



Telehealth Support Services

Delivering Value through Personalization

Enabling Your Telehealth Strategy with Member and Clinician Support

Telehealth continues to gain traction in the healthcare industry, offering a convenient, accessible and integrated experience for patients and clinicians, while improving population health outcomes at a lower cost.

- 1 Offers greater physician accessibility for elderly, chronically-ill or rural patients who cannot easily travel to a doctor's office.
- 2 Provides a comfortable, nonthreatening environment, improving the patient experience and leading to better diagnosis and care.
- 3 Enables post-op patients to return home sooner.
- 4 Lowers overhead and increases efficiencies for doctors and clinicians by mitigating duplicate in-person visits.
- 5 Decreases travel time and costs, inconveniences and discomfort for patients requiring frequent appointments.
- 6 Has strong potential for expansion in tackling the opioid epidemic, including remote prescribing of medicine.



Telehealth technology, when properly implemented, means that physicians and other clinicians no longer have to be in the room with their patients to provide successful health consultations.

However, payers and providers often lack the right staff and IT experience to engage, onboard and support telehealth users and technology efficiently.

Firstsource removes the risk and complexity associated with establishing a robust telehealth architecture by providing the first line of technical set-up and support. We assist with the technological details that help payers and providers successfully deliver modern telehealth to their patients and reduce the fear of technology through easy engagement and familiarization.

Virtual Visits Enable Better Outcomes

Telehealth technology has been associated with fewer hospital re-admissions, faster recovery, and better adherence to treatment plans for patients through access to virtual doctor's visits. Firstsource helps make those benefits available to patients regardless of their comfort level with technology. Prior to their telehealth visit, Firstsource can provide members and providers with the support they need to set up their device and get ready to connect.

- Desktop, laptop, tablet or smartphone set-up
- App or software set-up on Windows, iOS and Android systems
- Connectivity testing and verification
- Troubleshooting, comfort and familiarity

In addition, where Protected Health Information (PHI) access is available, Firstsource can confirm or reschedule patient appointments at the same time as initial configuration. Support can be provided via inbound/outbound phone call or video chat.



Cost-Effective Clinical Remote Device Monitoring

Firstsource helps you meet near-term and long-term health goals with customizable remote device monitoring (in health facilities or patient home environments). Data analytics and direct member/patient coaching by phone, email or chat, enable escalations as needed for improved recoveries, chronic care and wellness programs.

Personal Monitoring Devices

With Bluetooth and WiFi-connected devices like glucometers, pulse oximeters, heart rate and blood pressure monitors, patients can take control of their own health, tracking and monitoring their stats to avoid health complications. Standardization efforts will continue to drive more clinical quality devices beyond prescriptive use and into consumer hands – or onto consumer wrists, as applicable. Firstsource can help patients and consumers set up their apps, connect with their devices, and register online accounts to make remote clinical and personal health management more accessible.

Remote Diagnostics

Networked diagnostic technology like stroke carts allows doctors to monitor a patient's vital signs and health indicators from down the hall, in the patient's own home or across geographically dispersed areas. Equipped with accurate data, the doctor can triage a patient for treatment within a small window of time, helping to preserve quality of life. Firstsource keeps your remote diagnostics operating 24/7 through rapid fault detection and resolution.



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Helping Customers Stay Ahead of the Curve through Transformational Technologies and Capabilities

Firstsource Solutions Limited is a leading provider of customized Business Process Management (BPM) services. Firstsource specializes in helping customers stay ahead of the curve through transformational solutions in order to reimagine business processes and deliver increased efficiency, deeper insights and superior outcomes.

We are trusted custodians and long-term partners to 100+ leading brands with presence in the US, UK, Philippines and India. Our 'rightshore' delivery model offers solutions covering complete customer lifecycle across Healthcare, Telecommunications & Media and Banking, Financial Services & Insurance verticals. Our clientele includes Fortune 500 and FTSE 100 companies.