

Health-e-Call

PanHealth is a healthcare technology and disease management services company. PanHealth's products and services are bundled under a brand name of "Compliance Engine". Various stakeholders in healthcare namely Health Plans, CMS (Medicare and Medicaid), Pharmaceutical Companies, Employers and Care Givers are trying to solve the problem of patients not complying with physician prescriptions and good health practices (GHP). The products developed by PanHealth are high tech, yet automatic and extremely easy to use by the consumers.

At PanHealth It becomes our goal to provide effective initiatives at the level of the health care system. One of our main focus areas in the foray of technological development for HealthCare is the development of Health-e-Call thru interactive voice response (IVR) systems for use in clinical evaluation and care.

What is IVR?

Interactive voice response (IVR) describes a computer's ability to interpret touch-tone or speech input and respond with prerecorded voice over a standard telephone line.



Health-e-Call for Health care organizations

Administering clinical assessments and self-help programs via Health-e-Call System is a revolutionary new way to collect results, to provide treatment, and to encourage treatment and medication, with the goals of improving health care. Automated, telephone-based programs offer many advantages to health care organizations, physicians and the patients themselves.

Advantages :

- IVR programs help **DOCUMENT TEST RESULTS AND TRACK MEDICATION ADHERENCE** over time, consistently and efficiently. This is also a way to improve the percent of patients reaching established standards.
- **IMMEDIATE, USEFUL FEEDBACK** to patients and physicians - Reports can be faxed to physicians immediately following telephone calls to assist in the development of the treatment plan to be devised.
- **EASY ACCESS TO DATA** for analysis - Data gathered by IVR technology are stored directly on the PanHealth relational database, eliminating data entry costs and errors, and are readily available for patient and physician summaries and result analyses.
- **CONFIDENTIALITY** Assigned ID numbers and self-selected passwords ensure confidentiality. Patient identities are never released to HTS.

Health-e-Call for pharmaceutical companies

Pharmaceutical companies benefit from using our Clinical IVR services.

Clinical IVR systems are required to:

- Collect primary and secondary efficacy data.
- Collect quality of life data and pharmacoeconomic data.
- Record patient diary information.
- Measure speed of onset.
- Gather quality assurance data.
- Collect post-marketing data for large study populations.
- Increase brand awareness through value-added services for patients and physicians.
- Complement disease management programs.

Advantages of PanHealth's IVR based clinical assessments:

- Efficient collection of data between office visits.
- Eliminates inter-rater differences and minimizes rating bias.
- Cost-effective collection of long-term safety and efficacy data.
- Better monitoring of daily subject compliance.
- Efficient use of site resources.
- Minimizes the nonspecific therapeutic effect of contact with site staff.
- Efficient and accurate enrollment tracking.
- Reduces data entry costs and eliminates errors.
- Access data immediately and reduce time to data lock.

Health-e-Call for Patient diaries

Administering patient diaries via Health-e-Call is an efficient and accurate way to gather periodic longitudinal data from study subjects. Collecting patient diaries electronically affords many advantages over paper diaries.

Advantages:

- Adherence is increased: electronic diaries have shown 90% compliance rates compared to only 50% with paper diaries.
- All entries are date and time stamped, so adherence cannot be faked (electronic diaries cannot be filled out retrospectively).
- Individual and overall study adherence can be tracked.
- Timing of subject entries can be controlled via time windows.
- Data transcription errors are eliminated.
- Sponsors have immediate access to data.

PanHealth's interactive voice response (IVR) systems are designed to collect data directly from patients for pharmaceutical companies, healthcare organizations.

Administering clinical assessments and self-help programs via interactive voice response (IVR) technology is a revolutionary new way to collect outcomes, to provide treatment, and to encourage treatment adherence, with the goals of improving health care. PanHealth's, IVR-based programs offer many advantages to health care organizations, physician's and patients.