



Case Study

IDSolutions partners with Henry Ford Health System

Henry Ford Health System is one of the nation's leading healthcare providers serving diverse community needs. Continually striving to provide superior value and care for patients, Henry Ford persistently is on the cutting edge of innovative patient care delivery.

One such initiative is the deployment of Epic's telehealth and virtual care workflows integrated with Vidyo's real-time video communication platform. This innovative project, overseen by Irfan Kasumovic, Senior Project Manager and Courtney Stevens, Program Director at Henry Ford, is a leap forward in telehealth programs designed to serve more patients, faster and with radical convenience. After completing a proof of concept in early 2016, Henry Ford has established a formal program enabling physicians to deliver patient care virtually using video, directly from their electronic medical records system, Epic.

Ease of use is a key factor in the success of this program. "Physicians are already using Epic, now with a few clicks they can see and interact with their patients with no disruption or major change to their current workflow," explained Irfan. "The process is not different – and that's the idea. That is what makes this service so appealing to patients and providers. Providers have complicated toolsets already out there, so we don't want to add new layers to that, integrating into their current workflow makes sense".

Starting with primary care, dermatology and, cardiac rehabilitation visits, physicians and patients now have the ability to schedule and conduct video consults from within Epic. Ease of accessing information, scheduling appointments, updating records and now conducting patient consults with video is all performed within one simple interface with just a few clicks.

Using visual communications to interact with patients will greatly reduce unnecessary travel between clinic sites. Right now, some providers travel great distance between clinics

within the system to meet with patients. Using video, care providers can be focused more on quality patient care and not on travel.

But the biggest clinical benefit for this roll-out is reaching rural communities and offering services to populations that may not have had access to adequate care. Since patients will now have the option of connecting with their care provider with their PC, smartphone or tablet using Epic MyChart. The extent to which care can be received is limitless. "Mobility is the key," explained Irfan. "Being able to deliver and receive care from anywhere is significant".

Irfan highlights his experience with the IDSolutions Healthcare team as a trusted partnership with open communication. "We have a great working relationship. IDSolutions passed all of our risk and security assessments. Having a responsive partner is critical." He explained.

After these initial use cases, Henry Ford plans to roll-out more clinical specialties. IDSolutions Healthcare has partnered with Vidyo since their beginning. As Vidyo's premier Telehealth EPIC deployment partner, IDSolutions has implemented Vidyo Telehealth ecosystems at over 60 large healthcare clients across the country. Headquartered in Noblesville, IN IDSolutions is a global visual communications solutions provider and is Vidyo Certified for EPIC.



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