WE GET OPTIMIZING VIRTUAL CARE.

For a seamless virtual care solution, you need IT Orchestration by CDW®.

CDW will empower you to optimize your organizational investments in a broad range of virtual care solutions. These solutions will include both technologies and services focused on improving workflow improvements and the overall patient experience. In addition, these solutions will also improve clinical outcomes and patient-caregiver safety.

Virtual care solutions can help you achieve:

Enhance Clinical Relationships

Capacity Management

Improved care experience

Orchestrating the Right Solution

CDW leverages our incredible expertise in all of the technical components of virtual care solutions. CDW connects these components to our partner's virtual care platforms. Focused on workflow improvements, CDW also helps optimize the network infrastructure design to have coverage within a hospital or facility and bandwidth to connect to patients in their homes for virtual care.

· Fully integrate virtual care into health care delivery across the continuum
· Improve reliability and integration with the EHR for efficient workflows.
· Emerging vision, telehealth strategy and governance to set priorities for highest-value initiatives.

Why CDW

With 15 years of experience in healthcare, top-level partner designations with all the major virtual care technology providers and certified technical pre-sales resources, we can help you identify the right infrastructure solution.

Customer Success Story

Challenge: A Midwestern healthcare facility required a system and devices to facilitate virtual care appointments. The customer purchased cameras prior to the pandemic for room monitoring, but needed to ramp up their telehealth capabilities amidst the spread of COVID-19.

Solution: CDW orchestrated a home-grown solution, mounting cameras, microphones and video screens by patient beds. The video solution included presets for different angles, infrared emitters to see in the dark, and a nurse alert system.

Results: The customer went from facilitating a handful of virtual care visits per week, to almost 1,000 per day since the global pandemic began. CDW's telehelath solution has enriched the patient experience, while protecting their caregivers.

Design
Using tools, data and years of expertise, we can make specific recommendations for our customers.

Orchestrate
Our expert engineering teams implement the right technology and ensure it works the first time.

Manage
We help customers get the best results from their solution and fully realize their expected value.

CDW® PEOPLE WHO GET IT®

Virtual Care

At CDW Healthcare, we understand you need solutions to connect clinicians, staff and patients. We offer the expertise and technologies that address the need to extend care anywhere and achieve instant, real–time interaction for a better collaboration and a higher level of patient care.

Organization Priority	Solution
Improve patient experience	Remote Patient Monitoring and Telehealth — Allows patients to be monitored at home using sensors and BLE medical devices (e.g., blood pressure cuffs, pulse oximeters, scales, spirometers) and care plans modified based on health changes.
Protect employees, conserve PPE, and ensure that patient information is secure	Virtual Rounding– Helps patients communicate easier with their provider, reduces the risk of healthcare associated infections and limits the number of times providers need to wear and discard PPE.
Provide increase access to patients, and leverage scarce intensivist resources	Enhances Patient Monitoring — Similar to virtual rounding, the key difference is that the video camera and speaker are permanently mounted in the room. These systems are normally installed in intensive or critical care rooms.

Patient Priority	Solution
Patients looking to reach specialists	Patients who require specialized treatments may want to speak with a preferred or recommended specialist who is hundreds or thousands of miles away. If that's the case, telehealth services enable these patients to meet with these distant specialists without the added hassle of travel arrangements. The range of services available includes finding an appointment time that is convenient for the specialist and patient's schedules, ensuring the patient can receive instructions and medications from the specialist, and the ability lab work or other sensitive patient data relayed to the specialist securely and privately.
Patients with specific schedules	Telehealth technology enables patients these challenges for patients, enabling them to make an appointment that works better with their busy schedules. Providers, likewise, can communicate with patients much more effectively through messaging tools, ensuring patients receive the information they need and providing the doctors and healthcare professionals with information they require.
At–risk patients	These patients, unlike the previous two, may not be able to attend an appointment or regularly leave their homes because doing so could be harmful to their health. In the case of COVID–19, many patients who otherwise would be able to make normal appointments now need to stay home. Because some pre–existing health conditions put patients at higher risk for COVID–19, they need to avoid in–person appointments as a precaution. Telehealth benefits at–risk patients by keeping them safe while still receiving the medical treatment they need.

Partners Who Get IT

Checklist of Questions

Can I use this with my EMR?
We all know that EMRs have become the hub of practice management and record–keeping. Chances are your workflows are built around your EMR. Ask the telemedicine vendor how the solution works with your EMR and whether the records from your telemedicine visits can be easily imported into your EMR.

Can I use this to get reimbursed?
One of the main reasons many providers are trying out telemedicine (besides that patients love it) is to find creative ways to increase their revenue. While you might prefer just to do a direct–pay model for telemedicine visits, it's always smart to ask the reimbursement question. Does the platform generate a patient record that will help you get reimbursed? Does it have the proper documentation? And does the telemedicine vendor really know how reimbursement works? The answers to all these questions will give you a better idea of whether you can indeed get reimbursed using the platform.

Is the platform secure and HIPAA compliant?
Everyone knows about the recent health data hacks and the increasing importance of tech security in the healthcare space. Ask the telemedicine vendor how they ensure HIPAA compliancy and what they've done to build a 100% secure platform.

What additional equipment would I need to purchase?
Telemedicine systems come in all shapes and sizes, and the more complicated ones can require all sorts of additional equipment (telemedicine kiosks, carts, screens, data storage, etc.). When you're evaluating a new tool, keep in mind that the price may not include all the additional equipment you need to actually run it. Unless you're in the market for a complex, enterprise–level telemedicine program, we recommend looking for a solution that doesn't require a whole bunch of extra equipment to be usable.

To learn more about virtualcare telehealth solution, contact your CDW account manager at 800.800.4239 or visit CDW.com/healthcare