

TeleMED Technology Delivers 450% Improvement in Early ID of Critical Cardiac Conditions

Telemed Diagnostic Management (TeleMED) technology is proving to be an indispensable tool in Alberta Patient Service Centres for the early identification of patients with critical cardiac conditions and for prioritizing treatment for those patients.

For a number of years, Alberta Health Services (AHS) has mandated a standardized process for handling community laboratory patients that present with acute critical ECG interpretations. According to the process, if the Test Collector identifies any client-defined phrases (e.g. – “complete heart block”) in the device-generated interpretation, the Collector is required to escalate the priority of the test and immediately take the prescribed urgent care action. AHS’ process is intended to initiate action at the point of care (i.e. - the Patient Service Centre) before the ECG test is interpreted, by leveraging the value of the preliminary interpretation that is generated by the ECG device.

Before the introduction of TeleMED's "Priority Escalation Tool", the success of AHS' initiative was dependent upon the Test Collector's skill in reviewing the preliminary interpretation and finding one of the defined phrases in the preliminary interpretation so that action can be initiated. Failure to find such a phrase and act upon it may have a serious negative impact on the health of a patient. However, the Priority Escalation Tool has automated the process. By eliminating the need for human intervention, efficiency and accuracy in detection are increased. More importantly, the outlook for improved patient outcomes in critical situations is significantly improved.

The TeleMED Priority Escalation Tool has been an unqualified success in improving early detection and treatment of acute critical cardiac conditions. Based on data provided by one community laboratory, the implementation of the Priority Escalation Tool has improved the rate of appropriate detection and test re-prioritization by over 450%. The technology can make this kind of impact in a wide variety of cardiac testing environments, regardless of the brand and model of ECG device being used, because TeleMED software supports interoperability with devices from all major manufacturers.

Telemed Diagnostic Management Inc. (TeleMED), an ISO 13485:2003 certified company, has been a pioneer in the development of powerful solutions for managing medical diagnostic test data. We serve an array of verticals in the healthcare industry including community laboratories, family physician groups, specialty clinics, occupational testing organizations and paramedical service providers. Our solutions feature advanced security safeguards, innovative quality management tools, robust analytic capabilities, smart electronic forms and a high degree of interoperability and connectivity. TeleMED continues its industry leadership by focusing on two key requirements: the need for multi-modality, multi-manufacturer data management using one unified workflow; and the need for anytime, anywhere access to all essential patient data through a single point of access.