

# Select Services



## Clinical Monitoring Services: Control Costs and Improve Outcomes

Reduce costs and improve care coordination with Honeywell's clinical monitoring services. We help remove the complexity associated with offering telehealth by monitoring your patients from our nurse call center headquarters.

Following our best practices methodology, Honeywell's model has been customer-proven during our 15 years experience in remote patient monitoring, with results that have been shown to:<sup>1</sup>

- Reduce avoidable readmissions
- Decrease the cost of offering a telehealth program
- Improve care coordination
- Improve patient and physician satisfaction
- Encourage long-term sustainable health changes

**Honeywell**

### Monitoring Services Consultation:

Our monitoring services program begins with identifying your requirements to determine the best fit for your organization. The needs assessment process will help you evaluate the services that are of most value based on your telehealth program goals, resources, and budget requirements.

### Tiered Offering:

Three levels of service are available to address your needs:

<i>Monitoring Service Tier</i>	<i>Description</i>
<b>Level 1</b> RN Oversight Model	Healthcare Technicians acknowledge all alerts and coordinate interventions under the supervision of a Registered Nurse. Escalation to next level of communication is handled by the Technician.
<b>Level 2</b> RN Coordinated Model	Registered Nurses acknowledge all high priority alerts and provide intervention, including education and coaching. Healthcare Technicians support the patient for lower priority alerts such as missing information.
<b>Level 3</b> RN Case Managed Model	Registered Nurses acknowledge all alerts and coordinate health care for the patient. Actions may include medical appointment reminders, coordination with physicians or other health care providers to suggest treatment changes or alert parameter changes.

Honeywell's consultative approach and attention to your business ensures you will have a customized program that is a fit for your program today, and the flexibility to adjust as your requirements evolve:

### Device Acquisition & Service:

Honeywell provides flexible options for device acquisition based on budget and infrastructure requirements.

### Monitoring and Alert Management:

Care providers at a centrally staffed nurse call center review biometric data and take actions according to a set of evidence-based protocols, and through personalized knowledge about enrolled patients.

### Education and Coaching:

Patients will receive personalized education by Registered Nurses about their condition, and consistent follow up by their monitoring care team to reinforce their knowledge, and encourage long term sustainable healthcare changes.

### Analytics Reporting:

We will track outcomes, clinical and operational efficiencies, patient satisfaction, and program effectiveness to demonstrate the value of telehealth as a cost effective solution for successfully managing individuals with chronic health conditions.

<sup>1</sup> Honeywell VNA Rockford Case Study  
Using Telehealth to Increase Revenue Opportunities in the Fee for Value Transition  
Honeywell PPM Case Study  
Role of Telehealth Lee Memorial Case Study