

Portugal  
eHealth  
summit



# Telehealth Innovations and Successes

## Three Examples

Telehealth and the Management of Acute Illness

David Thompson MD  
CEO, Health Navigator LLC  
Author, Schmitt-Thompson Clinical Content  
[David.Thompson@healthnavigator.com](mailto:David.Thompson@healthnavigator.com)



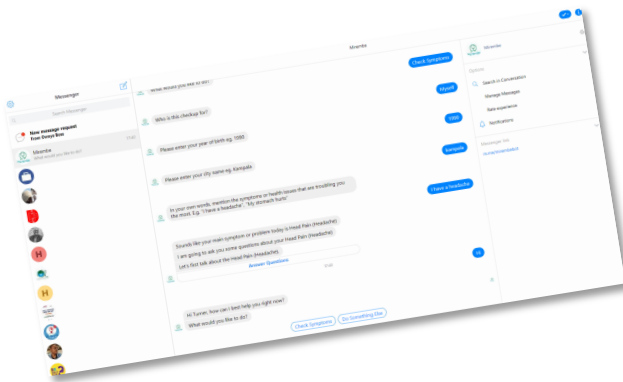
HEALTH NAVIGATOR



# The Medical Concierge Group (TMCG)

Uganda

The Medical Concierge Group  
Uganda



**DR. DAVIS MUSINGUZI**  
Founding Partner, Managing  
Director



**DR. JOHN MARK BWANIKA**  
Founding Partner, Director  
Research and Clinical Services



**THE MEDICAL  
CONCIERGE GROUP**

**Health Navigator Partner**



I am  
**Mirembé**  
Your Personal  
Health Advisor.

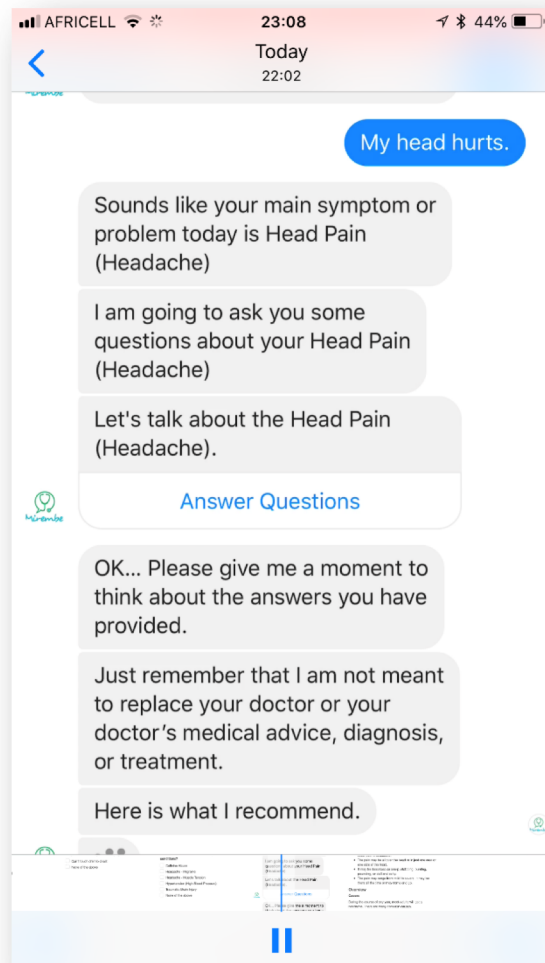


THE MEDICAL CONCIERGE GROUP  
UGANDA | KENYA | NIGERIA

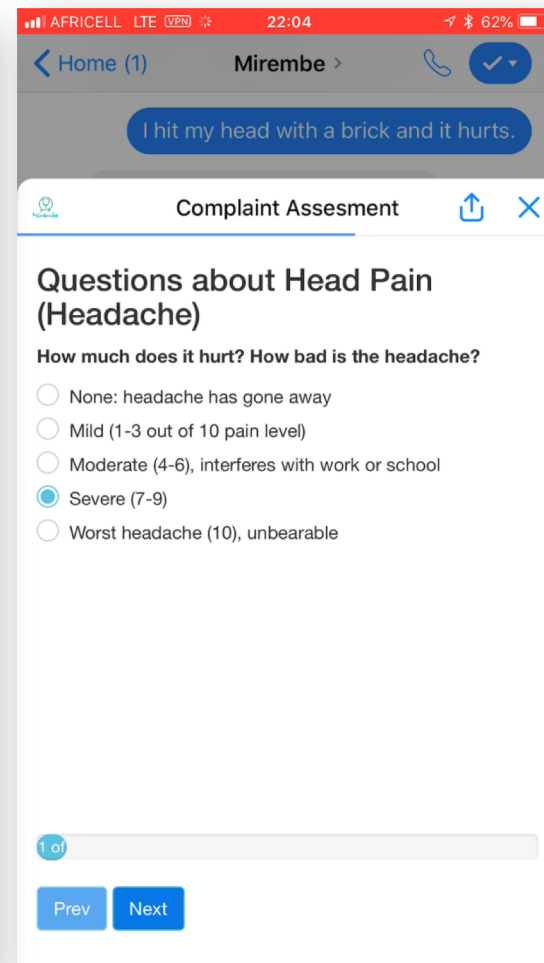


# Mirembe

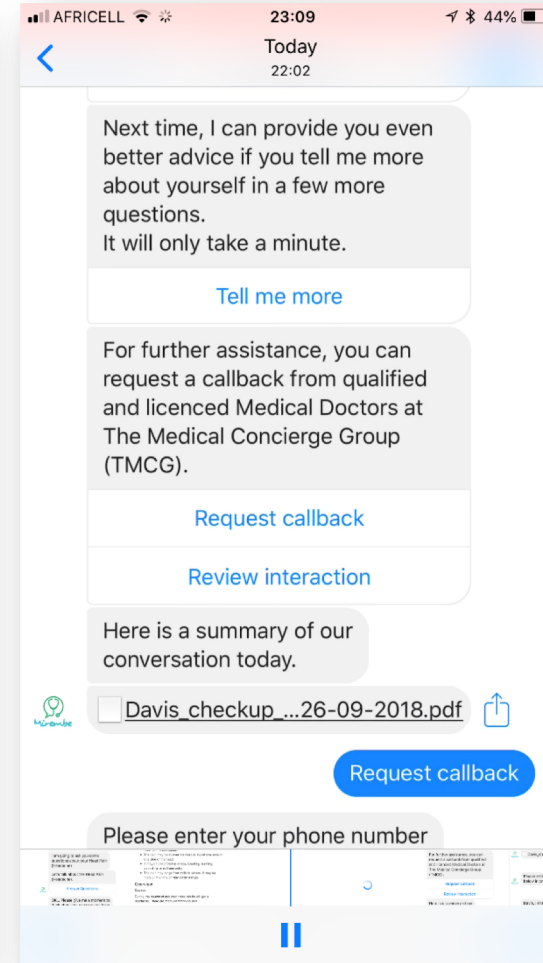
## Facebook Messenger Implementation in Uganda



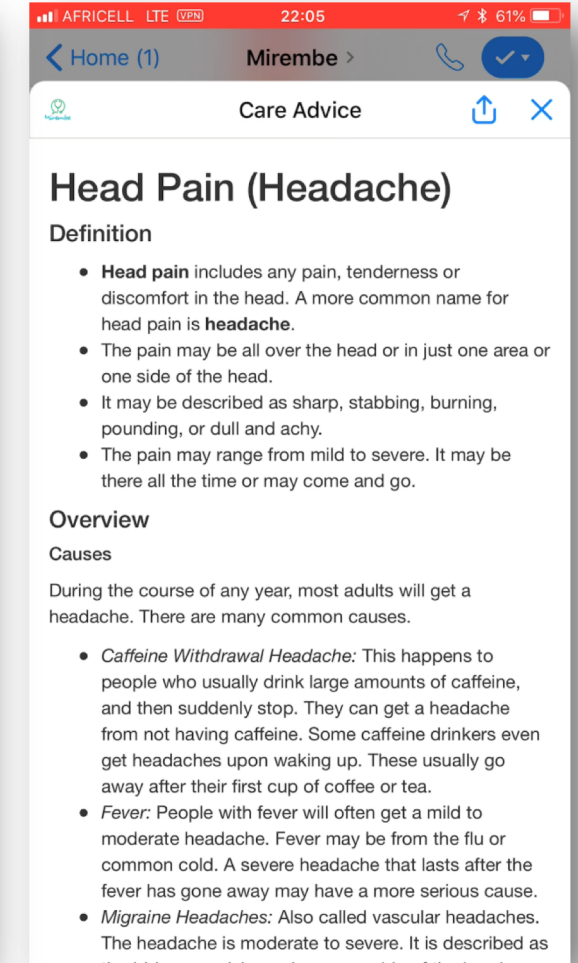
Natural Language Processing



Rapid Medical History



Triage, Access to Doctor



Care Advice and Health Information




# Call Queue

## Physician Telemedicine Application, Uganda



THE MEDICAL  
CONCIERGE GROUP




THE MEDICAL CONCIERGE GROUP

Dashboard

New Encounter

Patient Records

New Patient Record



Hi Doctor, Please have a look at these....

Acuity	Patient Name	Presenting Complaint	Time of interaction	Age	Pregnancy Status	Gender	Report File	Status	Details
Red	Turner Nicholas Snr	I have a headache	2018-10-04 09:19:10	23	Not Pregnant	M	<a href="#">Turner_checkup_summary_04-10-2018_09_19.pdf</a>	<input type="checkbox"/>	<a href="#">CALL</a>
Orange	Tyna Mbabazi	Vomiting	2018-09-24 14:39:06	25	Not Pregnant	F	<a href="#">Tyna_checkup_summary_24-09-2018.pdf</a>	<input type="checkbox"/>	<a href="#">CALL</a>
Yellow	Sandra Kabigumira	Urination pain and fever	2018-10-03 18:52:56	25	Pregnant	F	<a href="#">Sandra_checkup_summary_03-10-2018_06_52.pdf</a>	<input type="checkbox"/>	<a href="#">CALL</a>
Green	Patricia Onyutta	Lower abdominal pain.	2018-09-24 14:54:50	29	Not Pregnant	F	<a href="#">Patricia_checkup_summary_24-09-2018.pdf</a>	<input type="checkbox"/>	<a href="#">CALL</a>

List of Patients  
Waiting for  
Telemedicine  
Encounter

Coded for acuity using  
Health Navigator NLP  
engine.

# SOAP Note

## Physician Telemedicine Application, Uganda



SOAP Note - Medical Encounter

Subjective - Tell us More

Urination Pain

Cough

Other Symptoms

How bad is the cough?

☐ None: cough has gone away

☐ Mild cough

☒ Moderate nonstop cough interferes with school or work [A]

☐ Severe: nonstop cough and can't sleep

← BACK

NEXT →

Patient Bio

Name	Mutumba Sowd
TMC ID	TMC 0507
Age	46
Gender	Female
Pregnancy Status	Pregnant

Subjective Info

Presenting Complaint

I feel pain while urinating and I have a running nose and cough

Primary Complaint

Urination Pain

Other Complaints

- Cough
- Nose Discharge

### SOAP Note – Subjective Area

The patient's **symptoms** automatically populate the physician telemedicine record.

Soap Note - Assessment

Diagnosis

Top Causes

Emergencies

All Causes

Top Causes

Causes	Likelihood	ICD10 Code
Cystitis	95%	N30.90
Urinary Tract Infection (UTI)	94%	N39.0
Pyelonephritis (Kidney Infection)	88%	N12
Urethritis (Inflamed or Infected Urethra)	88%	N34.2
Sexually Transmitted Infection (STI)	81%	A64
Cancer - Vulva	71%	C51.9
Cystitis - Chronic Interstitial	71%	N30.10
Ureteral Reflux (Backflow of Urine from Bladder)	71%	N13.70
Urethritis - Nongonococcal	71%	N34.1

Triage

You should see or talk to your doctor today.

Assessment Note

Doctor|

### SOAP Note – Assessment Area

Show possible **causes** (diagnoses) to provide decision and coding support.

# TytoCare

Israel, United States



**TytoCare**  
**Israel, United States**



Dedi Gilad  
CEO & Co-Founder



Ophir Lotan  
Vice President, Product



**Health Navigator Partner**

# Patient Telehealth Intake History and Exam

A screenshot of a telehealth intake form. The form is titled "Describe the reason for your visit" and has a text input field containing "I have been". Below this, a section titled "What is your main symptom?" shows a list of symptoms: Fever (selected), Headache, Cough, Running Nose, and Stomach ache. To the right, a section titled "How long have you been experiencing this?" shows a list of durations: A minute or longer, An hour or longer, A day or longer, A week or longer, and A month or longer. Further right, a section titled "Can you describe what does the skin feel?" shows a list of symptoms: Purple of deep red spots colored spots and bruises, Skin Boil, and Skin sore or ulcers. The form is designed with a clean, modern interface and uses a blue color scheme.

Use **NLP** to determine patient's reason for visit.

Use **Rapid Medical History** to capture important information to send to telemedicine provider.



Recommend **best devices** to use for symptoms.

Prompt and guide user.



Perform and capture **exam** information.

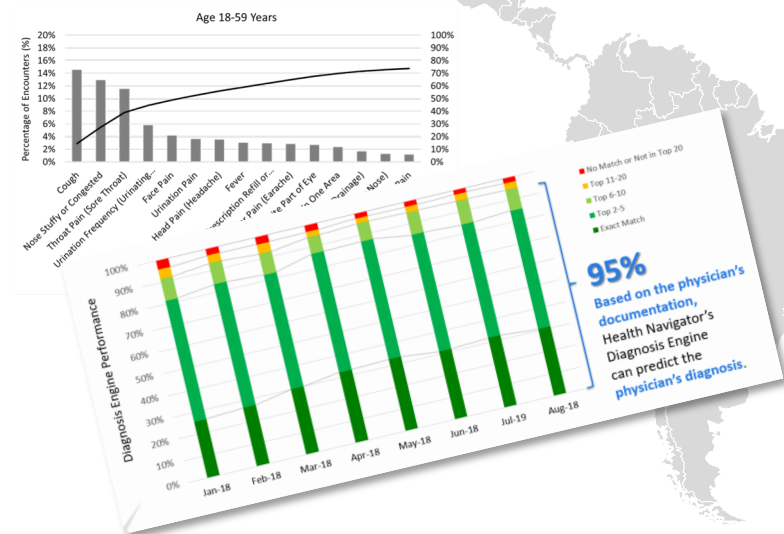
Send **Chief Complaint, Rapid Medical History, and Exam** results to telemedicine provider.



# MDLIVE

United States

MDLIVE  
United States



Rich Berner  
Chief Executive Officer



Lyle Berkowitz, MD  
Chief Medical Officer



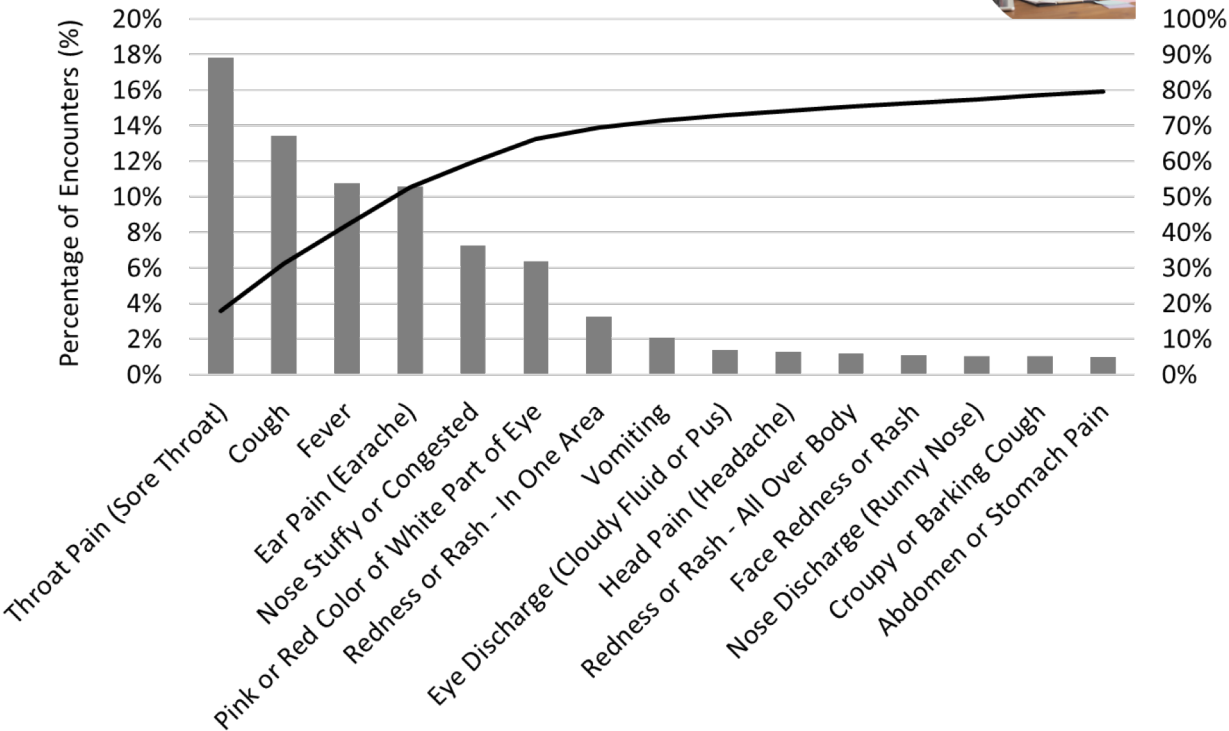
Health Navigator Partner

# Understanding the Chief Complaint

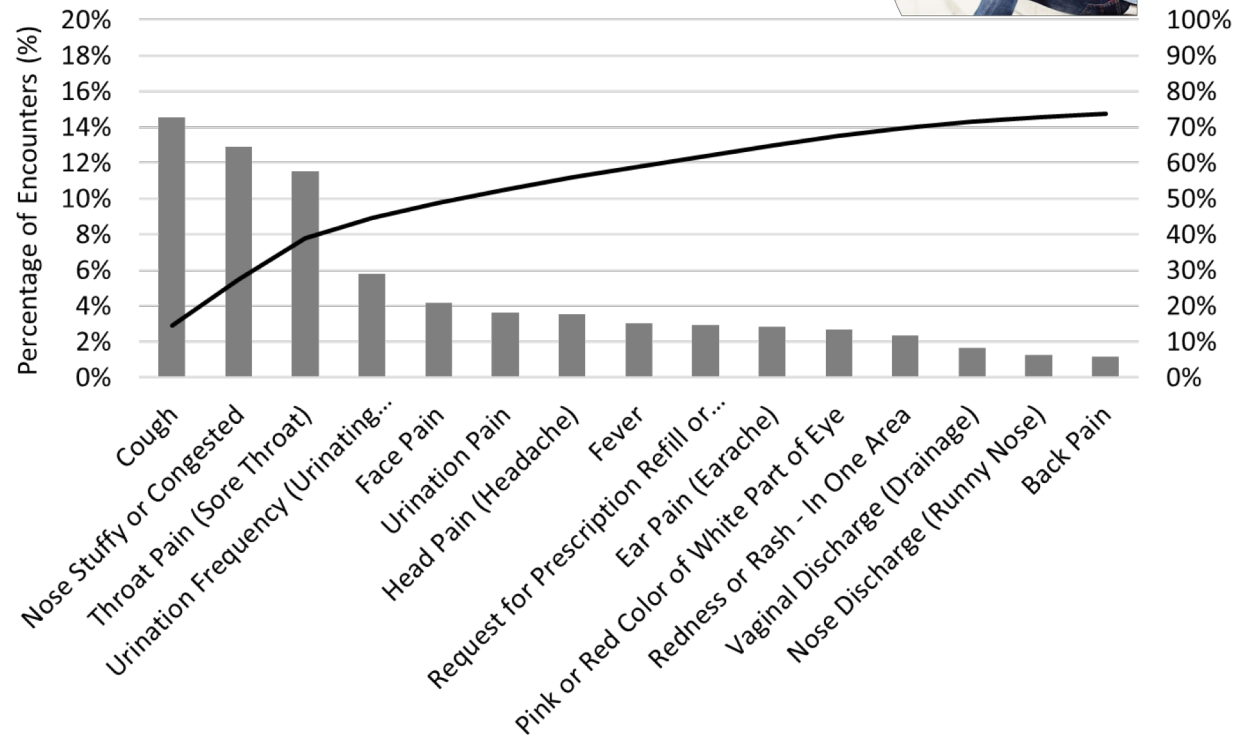
## Analysis of 454,000 Telemedicine Records



Age 2-17 Years



Age 18-59 Years





# Portugal eHealth summit



24th ISITeH  
International  
Conference

ISITeH | International Society for  
Telemedicine & eHealth

## THANKS

- David Thompson MD
- CEO, Health Navigator LLC
- Author, Schmitt-Thompson Clinical Content
- [David.Thompson@healthnavigator.com](mailto:David.Thompson@healthnavigator.com)