus on providing world-class repairs and logistics services for any device, any operating system and any use case. Headquartered in Palm Beach Gardens, Florida, MTech provides a range of services for hundreds of customers across retail, healthcare, field service, transportation and logistics, fleet management, corporate mobility, and more.

For more information on MTech Mobility and telehealth solutions, please visit mtechmobility.com.