Digitally Transforming the Patient and Caregiver During a Pandemic

The CCF Perspective

Peter A. Rasmussen, MD
Chief Clinical Officer, CCAW JV, LLC
*Former Medical Director Digital Health – Cleveland Clinic
Professor of Neurosurgery
Staff, Cerebrovascular Center and Dept. of Neurosurgery
Cleveland Clinic
Disclosures

- Strategic Advisory Council of American Well
- Digital Medicine Payment Advisory Group of the American Medical Association
- Multiple COIs in clinical Neurosurgery

- Neurosurgeon
- Pragmatist
Patient Mobility
- MyChart, Wearables, myClevelandClinic

Provider Mobility
- Haiku/Canto, Secure Text, Voice Recognition, Virtual Scribe, Real-Time Service Recovery

Digital Health
- Virtual Visits, eVisits, 2nd Opinions, eConsults

Populations Health
- Healthy Planet, Patient Generated Data, DrConnect, CareEverywhere

Hospital of the Future
- Vital Scout, eHospital, eCMU, Interactive Patient Room

APIs
- Integration, Digital Partnerships with Vendors
Express Care Online is a simple and easy way for you to talk to a provider at any time, from your own home or wherever you are.

See the first available provider
The quickest way to start your visit.

Get Started

Find a Specific Provider

Cleveland Clinic
Jeff Arnovitz, CNP
Adult Nurse Practitioner... Start Visit

Daniel Rhas, DO
Hospital Medicine Start Visit

Cleveland Clinic
Ava George, DO
Cleveland Clinic-All Ages Start Visit

My Services

Express Care

Bariatric & Metabolic Institute

Brain Aneurysm / AVM

Brain Tumor & Neuro-Oncology

Heart & Vascular Medicine

Heart & Vascular Surgery
Life to Feb 2020 Digital Health Visits

NI 25,363
DPSI 6,919
Community Care 5,447
ORI 4,491
DDI 3,944
WHL 2,988
HVI 2,801
EMI 2,583
FuncMed 2,085
RI 1,964
HNI 1,814
Peds 1,762
GUKI 1,618
Taussig 746
Cole Eye 662
Genetics 437
Anesthesia 143
Canada 139
Wellness 59
Imaging 56
Florida 30
Pharmacy 13
ESI 8
Virtual Visits in Time of a Pandemic
Video Engines Employed

• AmWell
• Zoom
• Google Duo
• FaceTime
• Doximity
• Telephone*

* indicates an alternative method of communication.
Remote Image Upload Portal Upgrade
Distance Health Service Desks

Assist patients with app(s) download, setup, connected monitoring devices, practice visits, CCF experience, employee support, information, etc.
Second Opinion Digital Experience

**PATIENT INTAKE**

**STATUS UPDATES**

**LIVE CONSULT**

**WRITTEN SUMMARY**

**CLINICAL WORKFLOW**

- Nurse Intake
- Records Collection
- Pathology Re-read
- Expert Matching
- Expert Review
- Deliver Opinion

1. Intake
2. Record Collection
3. Pathology Retesting
4. Expert Matching
5. Expert Review
6. Deliver Opinion

**PATIENT EXPERIENCE**

**MyConsult**
BETTER CARE VIA DIGITAL INNOVATION
Combining Superior Care with Digital Innovation

Cleveland Clinic

amwell

Clinical Expertise

Brand Trust

Platform

Ecosystem

Superior Care

Digital Innovation
Cleveland Clinic
Every life deserves world class care.