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PRESS RELEASE

TouchPointCare Introduces Response Driven Follow-up (RDF) to Improve Remote Patient Monitoring

Contact: Jim Mayhall 866-713-6590 jmayhall@touchpointcare.com

Libertyville, IL (March 18, 2010) TouchPointCare has just released the newest breakthrough in its industry leading telehealth software system, Response Driven Follow-up. Building off of our unique Alerts architecture, Response Driven Follow-up (RDF) now enables a Provider to automatically generate follow-up activities with patients based upon their responses to individual questions.

In addition to traditional nurse follow-up to Alerts, RDF takes the patient interaction a step further by automating much of the non-emergency follow up to Alerts. Further, the TouchPointCare RDF allows the Provider to control the timing, frequency and methodology of the patient follow-up.

If a patient's self-reported responses indicate a lack of understanding regarding their condition the RDF functionality lets the Provider generate an automatic phone call to the patient to deliver educational information. The RDF can automatically contact the patient with reminders to make Doctors appointments or to be sure to make their next scheduled telehealth call. RDF also facilitates Medication Therapy Management through symptom monitoring, scheduled reminders and educational information delivery.

Based upon reported symptoms and severity the RDF can generate more extensive follow up before triggering clinician follow up. Providers can instruct patients to access web based instructional videos with test questions. Similarly, Outbound IVR or Live Agent calls can be automatically generated to gather more specific data to better inform physicians and nurses regarding the patient's condition.

TouchPointCare provides a web-enabled application designed for Hospitals and Home Health Care agencies to remotely monitor and manage patients in their homes without the use of expensive electronic equipment. The highly customizable application allows Providers to create unique scripts to collect patient self-reported data through a variety of methodologies including the Internet, inbound and outbound Interactive Voice Response(IVR) technology and inbound and outbound live agent calls. For more information visit www.touchpointcare.com.