



Home is where the healthcare is, thanks to VitalTech telehealth

- **Business needs** - This virtual healthcare provider needed an efficient, cost-effective way to monitor patients with chronic conditions.
- **Networking solution** - Tablet computers and highly reliable connectivity improve patient care with telemedicine visits and remote health monitoring.
- **Business value** - Improved patient outcomes, efficiency, and savings
- **Industry focus** - Virtual healthcare
- **Size** - 50 employees

About VitalTech Affiliates, LLC

VitalTech Affiliates, LLC develops technologies for patients to better care for their health and safety. VitalTech began as a biosensor technology company. Now the company has expanded its horizons with the development of VitalCare®, its integrated digital health platform. VitalCare simplifies workflows and supports connected care through remote patient monitoring. Critical data is collected and pushed via the cloud to user apps, family connect apps, care team apps, administrative web portals, and third-party integrations.

The situation

Large healthcare providers trust VitalTech to monitor their patients who have chronic illnesses. VitalTech's virtual care solution uses an innovative cloud-based platform and Bluetooth-enabled devices to treat patients at home. The success of the solution depends on plentiful and highly reliable bandwidth to communicate patients' vital signs to their healthcare providers.

Solution

AT&T Business supplies VitalTech with tablet computers powered with robust AT&T connectivity. The cost-effective solution enables physicians and other providers to follow patients' health closely. Patients get the benefit of telehealth visits in the comfort of their homes.



“I see us furthering our portfolio of aging-in-place solutions with AT&T Business.”

Peter Ianace
Chief Operations Officer, VitalTech Affiliates, LLC

Lowered costs, improved outcomes

Telemedicine use soared during the COVID-19 pandemic. In 2019, only 43% of health centers were capable of providing telemedicine. By November 2020, fully 95% of providers reported delivering virtual healthcare services during the outbreak.¹

¹ <https://www.cdc.gov/mmwr/volumes/70/wr/mm7007a3.htm>

VitalTech was founded to transform healthcare and enhance patients' lives by using virtual care to provide better insights. Peter Ianace, Chief Operating Officer, said VitalTech is the nation's first fully integrated virtual care platform that helps lower costs, improve outcomes, and dramatically reduce readmissions.

“Ultimately we are a virtual care solution provider that's driving the movement from a reactive healthcare system to a proactive healthcare system,” he said. “We do that by enabling providers to monitor patients all the time instead of just after an acute event, where it can be too late. They can get in front of a problem and solve it before it becomes detrimental or expensive.”

Eyes and ears around patients at home

The Software as a Service (SaaS) startup has grown rapidly since its inception. In the past year alone, Ianace cited 900% growth.

Large health systems contract with VitalTech to monitor their patients with diagnoses like congestive heart failure, chronic obstructive pulmonary disease, diabetes, and other persistent illnesses.

The company's comprehensive and proactive VitalCare solution uses an innovative cloud-based platform, Bluetooth-enabled devices, and user-friendly apps to treat patients at home. “We produce technologies to allow for eyes and ears around patients in their environment of choice to help them avoid expensive visits to the ER and hospital admissions,” Ianace said. “It's all about trying to identify trends and act on those trends before they become acute.”



VitalTech's technologies, platforms, and hardware empower patients to better care for their health. They also give clinicians and health systems the power to remotely monitor, manage, and care for patients.

Unprecedented demand for virtual healthcare

Many of the patients monitored by VitalTech are over 65, because seniors typically have chronic conditions. However, during the COVID pandemic the solution provided monitoring for people of all ages.

The outbreak created unprecedented demand for telehealth. "We saw a huge uptick in market acceptance, adoptions, and deployments," Ianace noted. "The whole push towards not wanting to go see your doctor or the hospitals' reluctance to let patients in created a tremendous amount of demand for solutions that replace face-to-face transactions with something remote or video-based."

"We get a tremendous amount of support and attention. The responsiveness is incredible."

Peter Ianace
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Proactively managing patient care

VitalTech uses Bluetooth low-energy Activities of Daily Living (ADL) tags in patients' homes to track key aspects of their care. Patients also answer surveys, participate in video calls with their healthcare providers, and use connected peripherals to send their vital signs to their healthcare team.

The company's VitalCare platform compiles and contextualizes that data along with information from the patients' electronic health records. "It's really about creating a baseline of what normal looks like, and then

being able to identify deviations in what is normal for each patient,” Ianace said. “All the collected information is sent to their healthcare providers, who monitor the data and then proactively manage the patient’s care.”

Technology is key to the success of VitalTech’s solution. Its platform had to deliver connectivity to all patients, even those without home internet service and those in remote areas. “A lot of times patients can be hard to reach. Some are struggling with remote connectivity or they may not have Wi-Fi,” he said.

As VitalTech was testing its groundbreaking platform, AT&T Business approached the company with a plan to provide tablet computers to patients. This would enable virtual care with highly reliable connectivity to make sure patients could reach their healthcare providers. “It’s a great relationship,” Ianace said. “AT&T Business certainly helps us deliver the solution and makes it equitable across patient populations.”

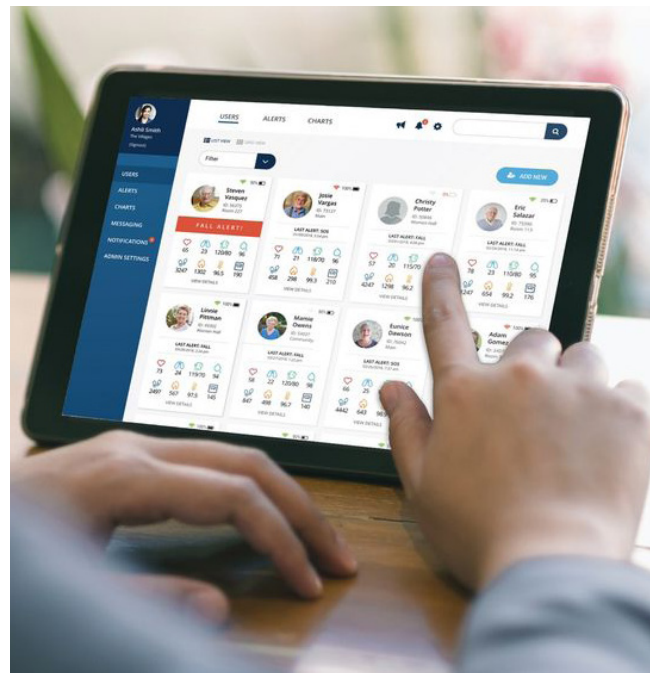
Support for aging in place

Patients use the tablet computers integrated with the AT&T Global SIM and managed with the AT&T Control Center to communicate with their healthcare providers and to answer surveys that help the providers make decisions about their care. This feature helps bridge any possible connectivity gaps when Wi-Fi connectivity isn’t available.

The tablets also connect with devices like blood pressure cuffs, weight scales, and pulse oximeters to measure patients’ vital signs. This data gets sent to their providers.

VitalTech appreciates the enabling technology that AT&T Business delivers. “The tablets are incredibly important, and connectivity is clearly the number one thing,” Ianace

said. The broad healthcare experience of AT&T Business provides VitalTech credibility with other healthcare providers, he added.



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Superior responsiveness

Ianace envisions a bright future for VitalTech. “Further expanding our product portfolio to more thoroughly solve for aging in place will be incredibly important as the baby boomers continue to age,” he said. “There’s a strong desire to stay in their homes versus having to go into a facility.”



VitalTech's ability to deliver not only the medical monitoring, but also to create social connections through video and audio with family members is

incredibly relevant. "I see us furthering our portfolio of aging-in-place solutions with AT&T Business."

He also expects AT&T Business to play an expanded role in VitalTech's future. "We'll probably lean on AT&T for logistics as far as shipping, kitting, and staging," he said. "And I think that there's a high probability that we're going to continue to buy more hardware from AT&T Business, including a hub or gateway to complement the tablet." The company will also continue to choose AT&T to supply connection devices for its Bluetooth peripherals.

Beyond the services, he is pleased with the extras that AT&T Business delivers. "We get a tremendous amount of support and attention," he said. "The responsiveness is incredible."