Santé24 Telemedicine Center by SWICA Health Insurance

Remote triage of exam data optimizes physician time and cuts cost for each diagnosis

SWICA offers its clients long-term financial security and optimum medical care in the event of illness, accident, and maternity. Its integrated service chains, including its subsidiary telemedical center santé24, provide medical care through expert support for victims of an illness or accident, preventative programs, all the way to promoting healthy lifestyle initiatives for client companies. With branches in every region throughout Switzerland, SWICA offers Basic Compulsory, Hospitalization and Supplemental insurance plans. Its members give it top marks for customer satisfaction, winning the company first place in the three most extensive national surveys: Comparis, K-Tipp, and amPuls.

Client Overview

Name:
SWICA Health Insurance

Location:
Switzerland

Number of Corporate Clients:
27,000

Number of insured persons:
1.5 million

Highlights

- European health insurer implemented Tyto through their telemedical center, offering remote exams via more than 2000 devices in circulation

- Tyto's offline and guidance capabilities can potentially expand the number of conditions and patients treated remotely, without increasing demands on doctors' time

- By treating more patients remotely, Tyto can decrease primary care costs for the payer

- Solutions ensured high medical quality and enhanced patient attention by adapting and using an innovative workflow

The Challenge

SWICA and santé24 are committed to positioning themselves as leaders in remote care services. Increased patient requests for home care had been driving up costs for payers, and SWICA recognized that remote visits are also a valuable enhancement to the patient experience.

In addition, santé24 realized that there were cost-cutting efficiency metrics they could improve with remote exams. Their physicians could be more productive, treating more patients more accurately, simply by expanding their initial phone-only solution. However, this methodology had its limitations: Seeing a patient face-to-face and taking accurate measurements of vital signs offers far better insight into many medical conditions.

Finally, SWICA and santé24 were aware that the act of simply bringing a patient to a clinic is time-consuming, stressful, and, most importantly, exposes them to additional health risks as they sit together with others on public transportation and in the waiting room.

1 Meet **patient demend**

2 Cutting **costs**
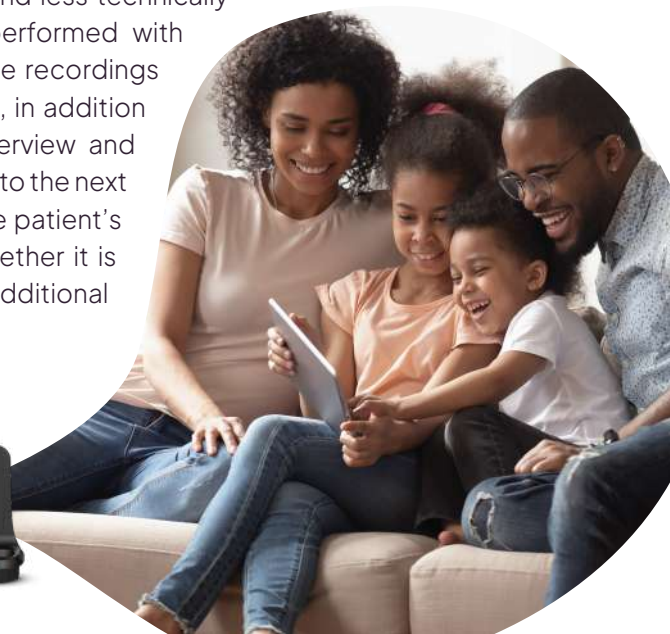
3 Enhancing **patient convenience**

The Solution

The TytoHome hand-held examination device pairs with a phone or tablet, and offers comprehensive, clinic-quality exams of the heart, lungs, skin, ears, throat, and abdomen, and measures body temperature and heart rate. The solution allows users to perform exams guided by the Tyto App and device, and to connect with their provider for remote diagnosis 24 hours a day, seven days a week, from the comfort of home.

Following a successful pilot in 2019 with 200 of their own employees, SWICA advanced the pilot to the next stage and introduced the TytoCare solution to 2,000 households – a milestone in the TytoCare adoption roadmap.
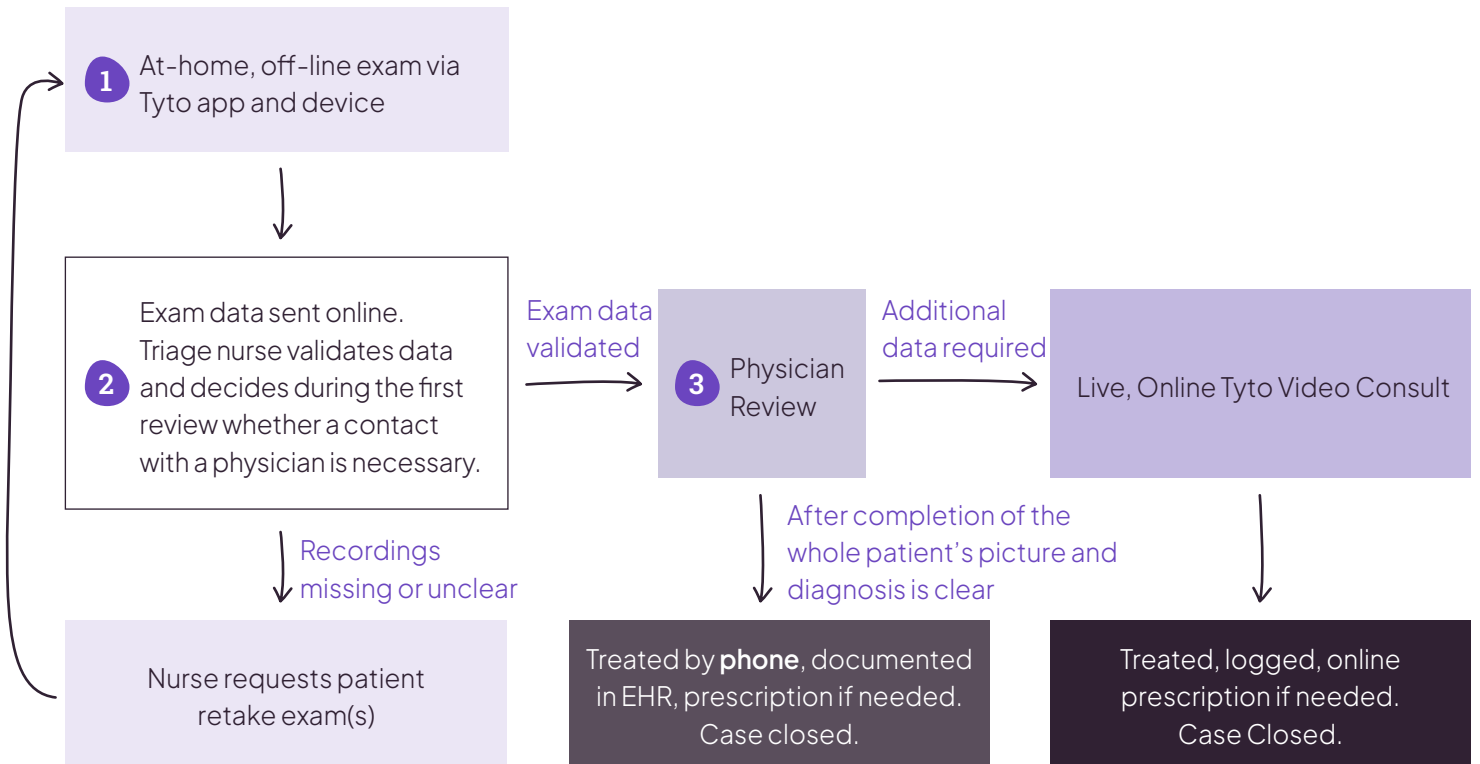
"While we knew that TytoHome provides the possibility of instant, live appointments with a clinician," explains Dr. Silke Schmitt Oggier, Medical Director of santé24. "We worked with Tyto to create an even more innovative, multi-step strategy that eliminates the physician's initial, time-consuming step of obtaining valid exam data. Our goal was to make sure that we could accomplish what every health organization wants: To optimize physicians' time per patient without compromising on our high standards of care."

In this multi-stage model (see diagram, next page), patients independently perform a comprehensive at-home physical exam – just like the one they get from a doctor in the clinic – following step-by-step, audio-visual guidance built right into the Tyto device and mobile app. These user-friendly instructions combine voice, visualized animation and artificial intelligence for ease of use, especially for the elderly and less technically inclined. Tyto's AI capabilities verify the recorded exams were performed with diagnostic quality, supporting the doctor to achieve a diagnosis. The recordings are then transmitted online to a first-tier group of triage nurses who, in addition to confirming that the data is clear, conduct an initial patient interview and consequently a first anamesis. If necessary, the data is then forwarded to the next level, to the physician, for interpreting the exams in the context of the patient's history. The physician then contacts the patient again to decide whether it is possible to make a diagnosis and treat the patient, or to conduct an additional online visit to finalize the treatment.

SWICA's santé24+Tyto
Streamlined Triage Process

1 At-home, off-line exam via Tyto app and device

2 Exam data sent online. Triage nurse validates data and decides during the first review whether a contact with a physician is necessary.

Exam data validated →

3 Physician Review

Additional data required →

Live, Online Tyto Video Consult

Recordings missing or unclear

Nurse requests patient retake exam(s)

After completion of the whole patient's picture and diagnosis is clear

Treated by **phone**, documented in EHR, prescription if needed. Case closed.

Treated, logged, online prescription if needed. Case Closed.

"The vast majority of patients who visit a physician exhibit a fairly small list of symptoms, often indicating nothing more alarming than a common cold or flu," explains Schmitt Oggier. "Having the Tyto exams and the video representation, these can be handled with a quick phone call by the physician, whose time is trimmed dramatically by having clear indicators on hand from the start. Focusing a physician's attention for these visits means he or she is left with more time to handle the more serious cases."

If the symptoms are, however, determined to be complex or inconclusive, and the santé24 physician wants to collect more data and interact face to face, he launches a live, interactive Tyto online examination for diagnosis and treatment. Upon completion, the results are logged in the Electronic Health Record, with prescriptions provided within the system. Once again, this entire process takes less time than an in-clinic visit, because the exam data has been collected and validated, ready for him to use immediately.
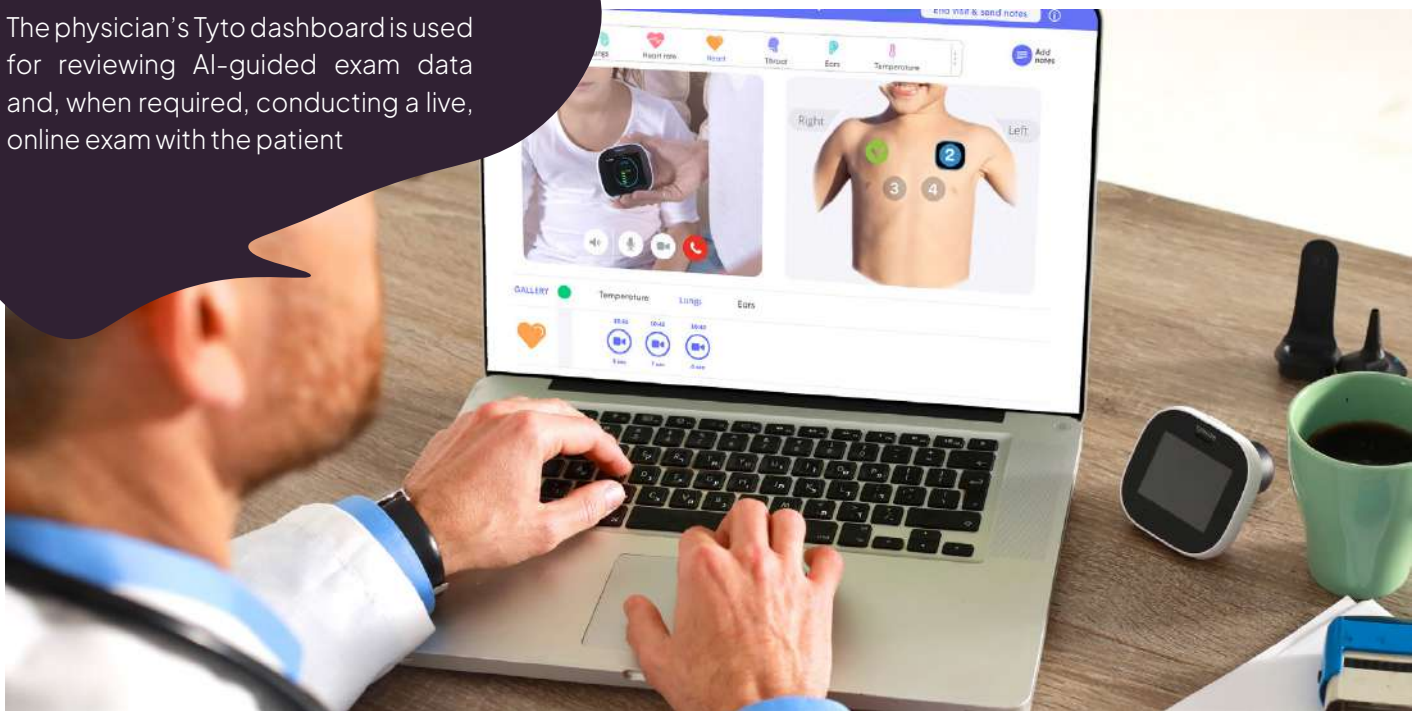

Eardrum
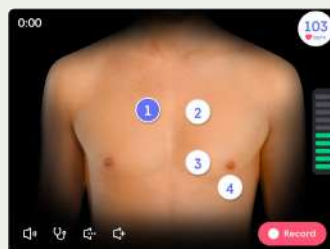
Heart sounds
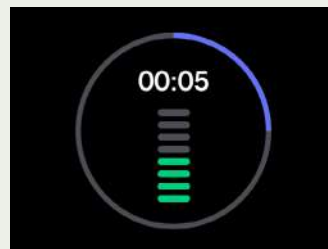
Heart rate

Ai-guided ear exam

Exam data recorded by patient and validated by triage nurse before physician review

The physician's Tyto dashboard is used for reviewing AI-guided exam data and, when required, conducting a live, online exam with the patient

Results as of 30.06.20

In the pilot project's first four months, participants submitted **817 Tyto-based offline exams** to the physicians and caregivers of santé24.

- 776 examinations are attributable to insured participants.

- The vast majority **(782, or 96%) did not require additional video-consultation with a physician after the initial Tyto exam provided sufficient data.** A short call from the physician was generally sufficient.

- Just **4%** required a full, live online visit **(averaging 15 minutes)** using the Tyto app.

- Furthermore, initial results of health services research show that **TytoHome leads to a reduction in consultations.**

- In addition, the initial results show that TytoHome is **increasingly used for children** compared to the previous telemedicine approach.

- "We were delighted to see that adoption was high as well," reports Schmitt Oggier. "Of the **2,000 devices** we distributed to insured customers, **1,800 account holders logged on at least once (90%)**. Though naturally not everyone with a Tyto Home device has been sick and needed to use it, **1,744 of our members have set up their devices (88%)**, pairing them as instructed to their mobile phones and tablets."

- While **2,093 total accounts were set up in total (combining insured customers and participating employees)**, many were for families that included multiple patients; **total patient count was 4,552.**

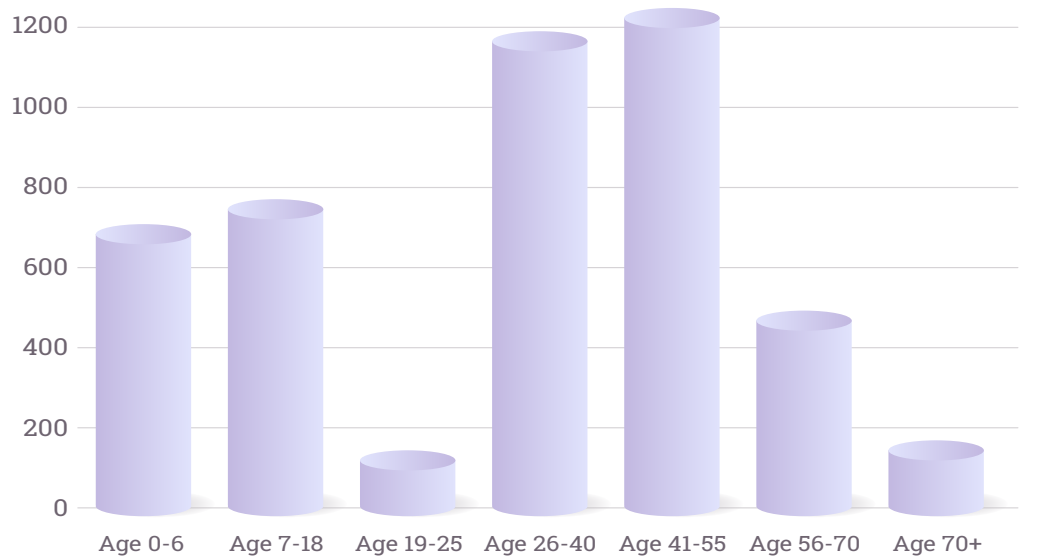|	
Heart	482
Temp	439
Skin	327
Lungs	294
Throat	293
Ears	264
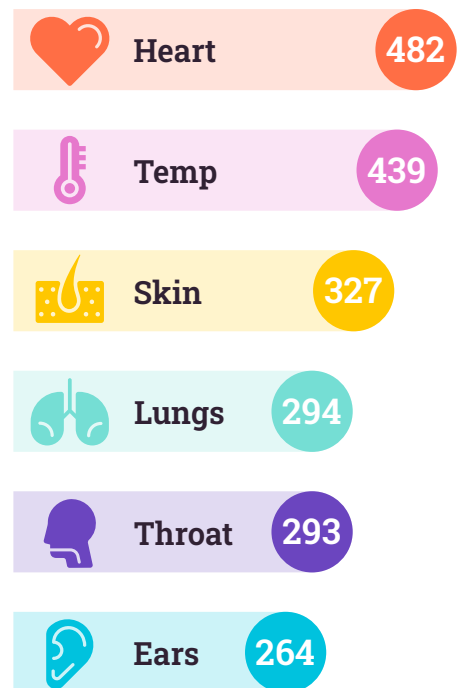
Patient Calls by Age Group

The split between genders was roughly even, 2,262 male vs. 2,292 female. In terms of age, 1,435 patients were aged 0–18 (31%), 1,290 aged 19–40 (28%), and 606 aged 56 and above 13%).

30%	
25%	
20%	
15%	
10%	
5%	
0%	

0   20   20   30   40   50   60   70   80
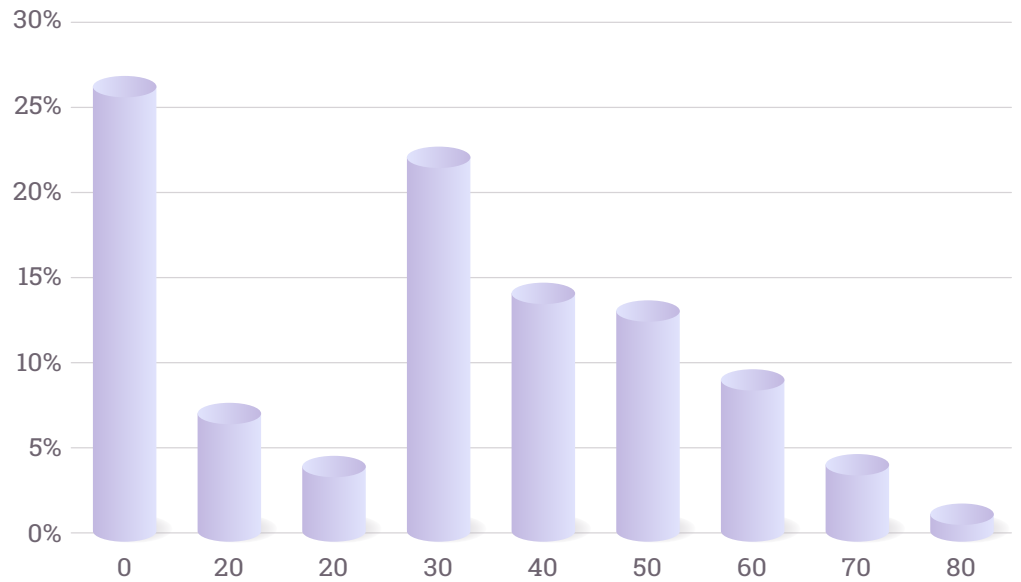
Age Distribution of Registered Patients

Santé24 and Tyto were pleased with the feedback they received by way of customer satisfaction ratings. Out of a top rating of five stars, **88%** of respondents rated their general satisfaction as four or five stars.

1200
1000
800
600
400
200
0

Age 0-6   Age 7-18   Age 19-25   Age 26-40   Age 41-55   Age 56-70   Age 70+

5 stars
53%

1 stars
1%

2 stars
1%

4 stars
35%

3 stars
10%

"How satisfied were you with the service from TytoHome?"

The COVID-19 Factor

Schmitt Oggier adds one more timely collection of benefits: "Although we could not have predicted it when first planning the implementation, the Tyto solution has been a boon in the age of the COVID-19 pandemic. After all, remote visit keeps everyone safer, at every stage." Schmitt Oggier explains that TytoHome has reduced the risk of infection of medical personnel resulting from contact with patients, as well as the patients themselves (especially the elderly) with short-term infection risk. In turn, hospital personnel shortages have declined as fewer personnel are exposed and infected. Tyto's complete telehealth examination also enables the examination of patients in remote areas, or those currently in quarantine or isolation.

tytocare™

About TytoCare

TytoCare works with leading health plans and providers to roll out Home Smart Clinic solutions that enable accessible, high-quality primary care from home, with no compromises. The Home Smart Clinic solutions include remote physical exams that work across primary care modalities, and can be tailored to any cohort or population. Together with Tyto Insights™ AI-powered guidance, provider integrations, and Tyto Engagement Labs™ which include member journeys and engagement frameworks, Home Smart Clinic solutions ensure more equitable access to care across the globe, and enable healthcare organizations to meet their KPIs. TytoCare's solutions resolve 59% more conditions than audio and video telehealth solutions, and reduce the cost of care by 10-20%. Co-founded by Dedi Gilad and Ofer Tzadik in 2012, TytoCare has FDA and CE clearances and partners with over 180 major health systems, health plans, and strategic partners in the U.S., Europe, Asia, Latin America, and Israel.

www.tytocare.com