



The New Normal: Diagnosing the challenges of TeleHealth

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VERITAS

COVID-19, TeleMedicine and Remote Work Demands

March 6, 2020

Congress enacts the Coronavirus Preparedness and Response Supplemental Appropriations Act

March 16

The White House issues new social distancing guidelines

March 26

U.S. reports more confirmed cases than any other country

MARCH 2020

March 13

President Trump declares nationwide emergency pursuant to the Stafford Act

March 17

HHS expands access to TeleMedicine services, including Medicare coverage

Result: Healthcare organizations forced to deploy TeleMedicine in a matter of weeks

TeleMedicine Challenges

Wider adoption of TeleMedicine creates many challenges for compliance and revenue capture, including:



Managing distributed workforce



Ensuring proper protocols



Protecting PHI



Controlling quality



Reaching at-risk patients



Capturing EMR record and ICD-10 billing

Healthcare Needs a TeleHealth Solution

The Veritas TeleHealth solution enables hospitals and physician practices to:



Protect patient video recordings



Facilitate billing



Mitigate risk

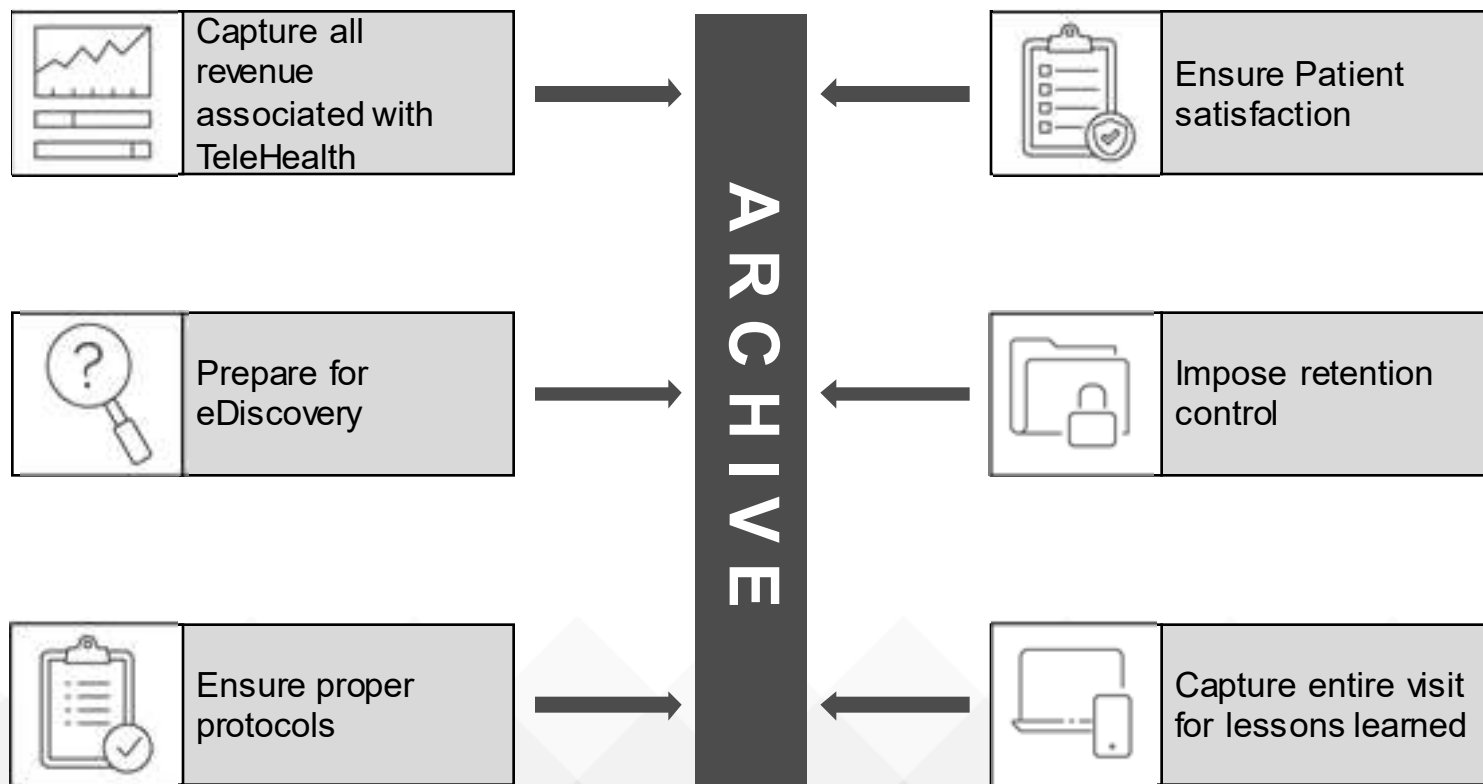


Support compliance reporting

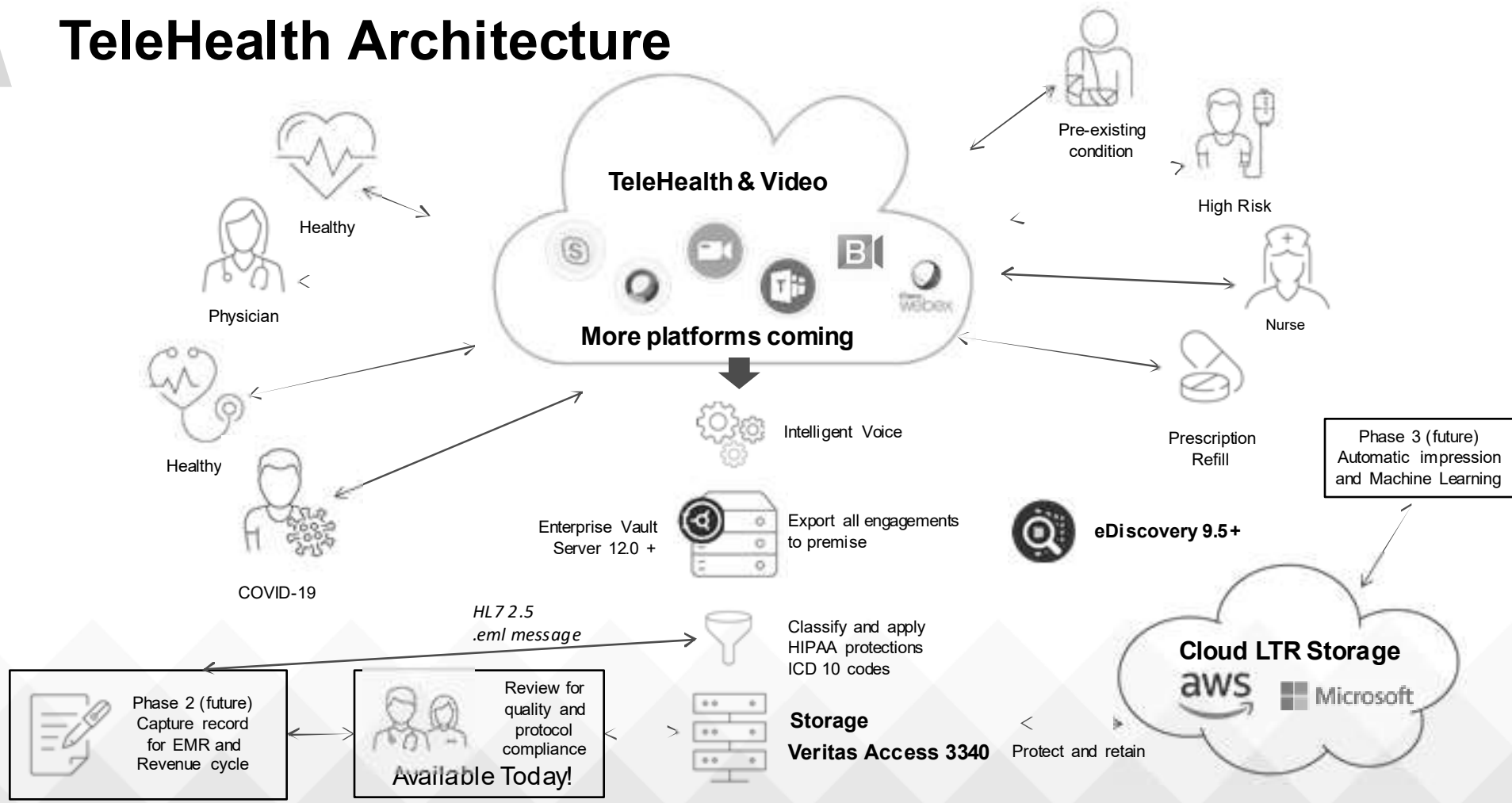
Technology has been at the forefront as healthcare systems have rapidly expanded telehealth, virtual care, remote work capabilities, data analytics and medical record-sharing capabilities to care for patients with COVID-19.

- Becker's Health IT, May 18, 2020






































Why Archive Data?



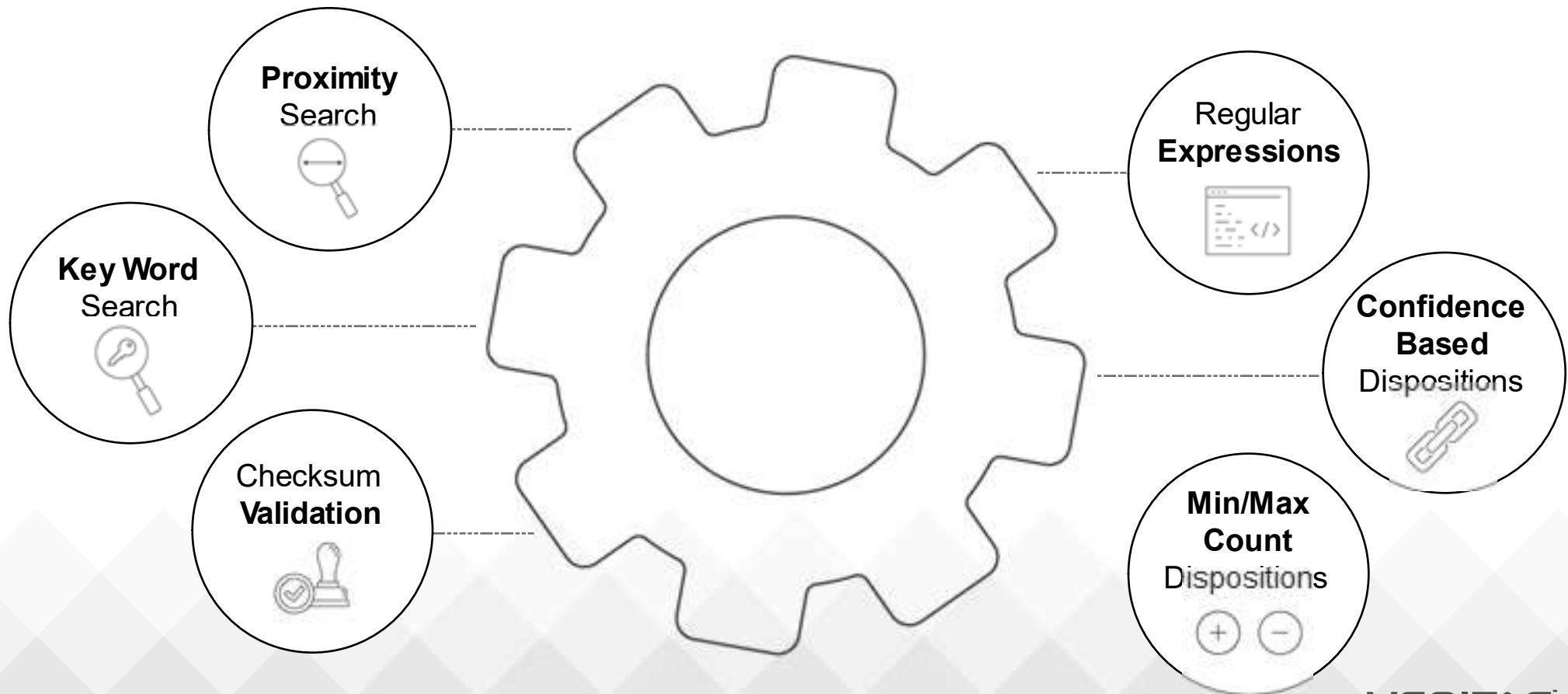
TeleHealth Architecture



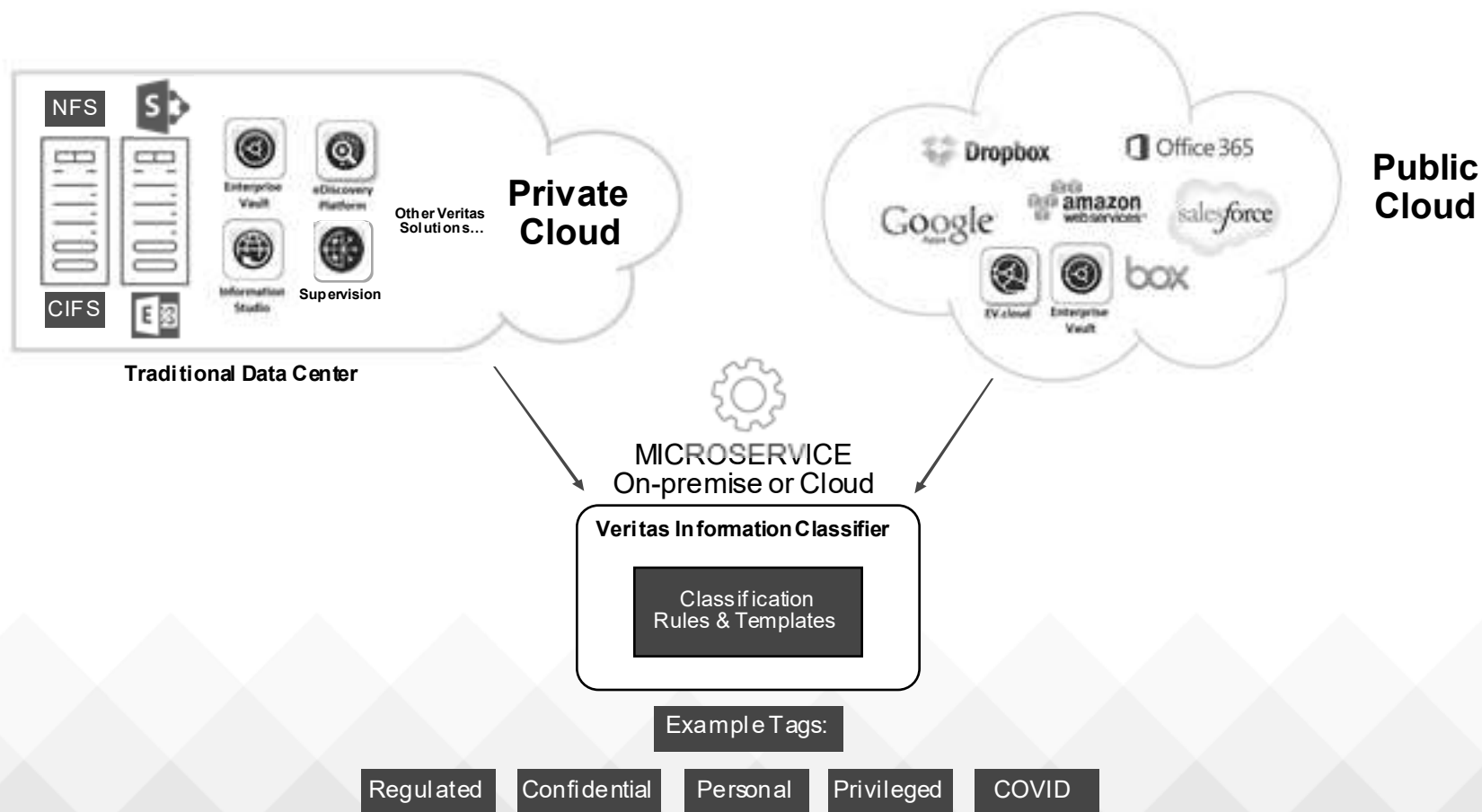
Collaboration Platform Support (as of 06/03/2020)

Platform	Automatic Capture	Manual Capture	Key
 Skype for Business	 		 Metadata
 Microsoft Teams	   	 	 Transcript
 Webex Teams	   		 1:1 Chat
 Zoom Meetings	     	 	 Group / Channel Chat
 BlueJeans		 	 Audio
 GoToMeeting			 Video
 Facebook Messenger			 Attachments
 FaceTime			

What is Veritas Information Classifier?



Classify Close to Information



Available Today!

1

Leverages existing products to develop a solution

HIPAA Compliance & Supervisory Tool

- Identifies all videoconferencing platforms that can be downloaded to premise
- Validates that Veritas Access can provide acceptable performance
- Determines classification capabilities of EV/VIC by platform type
- Identifies all cloud storage solutions for long-term retention (LTR)
- Classifies the engagement as PHI for protection and LTR



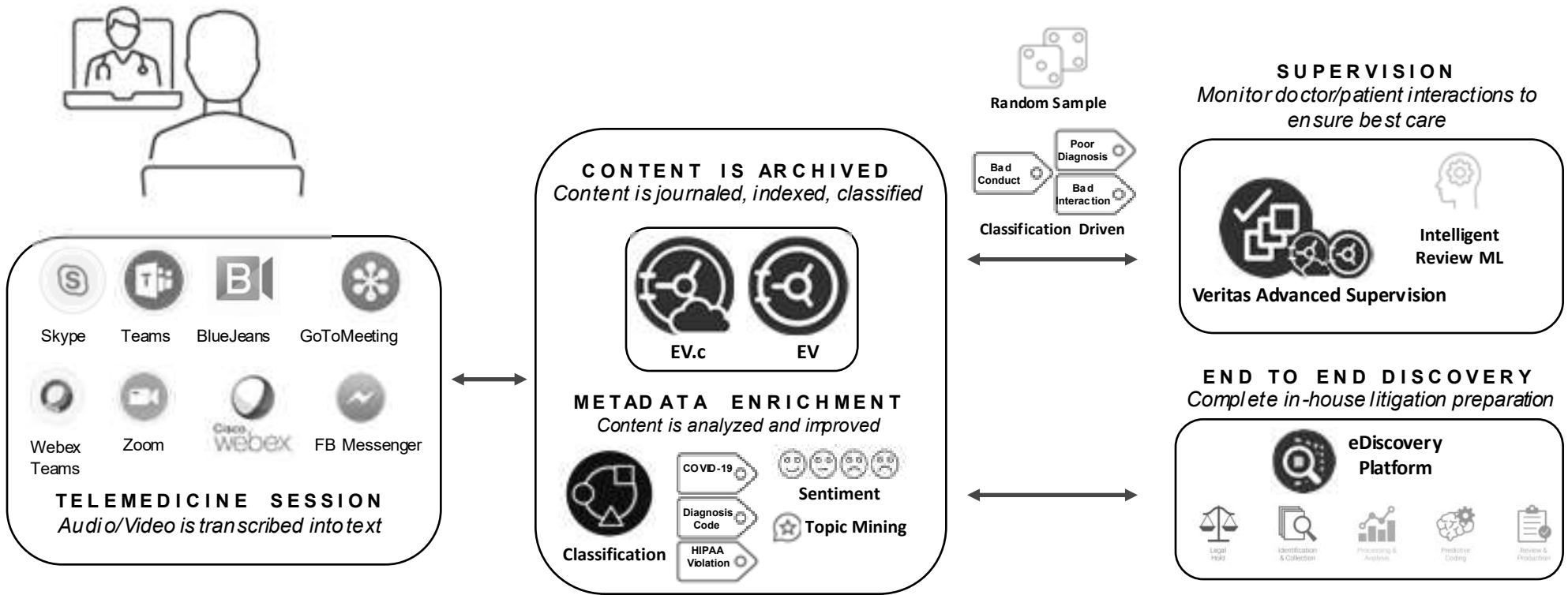
Benefits

1

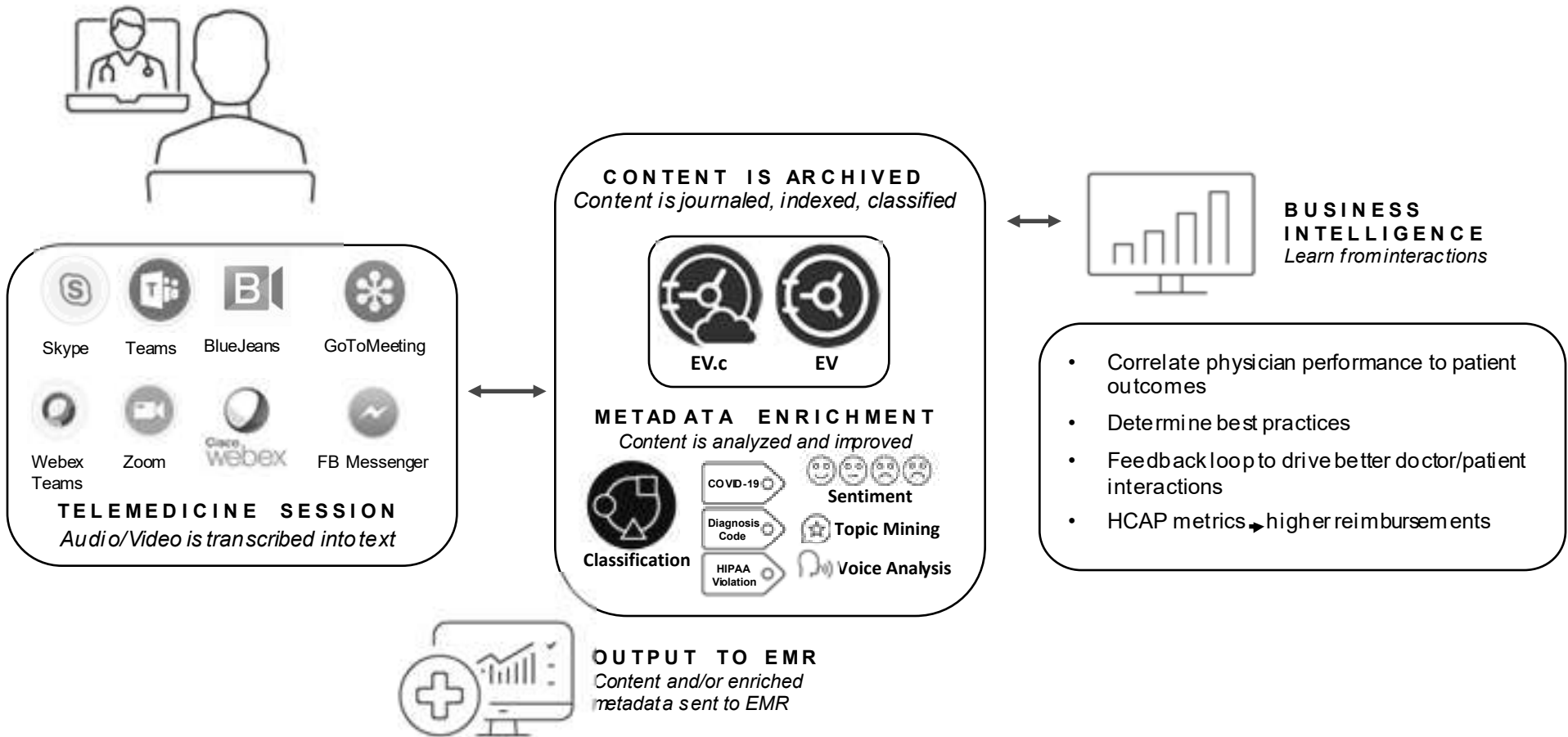
- Consolidate disparate TeleHealth engagements on a multitude of platforms/caregivers on-premise
- Capture engagement and free the caregiver from documentation
- Store on Access and tier to cloud for a cost-effective solution
- Protect PHI from breaches or unauthorized access
- Reduce risk by protecting PHI per HIPAA
- Provide supervision and quality control in a distributed healthcare provider system
- Apply PII, HIPAA, COVID-19 and ICD-10 diagnosis and billing codes



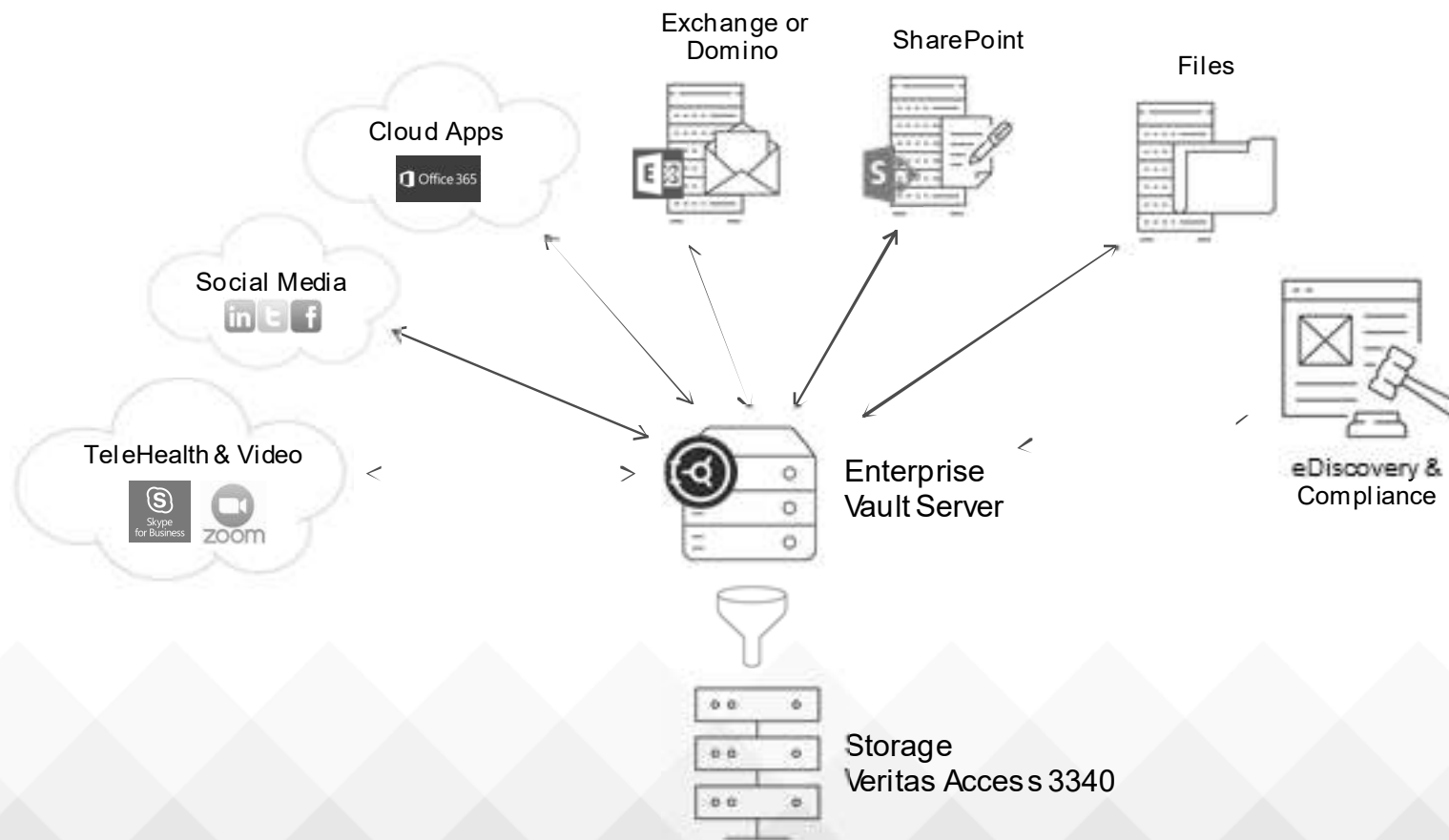
Phase One Workflow



Phase Three Workflow



Overall Architecture



Verify and Report on Risk

What

- Policy validation tool embedded within VIC

Why

- Test folders against specific policies
- Verify new custom policies
- Test larger amounts of data to gain confidence in policies



Click to View the TeleHealth Issue Brief



Learn more about Veritas' healthcare solutions:
<https://www.veritas.com/solution/healthcare>



Thank You

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Q & A

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