

> APPLICATION: Improving the efficiency of chronic illness treatment with mobile devices and electronic patient information.



Device Spotlight



AT&T Windows Mobile

Key Features

- Device Loss Protection with power-on password, data encryption, and remote wipe
- Integrated helpdesk tools including Remote Smartphone Assist
- Over-the-Air device management with centralized control and reporting

Related Application

- Homecare healthcare: the device user is the caregiver, not the patient

Mobile devices have the potential to greatly improve healthcare. They can cut costs, generate efficiencies, and improve relationships between patients and healthcare providers. But strong security is a must.

– “**Healthy Data Security,**”
Security Management Magazine,
May 2009.

Challenges

- CSL Behring wanted to find a way to help hemophilia patients better manage their disease
- Improve communication with healthcare providers between office visits
- Replace a paper-driven system used to track and administer drug regimen with a process that leverages web applications and handheld mobile devices
- Address new IT challenges of mobility:
 - **Secure** - HIPAA requirements for secure remote access and patient confidentiality
 - **Manage** - over-the-air (OTA) management of mobile devices
 - **Assist** - remote helpdesk support for patients

Solution

- Web-based application – HeliTrax – that tracks patient data, contact information and drug regimen including medical events, an inventory of test medication and a history of medication usage all via a smartphone
- Proprietary smartphone client records patient’s treatment experience and alerts medical staff of drug reactions and patient symptoms
- Electronic management of patient medicine dosage while also alerting patients when medication is incorrectly taken (e.g. time and dosage)
- Regular OTA synchronization of test data over the AT&T cellular network
- Device loss protection from Trust Digital ensures HIPAA security compliance
- Help desk tools such as the Trust Digital Remote Smartphone Assist helps IT resolve user problems such as poor battery performance, forgotten password and application synchronization errors
- OTA device management simplifies device software and application updates

Benefits

- The use of mobile handheld devices to collect and report patient and drug regimen data gives pharmaceutical companies an advantage over the competition that employs a paper based approach
- OTA connectivity with patients and the multimedia capabilities of the smartphone gives rich and instant feedback on medication administration, efficacy and issues; since results are reported in near real-time and trending takes place across the entire patient population, companies can proactively respond to drug issues
- For patients, the smartphone provides a higher quality of care, keeping them connected with medical caregivers and providing them with a quick and easy way to log, track and manage their treatment