

Managing patient workflows during **Corona crisis**

Version: 1.0

Find below the Q&A about managing patient workflows during the Corona crisis. The Q&A has been divided into several sections. If you have additional questions, please contact marketing.vitalhealth@philips.com.

1. Positioning

Q: What is the offering?

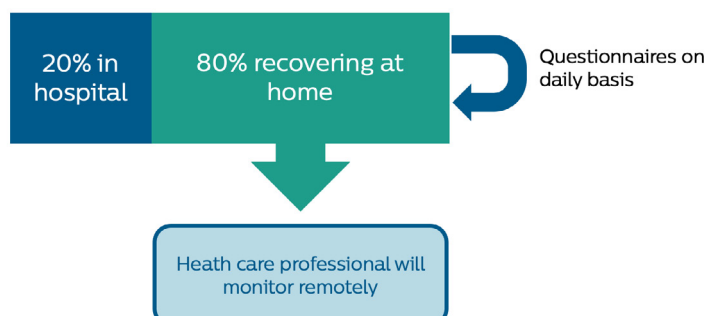
A: The software solution allows for the remote screening of possibly infected Corona patients by means of a questionnaire, medical rules and dedicated Corona dashboards. It also allows for the remote monitoring of the eighty percent of Corona patients who do not need to be hospitalized and can recover at home. This approach offers a software workflow consisting of a landing page and dedicated Corona questionnaires and dashboards that facilitate prioritization by medical professionals. The logistics of sending and handling thousands of questionnaires has been automated.

Q: What are most important use cases?

A: The four most important use cases are:

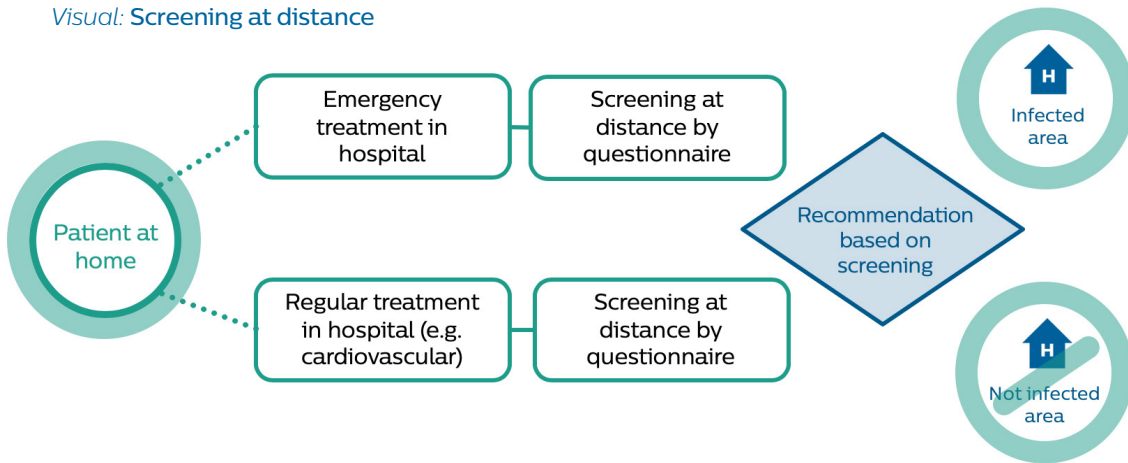
1. Remote monitoring of eighty percent of patients who are recovering at home by sending daily questionnaires. The analysis of the results will be facilitated by dedicated dashboards.
2. Improved insights into 80 percent of patients recovering at home. This allows decision-makers to plan capacity for the coming periods and to estimate the future impact on medical professionals and society.

Visual:
Monitor COVID-19
infected patients



- Initial remote screening by means of questionnaire. This reduces time taken for medical professionals and prevents unnecessary interactions with possibly infected Corona patients.
- Corona check for patients who may come to hospital for necessary treatment, such as radiotherapy or cardio vascular treatment. A check one day before the consultation or operation stops an infected patient from visiting, which may infect other patients or medical professionals.

Visual: Screening at distance



Q: What are other offerings in the market?

A: Other non-Philips offerings in the market revolve around:

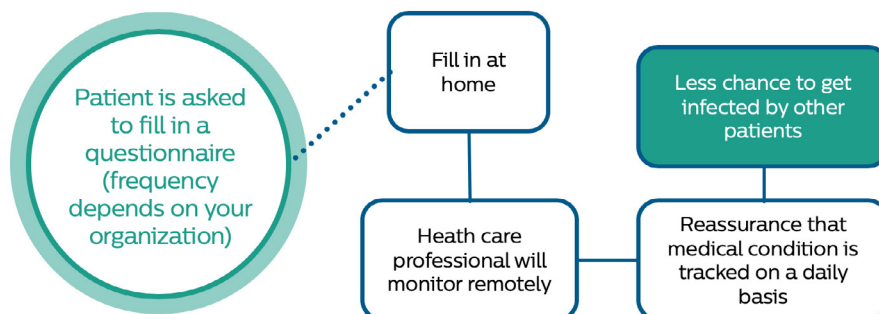
- Free questionnaire tools that may or may not meet GDPR standards. The Philips solution is based on an existing software product that is in use in over one hundred hospitals around the world. It meets the applicable privacy and medical device regulations.
- Offerings focusing on video connections. Video can prevent contamination of a medical professional. Be aware that a video call of 10 minutes still takes too much time for a medical professional if too many patients need to be consulted. Our solution limits the number of patients that the medical professional needs to interact with on a 1-1 basis by using questionnaires, algorithms and dashboards to manage the bulk of the Corona patients.

2. Benefits

Q: What are benefits for patients?

A: More frequent interaction with healthcare professionals via surveys and remote monitoring while staying at home. Reassurance that medical condition is tracked on a daily basis. Also, possibly lower chance to be infected by other patients while visiting medical facility.

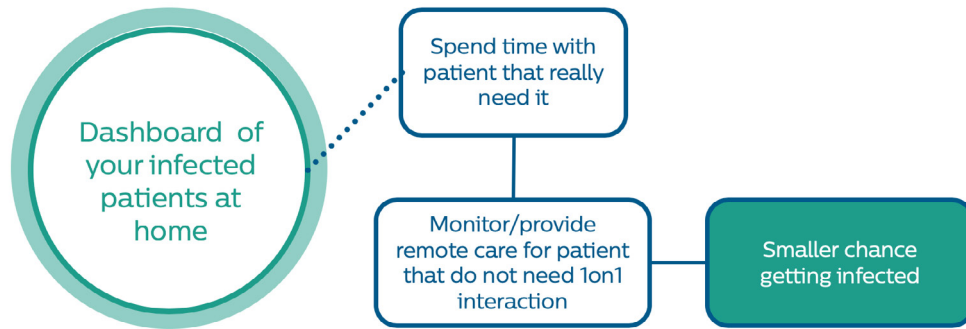
Visual: Patient Flow



Q: What are benefits for medical professionals?

A: The medical professional can possibly spend more time with care-intensive patients, while providing remote care for others. Eighty percent of patients will not need a 1-on-1 interaction with medical staff to recover. Medical professional will possibly have a smaller chance becoming infected.

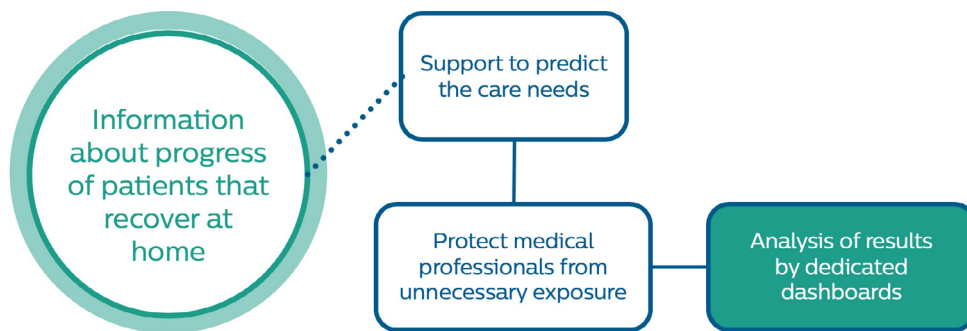
Visual: Professional Flow



Q: What are benefits for decision-makers?

A: Decision-makers can possibly gather more information about the progress of patients recovering at home. A large population of stay-at-home patients will provide information and data about the progress of their recovery on a daily basis. This will help them to predict care needs in the coming period. In addition, they will protect their medical professionals from unnecessary exposure to infected patients.

Visual: Decision maker Flow



3. Underlying platform

Q: What is it based on?

A: The solution is based on Philips QuestLink, a standard software product that has been developed by Philips VitalHealth over the last 10 years. It is in use by a large number of hospitals on five continents in fifteen countries. Dedicated Corona questionnaires, medical rules and dashboards have been developed over the last weeks. This results in an integrated Corona workflow that allows for the screening of patients and the remote monitoring of the eighty percent of patients who will recover at home.

4. What certification is applicable to QuestLink?

Answer:

	<i>Available</i>	<i>Remark</i>
CE mark	Yes	Class I under European Medical Device Directive
Quality Assurance compliance	Yes	Certified EN ISO 13485:2016 by TÜV SÜD Product Service GmbH
GDPR compliance	Yes	Certified ISO/IEC 27001:2013 by Lloyd's Register Certified NEN 7510-1:2017 by Lloyd's Register Privacy Impact Assessment Security Risk Analysis (including PEN-test)
EU MDR compliance	No	Philips VitalHealth closely cooperates with TÜV SÜD Product Service GmbH for MDR readiness in 2020

5. Rollout

Q: How does rollout work?

A: The product is hosted in the cloud. Training and deployment efforts by medical professionals are minimal. Philips VitalHealth can provide support for the handling and interpretation of the data. Medical professionals in the customer organization will always take the medical decisions. The software does not change that.

Q: In which language is the solution available?

A: The solution is available in several languages, and additional languages can be added easily. The questionnaires will also be available in various languages.

Q: What questionnaire is provided?

A: We do offer various COVID-19 demo questionnaires in several languages. These are based on WHO standards, and several government standards. Our content management team can support you with implementing a COVID-19 questionnaire. Please contact contentmanagement@philips.com if you are want to implement a COVID-19 questionnaire.. Please provide documentation for the questionnaire you want to use, or, in case of a custom questionnaire, which questions you would like to see incorporated into your custom questionnaire.

Q: In what timeframe can the software be operational?

A: For existing QuestLink users, it involves the implementation of a new workflow and a possible upgrade to the latest version. This can be done within days. For new customers, it may take up to a week to go through the process of acquisition, deployment and training.

Q: How to organize the support flow?

Support is handled via the support departments in the Philips countries where the system has been deployed or the central support department of Philips VitalHealth (support.vitalhealth@philips.com).

6. What is it NOT?

A: It is not a video solution. Doing remote consultations by video can help, but it will take much to handle the 80 percent of the patients that are recovering at home. Most of the patients at home do not need video consultations. Checking their progress on a daily basis, and managing to filter out those patients who need more attention or even hospitalization, is of greater importance. Philips VitalHealth does provide a video solution if needed and can integrate with other video offerings in the market. Be aware that this may increase the lead-time of the implementation.

A: it is not an algorithm that decides what needs to be done with the patient. Medical professionals take medical decisions, in this case based on better data from the many patients that recover in isolation at home.

7. Where to get it?

A: Contact your local Philips representative or send us an email at marketing.vitalhealth@philips.com

8. Pricing

Q: What is the pricing of this solution for existing QuestLink customers?

A: For existing QuestLink customers, the software addition is available for free. Support to analyze data will be charged at agreed rates.

Q: What is the pricing for new users?

A: Contact your local Philips representative or send us an email at marketing.vitalhealth@philips.com. Philips VitalHealth has a special 6 months license for the Corona workflow. Ethical pricing in terms of crisis is applied. Various business models can be applied (per user, per clinic, per population).

