

6 Benefits of Telehealth Video Conferencing for Patient Monitoring

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Telehealth video conferencing is an effective solution to improve healthcare services quality and allow for timely medical care. Digitalization of physician-patient interactions provides remoteness, efficiency, and convenience both for clinicians and patients anytime and anywhere.

In this article, we will analyze the core advantages of video telehealth monitoring, discuss core functionality of video monitoring solutions, and provide some examples of effective usage of video conferencing solutions.

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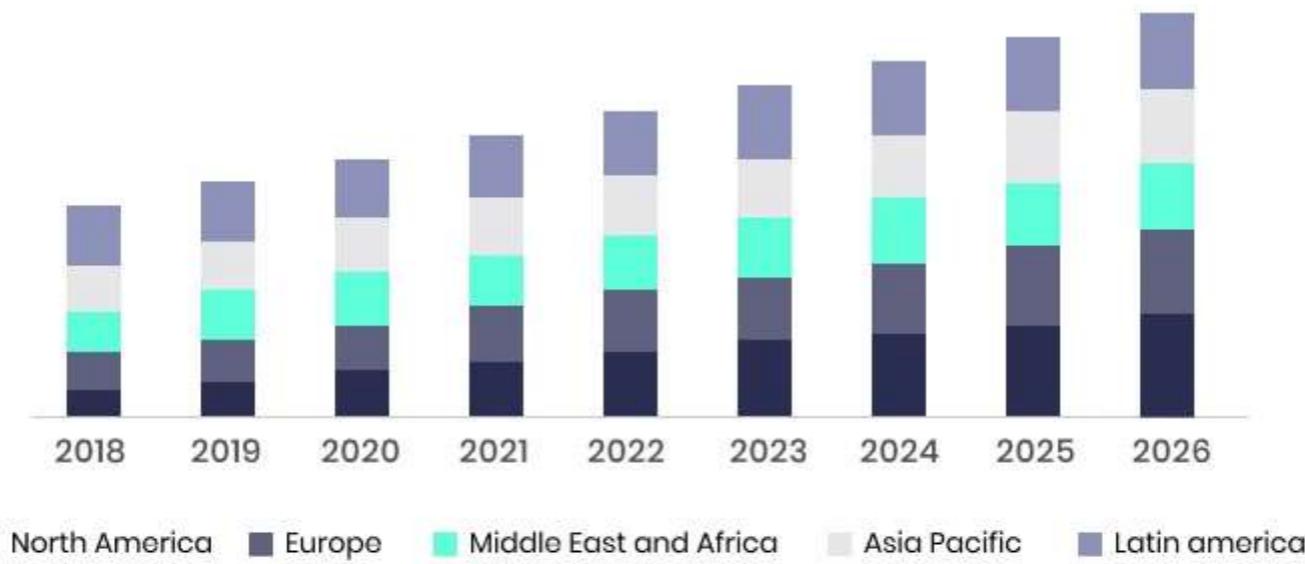
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Using Video Conferencing in Healthcare System

Video conferencing is a part of the general telemedicine model that allows for building-patient relations efficiently while also streamlining medical practice. Together with other telehealth solutions such as chats, video, and phone calls, this technology creates virtual spaces for remote patient diagnostics, monitoring, and treatment.

Telemedicine and video conferencing solutions kept gaining momentum in 2020. In the wake of the COVID-19 outbreak, it has become an indispensable tool for businesses across multiple fields, and healthcare is no

healthcare market growth



Source: Maximize Market Research

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Video consultations are particularly valuable for those who require ongoing monitoring and control such as high-risk patients who suffer from chronic diseases. Taking into consideration the time spent to get to the hospital and hours of waiting for an appointment, this solution is game-changing for patients.

The impact of video conferencing on the healthcare industry



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ACCEPT

75%

all doctors believe that urgent care and ER visits could be handled safely and effectively over the phone or video

© Healthcare Business & Technology

**50m**

Americans would be willing to be able to receive medical care through a video visit

© Healthcare IT News

52%

of adults would be willing to conduct a post-surgical visit through video

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**793.16m**

is the market value that healthcare video conferencing is expected to reach by 2026

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With all these benefits achieved, no wonder state hospitals, nursing centers, and other medical institutions all around the world are upgrading their means of communication with clients by implementing telemedicine apps. This strategic step helps them to keep a competitive edge, deliver healthcare services for more patients, improve the quality of their services, and eventually increase ROI. Let's further review the benefits of video conferencing for telemedicine below.

Video Conferencing for Monitoring the Patient: Performance Peculiarities

Telemedicine video conferencing technology is a solution serving as a point of contact between a physician. By using video conferencing for monitoring the patient via a conferencing portal, doctors are able to join a pre-arranged video call with a patient. The meetings can be scheduled by patients, physicians, doctor's assistants, or administrators. This process includes the following steps:

- Logging into the system to book an appointment by using PCs, smartphones, or tablets.
- Choosing an available time slot and sending a request to the doctor for an appointment.
- Adding personal details and setting up appointment reminders.
- Submitting an appointment request through e-mail or directly in the system.
- Confirming a meeting in Google or Outlook calendars which are commonly integrated with a video conferencing portal.
- Logging into the system a few minutes prior to the call to test webcam and audio settings.

Telehealth solutions may widely vary ranging from customized mass-market software to tailor-made app embedded into the clinic's website and its IT infrastructure. Because of that, this workflow can be adapted to a specific business need or end-users' preferences.

The internet speed

Conducting a high-quality video conferencing visit without any interruptions is crucial for the proper functioning of the telehealth app. [**The research**](#) shows that 3G-based mobile connection provides a worse connection quality than broadband fiber-based services, which results in interruption of over 23% of 3G-based calls. However, doctors admit that this type of connection still enables delivering of effective medical services.

User-friendly interface & intuitive UX

To ensure high user adoption and satisfaction rate, the app's UI/UX design should be thoroughly planned on the initial stage of the app development. Ease of use is especially important for the elderly who might find trouble using a new technology solution. To eliminate potential difficulties in navigation, the app usage tutorial can be set up for first-time users.

Interoperability

Without the app's seamless integration into the existing digital infrastructure, its benefits will be minimal. Real-time data exchange between video conferencing tools and other hospital technologies and [**IoT devices**](#) is one of the most critical aspects that need to be considered and supported with a proper strategy.

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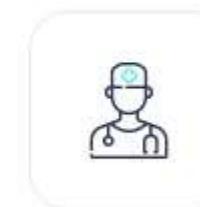
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Video conferencing apps' capabilities go far beyond mere video call scheduling. The diversity of features to choose from makes video conferencing solutions highly versatile.

Custom telehealth software can be developed to meet specific business needs and fit flawlessly into the existing clinical workflows. Some advanced features allow for automation, AI-powered data management, and IoT-based notifications. Let's review some of the system's capabilities below.

Features of a video conferencing platform



Visit appointments



Waiting room



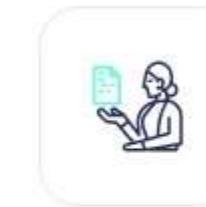
Reports & analytics



Knowledge base for doctors & patients



Meeting video or audiorecordings



Medical documents exchange

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A list of the most common features of a video conferencing portal include:

- **Regular visit appointment scheduling.** The software has a technical opportunity to set up automatic follow-up video calls as well as schedule regular meetings for patients with chronic diseases or the ones who

- **Reports and analytics.** Doctors can run custom reports based on patient-relevant information: personal measurements, the history of calls, the list of appointments, billing info, and many others.
- **Knowledge base.** Portal users are able to access a wide range of educational materials, tutorials, video training, FAQs, presentations, tests, etc.
- **Meeting recordings.** Both patients and doctors are able to record the meeting to make sure not a single thing is missed during the conversation.
- **Exchange of medical documents.** Medical specialists are able to share patient data, test results, and other medical documentation within the system.

6 Top Benefits of Video Conferencing in Healthcare

The popularity of virtual visits proves their strong benefits for both doctors and patients. Understanding them is crucial to the successful use, optimization, and scaling of telemedicine solutions.

Benefits of video conferencing in healthcare

- Quick delivery of healthcare services
- Accessibility and patient-centered care
- Cost efficiency for both patients & clinicians



- Improved quality of medical care
- Flexibility in healthcare services delivery
- Increase in patients' health awareness

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To help you identify gains from telehealth technology, we've prepared a detailed list of the advantages of video

The [Software Advice survey](#) proves that 21% of patients believe that not having to travel to the doctor's office is a top telehealth benefit. With video conferencing solutions in place, the patients no longer have to consider numerous factors such as hospital location, traffic, hospital queues, quarantine periods, and many others while scheduling a visit.

Virtual visits also allow for much greater flexibility. When it comes to offline meetings, sometimes it is hard to find a free time slot and arrange a meeting with a doctor. Sometimes monitoring visits are postponed and health status is not being controlled in the way it should be. Numerous visits are being constantly canceled last minute or patients do not show. All these dramatic issues can be minimized or eliminated with the help of telehealth technology.

Accessibility and patient-centered care

[Cisco research](#) states that 74% of patients prefer online communication with doctors in contrast to face-to-face meetings. This proves the fact that telehealth solutions are a game-changer for patients, especially for those living in rural or remote areas.

Video calls provided them with an opportunity to communicate with doctors without having to travel miles to reach the hospital. A video call can be set up even for several minutes to do a regular check-up, confirm the health status, or get proper treatment instruction from a specialist. This allows patients receive quick and effective healthcare no matter where they are. Besides that, patients feel more comfortable communicating with doctors being at home rather than at hospitals.

Cost reduction for both patients and clinicians

Telehealth video calls can save money for all stakeholders involved. [The Willis Towers Watson research](#) demonstrates that telemedicine solutions enable US companies to save up to \$6 billion per year. Patients,

increase;

- no transportation expenses are required;
- no additional medical materials used or other expenses required for every patient visit;
- unexpected/urgent visits or re-hospitalizations can be prevented
- video conferencing transforms on-call hours in billable.

Improved health care services

Software Advice survey shows that about 21% of respondents admit video conferencing provides the same healthcare quality or even higher than personal meetings with physicians. Thanks to video conferencing solutions, clients have an opportunity to use urgent real-time consultations and receive instructions as soon as possible. In addition, doctors can connect other medical specialists to the video call to receive additional expertise and point of view.

Digital solutions also help patients' family members and caregivers to receive quick advice in case of any doubts or unexpected symptoms. This enhances healthcare service quality and customer satisfaction. Because of that, video conferences prevent hospitalizations in many cases and even save lives.

Flexibility in healthcare services delivery

Thanks to video conferencing tools, physicians are able to switch to a work-from-home model partially or because of quarantine periods. Such an approach allows for preventing the spread of viruses.

Video conferencing solutions can also be used to record the tutorials for patients or address the FAQs of some of the most common incidents. This way, doctors have more time to devote to more complex and urgent cases.

healthcare and regular video appointments, it is much easier for patients to follow a clear personal plan and be more involved in the treatment process. The doctors, in turn, are able to promote and implement preventive medicine strategies to reduce the risks of disease.

Final Thoughts

Video conferencing in healthcare cannot fully substitute in-person room meetings with doctors. But this digital solution is perfect for multiple cases: regular check-ins, patients in remote locations, and preventive consultations, and many others. Implementation of telehealth software leads to improvements in organizing appointments, reducing patient no-shows, conducting medical training, making reporting, and streamlining healthcare operations. As a result, clients receive high-quality medical services and providers generate deserved revenue.

If you would like to implement a fully-custom video conferencing solution, [Empeek](#)'s team will willingly assist you in delivering a high-end final product. Empeek is experienced in providing healthcare digital solutions for various businesses ranging from home care, pharmaceutical, dental, mental health to veterinary to rehabilitation.

[Contact us](#) to learn more about the ways we can help you to reap the benefits of using video conferencing for telehealth.

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