



●● PT Empresas

CONTACT CENTERS: GROWTH & INNOVATION

THE ONLINE PATIENT: HEALTH IN THE IoT AGE

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25 Years Celebration

November 27th, Madrid

THE CHALLENGE > CONTACT CENTER FOR THE NATIONAL HEALTH CARE SYSTEM IN PORTUGAL

Since May 2016, PT Empresas BPO is responsible for the largest Health Contact Center in Portugal, SNS24 (National Health Service 24)

The brand is well known and used to by all residents in Portugal with English support for foreign residents

Because of its responsibilities, it is key whenever there is an epidemic problem like influenza, chicken pox, ...

It was the first partnership between PT Empresas and Altitude



THE CHALLENGE > CONTACT CENTER FOR THE NATIONAL HEALTH SYSTEM IN PORTUGAL

Healthcare Network

- Patients do not always know where to go to treat their health problem
- Hospital emergencies full of non-critical situations
- Patients wait for hours to be attended



CONTACT CENTER 24 HOURS / 365 DAYS PER YEAR

- Appropriate & correct referral for each health problem
- Guarantees financial benefit if the patient is referred from SNS24
- Cares for & monitors patients at home using outbound calls

The costs

Answering a call is typically 10 to 20 X (7,5€) cheaper than providing the service on the National Health Network (Emergency ~ € 120)

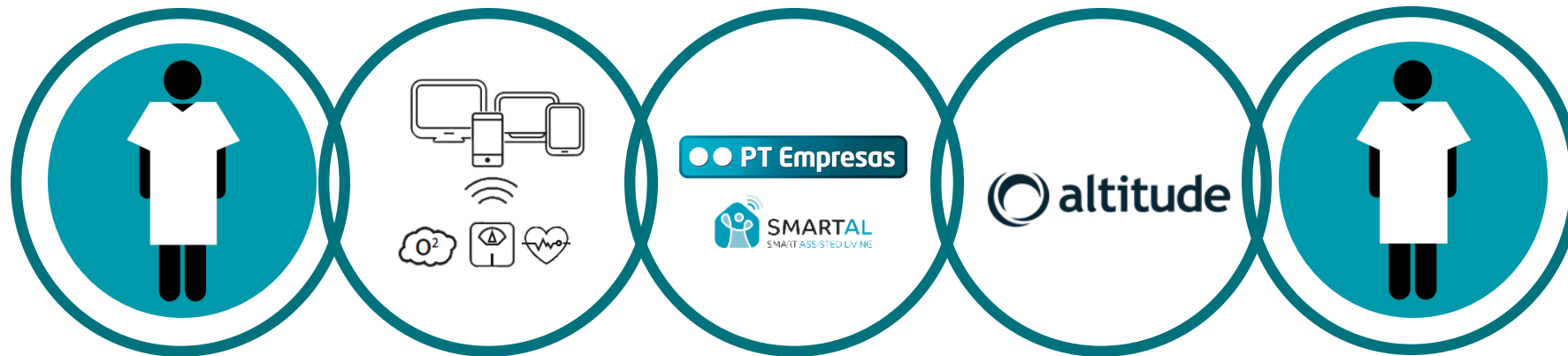
NATIONAL HEALTH SYSTEM – SOME NUMBERS

- 9,8 out of 10 persons use and recommend SNS24
- 10% of the calls are from persons who are lonely, just that
- There is always a pharmaceutical on duty because of poisoning
- Around 800 nurses with part-time jobs
- SNS24 does several thing today:
 - Clinical triage
 - Medical information (vaccines needed for travel for example)
 - Appointment of medical consultations
- In the short-term roadmap
 - Video medical appointments
 - Knowledge database

INTRODUCTION TO SMART ASSISTED LIVING



THE CONCEPT OF TELEMONTITORING



SOME OF THE DEVICES IN USE

Medical devices communicating by Bluetooth



Oximeter
FORA PO 200



Tensiometer
FORA Diamond CUFF BP



Tensiometer
FORA Active Wireless Plus



ECG 4L
FORA HM100



Scale
FORA Diamond Balance



Thermometer
FORA IR21b BLE



Glucometer
FORA Diamond Mini



ECG
Heartview 12L

Any medical device with Bluetooth connection is capable of integration prior testing and certification.
Other devices already integrated: Xiaomi MiBand1S, Cobas_h_232 (NT-PROBNP), Vidonn X6

The SmartAL Platform

- It is a technological platform designed by the Altice Labs in Portugal, focused on the management of health processes and actions as well as social support.
- It enables, among others, services of telemonitoring of vital signs as well as the support of daily activities related to health, welfare and safety of people.



WHAT ARE THE MAIN FEATURES?



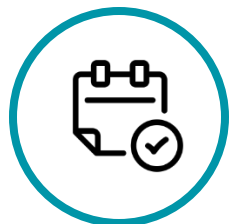
Remote **monitoring** of
vital signs



Videocall, chat and
file sharing



Reports and
indicators



Management of daily
plans and **activities**



Questionnaires for
health assessment
and follow-up



Informed **consent**



Managing **alerts**,
notifications, and
reminders

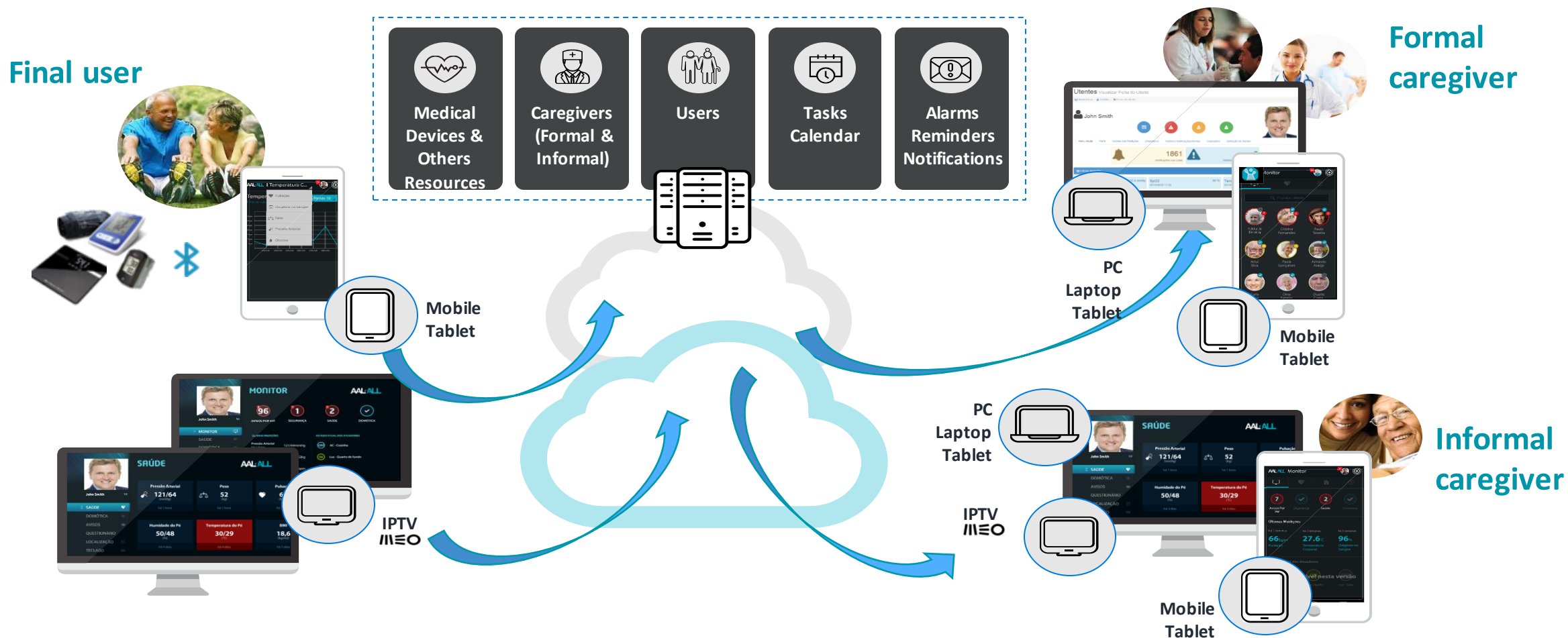


Content **tutorials** in
video and PDF



Information **security**

CLINICAL TELEMONTITORING



WHAT ARE THE MAIN BENEFITS ?

CONTINUOUS PROFESSIONAL MONITORING,

... at a distance and in
real-time.

ANTICIPATION OF CHANGES IN THE HEALTH STATUS,

... enabling preventive
action.

PERMANENCE OF THE PATIENTS IN THEIR NATURAL ENVIRONMENT,

... for longer, enhancing
their autonomy, mobility
and confidence.

MORE EFFICIENT RESOURCE MANAGEMENT,

... for the potential
reduction of
emergency episodes
and the follow-up of a
greater number of
users.

IoT - CHALLENGES FOR THE CONTACT CENTERS

+ VOLUME

... generated by IoT-communication equipment.

REALTIME

... which generates greater added value in the interaction.

WITH CONTEXT

... which implies a greater need for specialization.

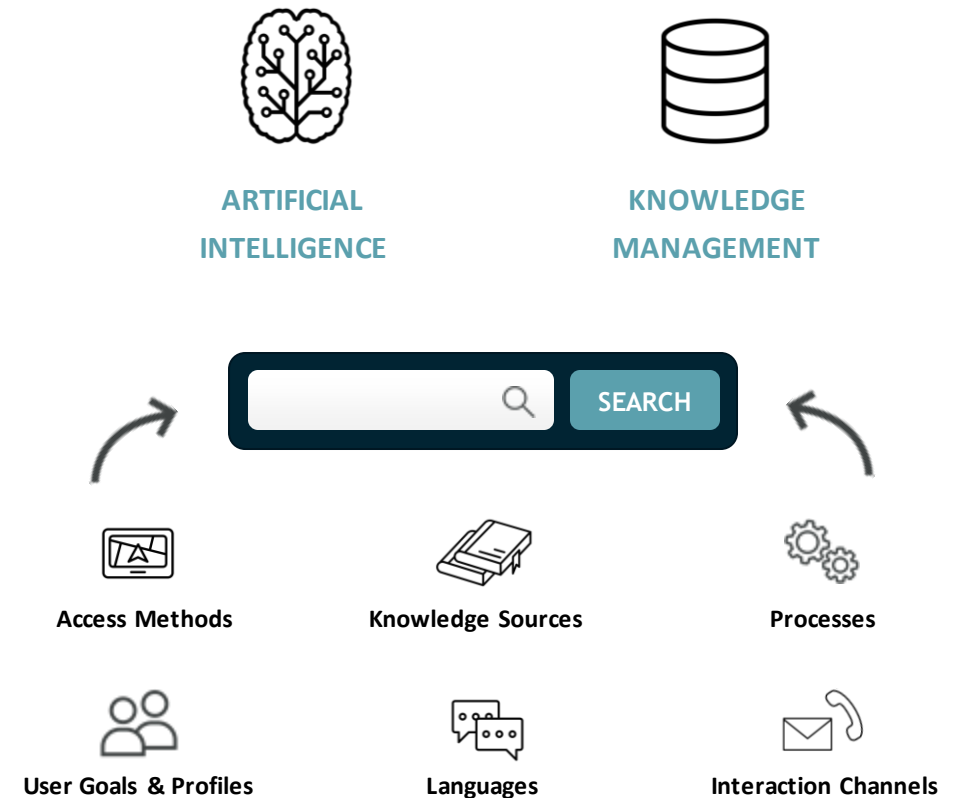
WITH NEED FOR IMMEDIATE ACTION

... with higher levels of autonomy.

ARTIFICIAL
INTELLIGENCE
+
KNOWLEDGE
MANAGEMENT

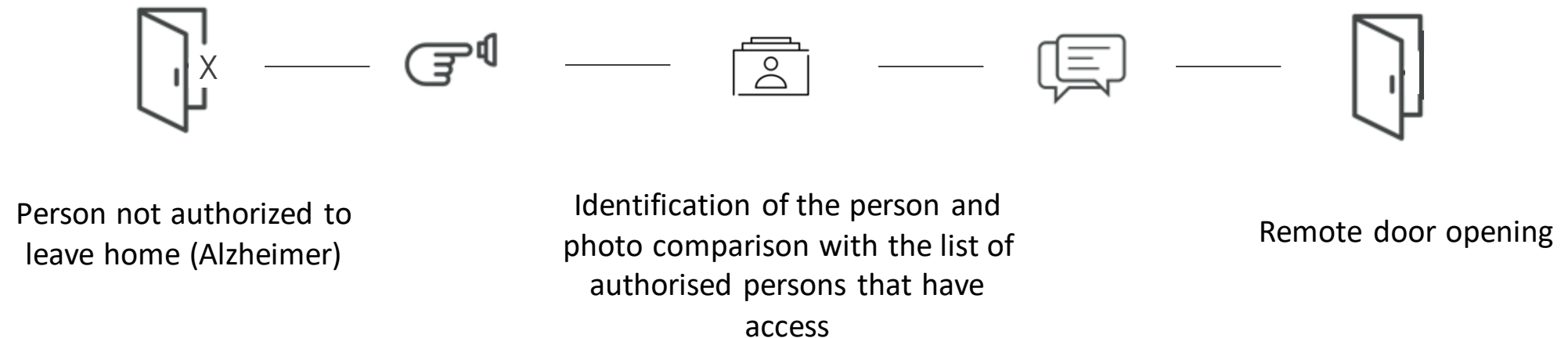


BETTER
DIAGNOSIS



ARTIFICIAL INTELLIGENCE APPLIED TO CONTACT CENTERS

REMOTE ACCESS TO HOUSING

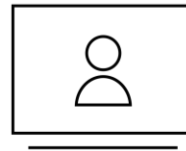


ARTIFICIAL INTELLIGENCE APPLIED TO CONTACT CENTERS

PHYSICAL THERAPY USING THE TV



Patient who has to perform
physiotherapy treatments



Videocall communication between
patient and physiotherapist



Increased comfort
of the patient

VIDEO- ATTENTION AT THE SPANISH RED CROSS

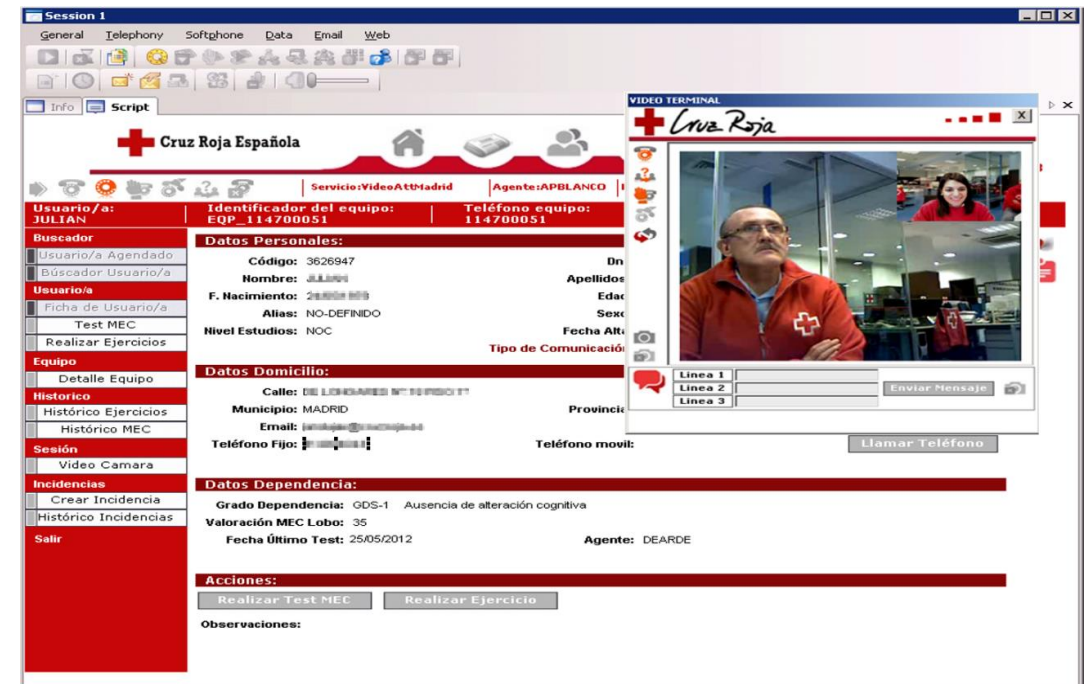
WEB RTC APPLIED TO HEALTH

CHALLENGE

Maintaining permanent contact with the older population and optimize the time of nurses and volunteers.

SOLUTION

Voice & Video integrated with the Contact Center



ENRED@TE

THE SOCIAL NETWORK FOR THE ELDERLY POPULATION

CHALLENGE

Improve the quality of life of the elderly population living alone and away from the family and hospitals linking them virtually to volunteers and relatives.

SOLUTION

Social network to connect these users with volunteers, Nurses and relatives.



CONCLUSION

ABOUT THE ALTITUDE PARTNERSHIP

- 2 years of partnership and working together
- 26 Clients deployed
- + 4.5 million of processed contacts
-

ABOUT THE PRODUCT / SERVICE

- Today we are witnessing first-hand disclosure of a new product/service for the health market
- It's focus is remote support for populations with healthcare needs through IoT
- We have put together the best of 2 worlds: a vertical health and a customer management platform
- Will be operated first hand by a contact center, without prejudice to be able to support remote users

ABOUT THE IMPACTS OF IoT IN THE CONTACT CENTERS

- More volume
- In real-time
- With more added value
- With context-need for specialization
- With immediate action and more autonomy

THANK YOU

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