



## Telecom Italia – MyDoctor@Home



### Solution Overview

The MyDoctor@Home remote diagnostics service allows patients suffering from cardiac, diabetic or lung ailments to measure their clinical parameters from home. The results are transmitted from the connected medical device to a gateway which automatically uploads the data to the eHealth Connecting Platform over any available fixed line or mobile network.

The connected devices currently available are:

- Glucose Monitor
- Heart-rate monitor / ECG
- Electrocardiograph
- Sphygmomanometer (Tensiometer)
- Scales
- Oximeter
- Spirometer
- Coagulometer
- Sphygmo + Glucometer
- Spiro + Oximeter

There is a portal to the platform that can be accessed by patients and medical staff to view data via their smartphone, PC or television. The system can be configured to provide measurement timings and reminders, drug therapy and thresholds, alerts to take medication, or escalation notifications if any measurements are outside the pre-configured safe range.

### Benefits

There are several scenarios in which the MyDoctor@Home solution can be used:

- In-hospital - data and information can be gathered by medical staff and be available for consultation and analysis by all authorized personnel
- Outpatients/ chronic diseases / non-self-sufficient people - patients can measure their own vital signs
- Emergencies - emergency medical staff can send patient health data in real-time through their phones, so hospital staff know the case history before the patient arrives
- Handover of care - if there is a handover of responsibility from the hospital to a local care unit, all data gathered can be made available for the new team of medical assistants
- Wellness and prevention - Mydoctor@home can be used to correct and intervene should negative trends in day-to-day lifestyles be detected.

The system reduces the number of patients in hospital for chronic conditions, increases health data quality, makes available health data in real-time and reduces costs for the healthcare provider. In addition, doctors have more free time to consult with critical patients.

### Current Status

The solution is already in commercial status inside the Italian market and a pilot has been launched in Brazil. TIM has also developed several prototype medical devices with embedded SIMs.

MyDoctor@Home received an award in 2009 during the final event of the European Health Optimum Project and, in June 2010 won the prestigious "IMCT Award of the Awards" in the TLC-driven category, thanks to its capacity for merging technology and quality of service, aimed at improving people's lifestyle.

### Key Understandings / Best Practises

- All medical devices are EU certified. All devices are monitoring devices rather than emergency devices so are not intended for critical/ acute situations.
- Telecom Italia have engaged regional governments in Italy to develop eHealth reimbursement schemes/ tariffs that encourage citizens to use the system.