

# DES (Digital Education Solution)

## Enhancing Patient Education and Management from Referral to Post-procedure



### Anticipated Benefits

**Complete Digitization of Patient Pathway**

**For Referral, Pre-assessment, PROMs\* and Follow-Up**

**COVID-19 Symptom Checker and Patient Support**

- **Designed to reduce DNA\*\* rates**, as well as late cancellations and repeat procedures.
- Digitalization of patient management **increases operational efficiency**.
- **Continuous patient engagement** through individualized content along their entire pathway.
- Hospitals are able to improve bowel preparations, potentially leading to better clinical outcomes.

\* Patient-reported outcome measures. \*\* did not attend.

### Value Dimensions

**DES Provides Many Benefits to Your Organization, Which in Particular Drive Efficiency and Reputation**

#### Economics

##### Cost and Cash Flow Management

- Lower operational costs with reduction in repeat procedures.
- Savings through fewer DNAs\*\*.
- Lower admin costs with digitalization of process.

#### Efficiency

##### Process and Workflow Management

- Minimized minimized gaps in operations.
- Fewer repeat procedures.
- Workflow digitalization and automation.
- Digital triage.

#### Reputation

##### Attractiveness and Competitiveness

- Enhanced patient education and management.
- Clinical output.
- Differentiation through innovation.

**Value**

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As demand for endoscopy services continues to outstrip capacity, the backlog of patients waiting for upper and lower GI endoscopy procedures continues to grow. This, in turn, is increasing waiting times for patients. We have partnered with Inhealthcare to create a digital solution that can be tailored to individual endoscopy services and better support patients through their procedure. This can reduce poor preparation and the number of “did not attends” and therefore the number of wasted appointments.

This cloud-based service is delivered from within a secure NHS firewall, allowing clinicians and support teams to receive real-time feedback from patients and reduce unnecessary appointments whilst simultaneously supporting the patient. The bespoke service can be integrated with existing systems for easy data sharing between Inhealthcare and the NHS.



inhealthcare

NHS

### Patient Education and Information

#### Referral



- ✓ Pre-assessment/eligibility **questionnaire**.
- ✓ Digital **referral, appointment details**, tailored **educational materials**.
- ✓ Automated confirmation call.

#### Booking



- ✓ **SMS reminder** for dietary requirements.
- ✓ Appointment **reminders** and bowel preparation **instructions**.
- ✓ Screening for COVID-19 symptoms and patient support.

#### Procedure



- ✓ **Feedback loop** for nonrespondents.
- ✓ PROMs\* — patient questionnaires.

\* Patient-reported outcome measures

# Joint Development of Solutions

As medical knowledge is constantly growing, technical modifications or changes of the product design, product specifications, accessories and service offerings may be required.

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