

CUSTOMER STORY

REMOTE MONITORING OF EPILEPSY PATIENTS

“ For me, as an epilepsy specialist, there is a very big difference in how many patients I treat and monitor now compared to before CheckWare. I have observed an increase from 10 patients annually, to the current 131 patients, without spending any more time on patient-centered work than I did before. ”

- **Marte Syvertsen**, Doctor at the department of neurology at Drammen Sykehus, Vestre Viken HF



CHECKWARE FREED UP RESOURCES AND IMPROVED THE FOLLOW-UP OF PATIENTS

A gap between expectations and reality led to frustration

The clinicians at the department of neurology at Vestre Viken HF experienced a gap between the national guidelines for epilepsy treatment and the healthcare they had the capacity and resources to offer to their patients.

In addition, there was an increased focus on reducing the duration of the follow-up at the clinic, in order for the patient to receive follow-up by their GP and not a specialist. This led to the patients being referred back and forth between the neurology department and the GP, and long waiting lists to get the right medical care.

Many recently diagnosed patients felt insecure and lonely, and experienced not receiving the follow-up they needed after getting the diagnosis.

Only 3% of patients need to attend a physical appointment at the hospital

With CheckWare, they had the opportunity to collect all patient-reported data through a complete digital solution. Patients report digitally from home on their own mobile devices. The answers from the patients' assessments are automatically colour-coded in either green, yellow or red based on the level of symptoms, which indicate the patient's need for healthcare. A dedicated nurse handles all answered assessments, and the doctor is only involved in results related to yellow and red categorisation. This corresponds to about 16% of the patient reported data. The answers are also registered automatically in the electronic health record system.

Patients now experience better follow-up and a closer dialogue with their clinician. Patients only need to meet for physical appointments when there is a real need for it, which has resulted in only 3% of patients needing to come for a physical appointment at the clinic. At the same time, the clinicians have a better overview of the patients' state of health than ever before.

Remote patient monitoring has made health services for patients with epilepsy in Vestre Viken HF more uniform and equal for all patients, and not as dependent on a specific doctor as it was before.

This means that Vestre Viken can offer a standardised digital follow-up to patients with epilepsy, where all patients are asked the same questions. The clinic does not have to send patients back to the general practitioner, as the patients are referred only once to the department of neurology. Patients can be part of the follow-up program for as long as they want to.

The clinic can now deal with negative development in a patient's treatment at an earlier stage than they could before. Many patients are pleasantly surprised that the clinic reaches out to them first, as they are used to being put on hold by the medical secretary when they are trying to reach the department, and experiencing difficulty to receive the healthcare they are entitled to.

The program for digital remote follow-up of epilepsy patients has gained quite some attention in Norway, which has led to several clinics across the country using Vestre Viken's model for follow-up of epilepsy patients.

“ We have been given a tool that allows us to follow up on patients more closely, and to provide them with better health services, without using more resources than before. We now receive health information from patients at regular intervals, which means that we can assess the real need for contact with a doctor. In contrast to what we have done before, when we more or less guessed when the next appointment was needed, we can now do it needs-driven based on what the patients tell us about their health. ”

- **Marte Syvertsen**, Doctor at the department of neurology at Drammen Sykehus, Vestre Viken HF



CheckWare is an international software company that has taken a leading position in digital patient participation. Our clinical e-health solution has been developed especially for clinicians who use assessments and questionnaires, who want their patients to be actively involved in their own health.

CheckWare automates the collection, scoring and reporting of assessment results, and can document the entire clinic's outcome.

This provides a high degree of patient participation, raises the quality of treatment and frees up resources.

We are a partner for hospitals, clinics and municipalities offering digital healthcare services to their patients and service users. We deliver solutions with high professional expertise and quality for digital assessments, remote patient monitoring and online treatment programs.

CheckWare is reliable, well-proven and has already been used by 250 customers.

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