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# High-level system/experience flow visual for COVID-19

**Version 1**

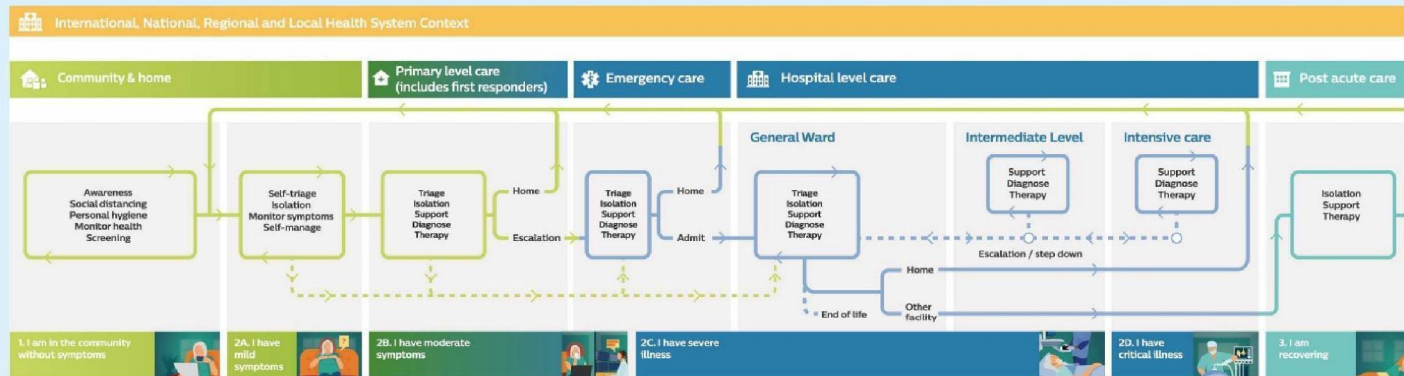
For Approval to use in Market Playbook

10 April 2020

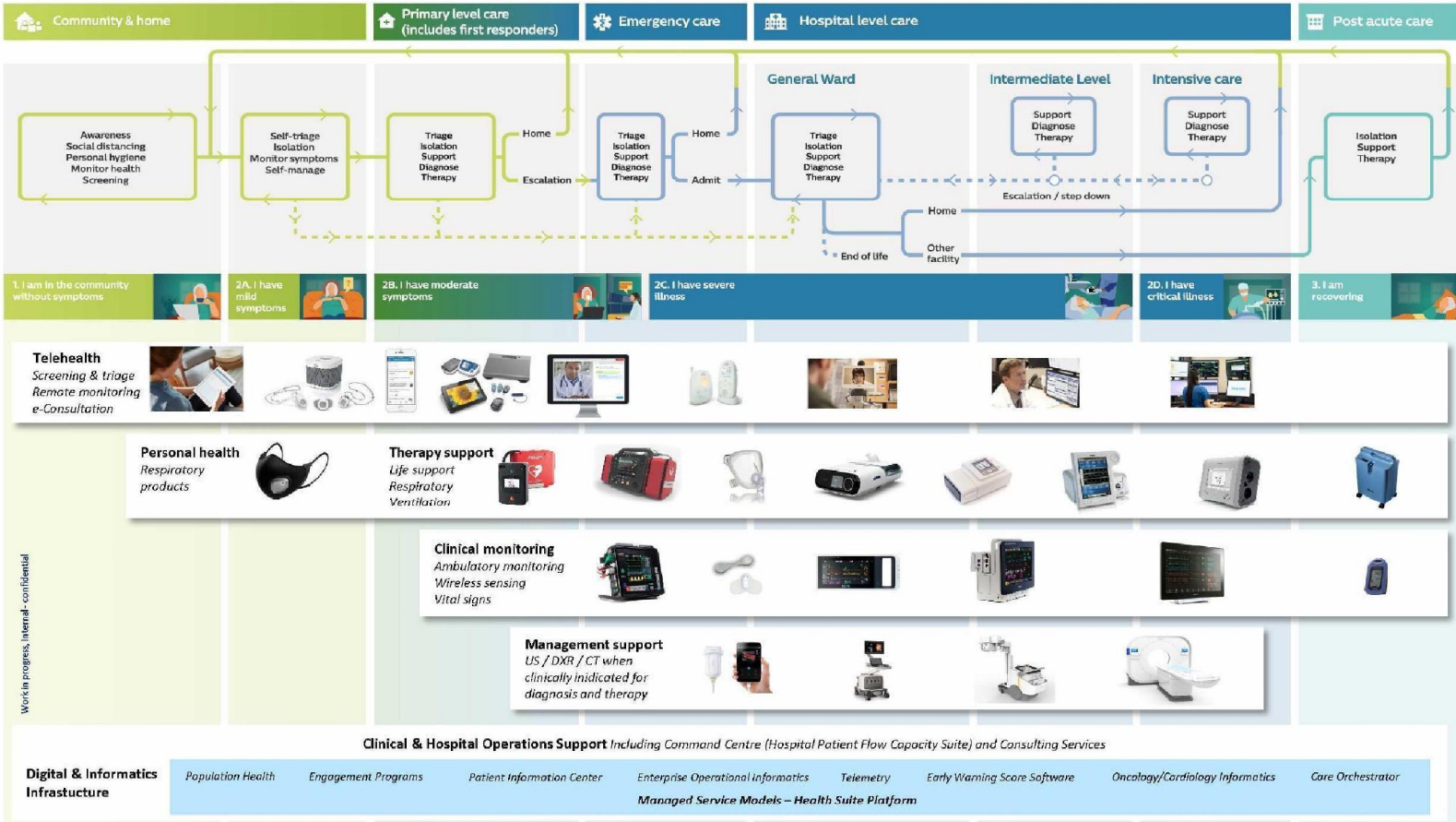
innovation  you



# High-level system/experience flow visual for COVID-19



The COVID-19 pandemic highlights that improving health is complex, multifactorial and requires systemic change. An experience flow is a visual tool that focuses on the end user experience across the health continuum. This can enable us to better understand the end user experience, touch points and interactions with the broader system to support future improvements.



# Workflow – Available 21 april



Apply sensor in hospital



Patient goes home sooner



Vitals out of range > call patient



Further tests in hospital



Healthdot Sensor

Niet-CE-marked medisch hulpmiddel, IGI heeft gebruik in thuissetting goedgekeurd



Clinical dashboards: Questmanager + Guardian

# Workflow – Integration Engage (VitalHealth)

Integration expected end of Q2, not available today



Apply sensor in hospital



Patient goes home sooner



Vitals out of range > call patient



Further tests in hospital

**Healthdot Sensor**  
To collect patient vitals



Baseline collection

**In hospital spot check monitors**



In-hospital monitoring

**Optional additional home sensors**



Out of hospital monitoring

**VitalHealth website**  
To collect patient feedback

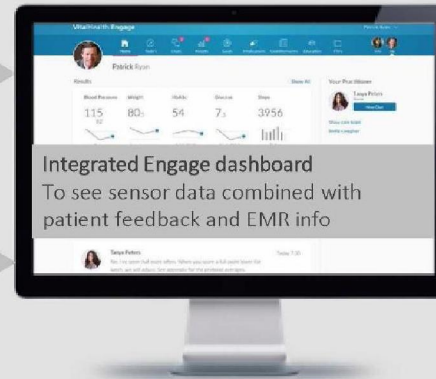


Collect patient feedback before surgery

**PROMS**



Report current status





# Remote Monitoring of patients suspected of COVID-19 in any location

Patient category: low acuity pre- & post-hospital (Acute Care Flow)



Integration expected end of Q2, not available today



**Healthdot Sensor**  
Measures every 5 minutes  
For 14 days

- Respiratory-rate (RR)
- Heartrate (HR)
- Activity Level
- Body position

Non-CE-marked medical aid, IGI approved use for home setting however



- For low acuity patients (suspected with COVID-19)
- Offer remote monitoring of Respiration and Pulse
- From any location in the Netherlands (only in NL)
  - At patients Home
  - At emergency facility
- If vitals are out of range, raise a flag (e.g. RR>20 and HR>90, mini EWS)
- Provide on the spot or sent via the post
- Possibly combine with SpO<sub>2</sub> or VitalHealth questionnaire
- Installation at a new emergency facility takes an hour
- Quickly scale up to all people in the Netherlands if needed

**Integrated Guardian + Engage Dashboard**

- One list of all patients > determine who needs attention
- No installation required (any PC or mobile device with a web browser)



