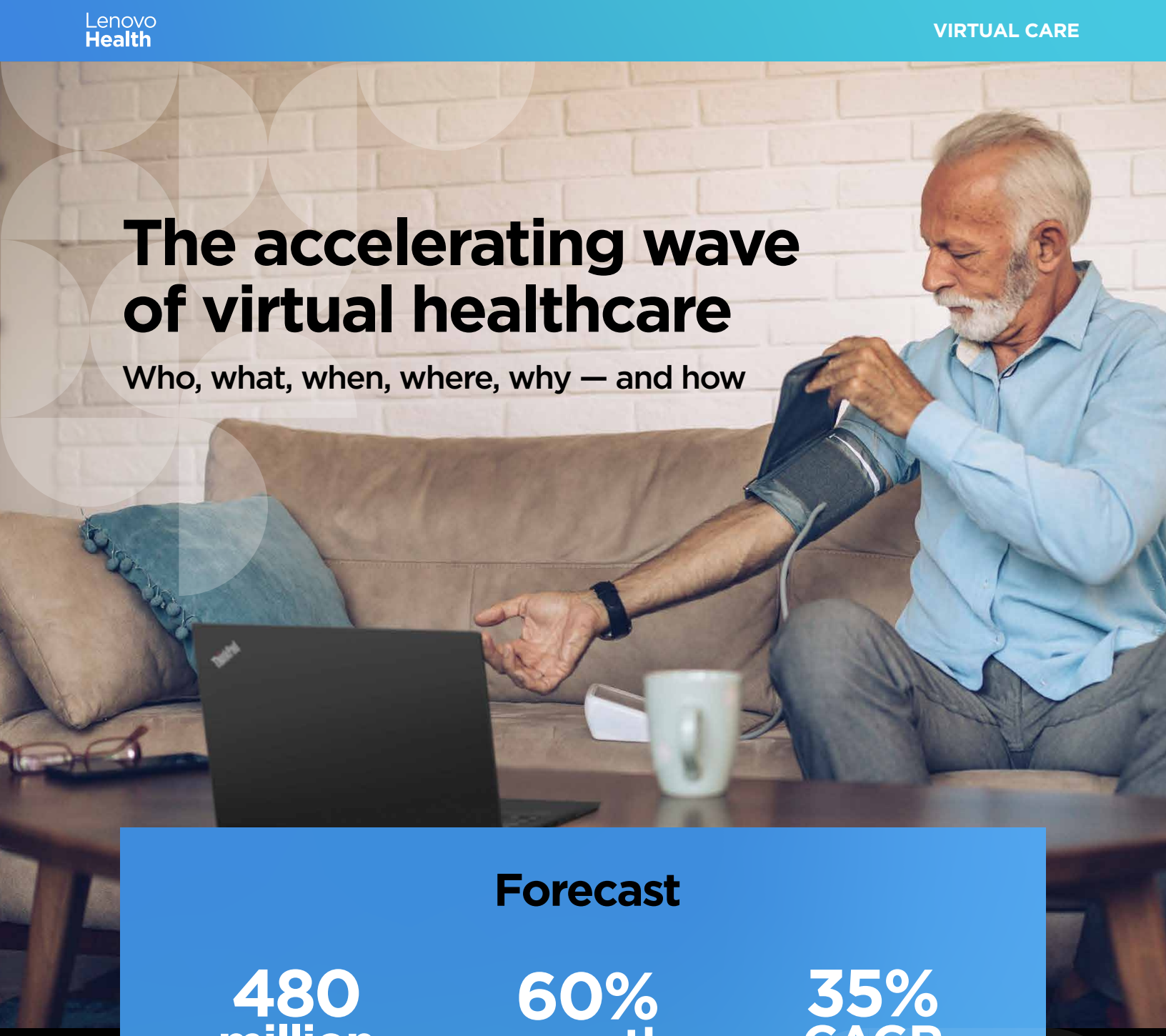


The accelerating wave of virtual healthcare

Who, what, when, where, why — and how



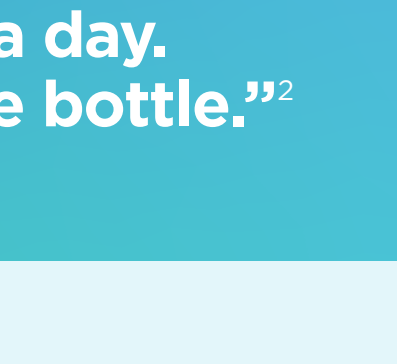
Forecast

480 million
US virtual visits in 2020¹

60% growth
over 2019²

35% CAGR
through 2025²

Virtual care was named a top 2021 healthcare trend by the Advisory Board, Becker's Healthcare Review, and Forrester.

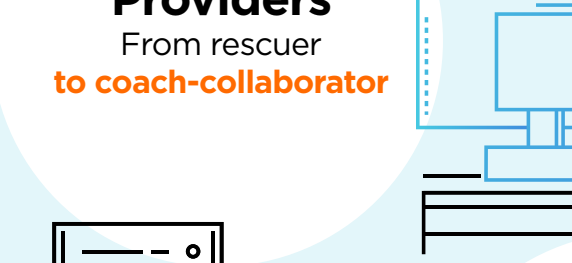


“We will never go back to 50 [telehealth] visits a day. That genie’s out of the bottle.”²

NYU Langone Health CMO Dr. Paul Testa

Who?

Experience and roles are shifting

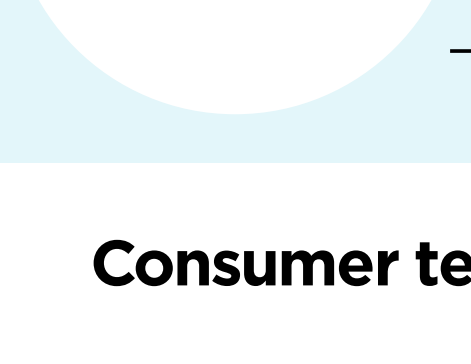


Patients
From “tell me” to “empower me”

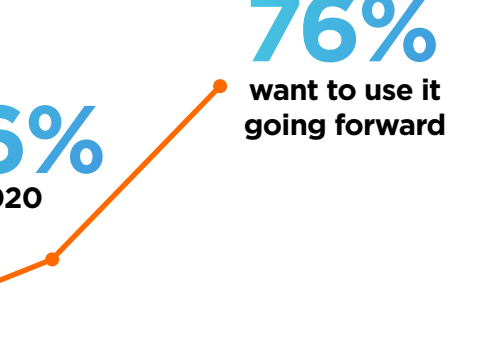
Providers
From rescuer to coach-collaborator



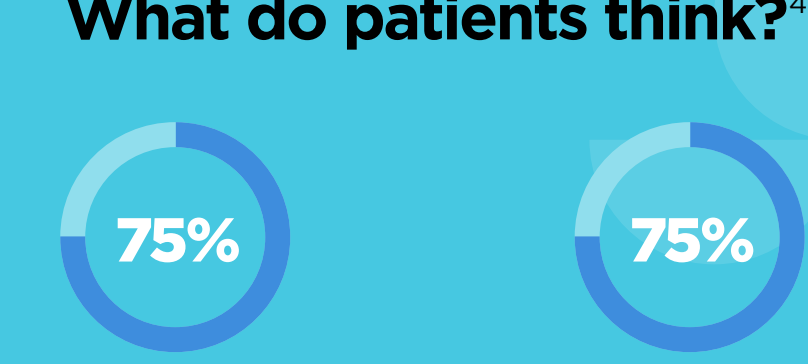
IT
From “make it work” to “make it integrated and frictionless”



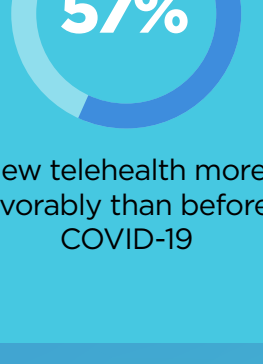
Patients’ loved ones
From the sidelines to engaged cheerleaders



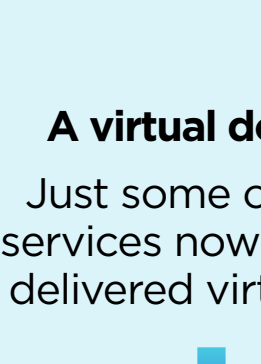
Consumer telehealth use³



What do patients think?⁴



And providers?³



To deliver the best experience, virtual models must seamlessly integrate with patients’ lives and clinical workflows.

What?

- Virtual care solutions**
 - Chronic care management at home
 - Biometric remote patient monitoring
 - Patient education and engagement with digital assistant
 - Customized care plans
 - One monthly fee
- Virtual visits**
 - Video, phone, or text visits
 - From any location
 - Non-urgent appointments
 - Flexible, efficient, convenient for patients and clinicians
- Remote patient monitoring (RPM)**
 - Patients take measurements like blood pressure and glucose at home with biometric devices
 - Data transmitted to providers for long-term monitoring and proactive intervention
- Virtual rounding**
 - Video check-ins with hospital patients
 - From any location
 - No inefficient travel
 - No infection risk
 - Convenient for specialists and families

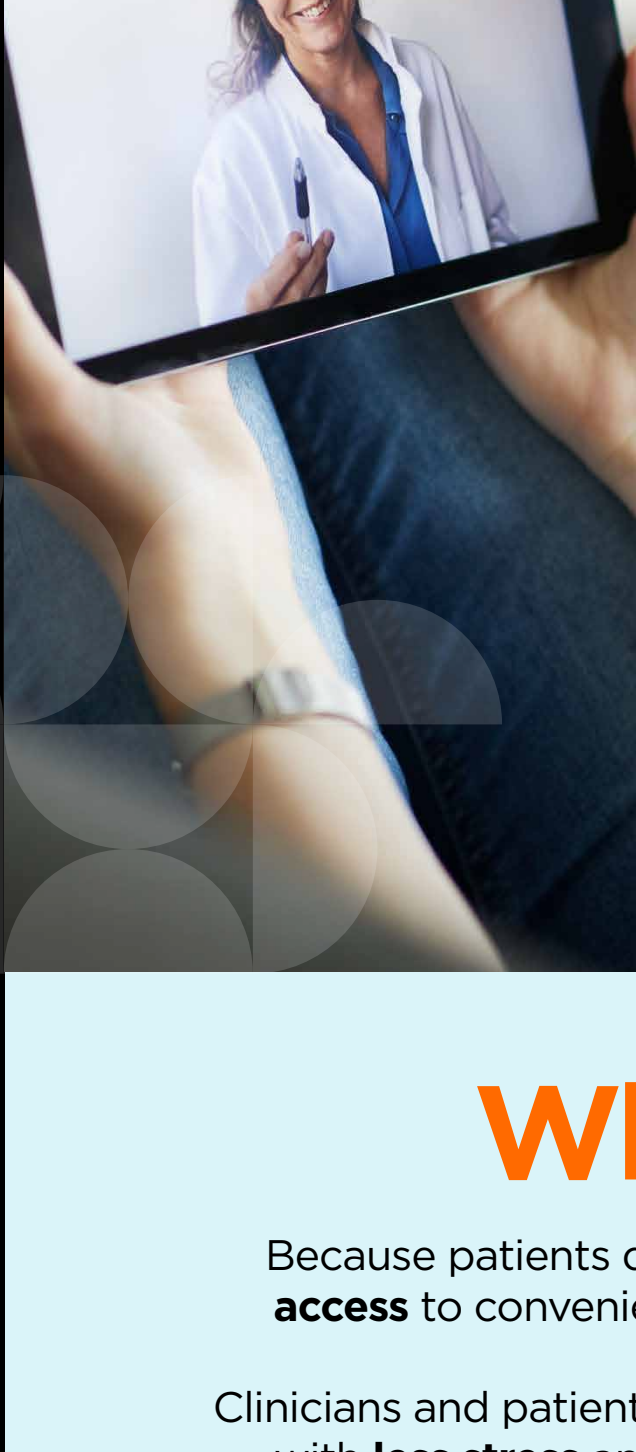
A virtual dozen
Just some of the services now being delivered virtually:⁵

- Primary care visits
- Post-discharge check-ins
- Pharmacy services
- Specialist consults
- Sleep disorders
- Tele-ICU
- Bedside rounding
- Chronic care management
- Telestroke services
- Virtual ED triage
- Virtual pre-op
- Telepsychiatry

88% of providers are investing in remote patient monitoring tech.⁶

Where?

Virtual care is comfortable just about anywhere.
Patients can be at home, at the office, on the go. So can clinicians. Flexibility and convenience for all!



When?

Patients want convenient access.⁷ Providers want flexible efficiency.

Virtual care delivers:

- No travel** for patients or clinicians
- Flexible** extended hours and weekends
- After-hours** virtual assistant support
- Frictionless** experience for all!

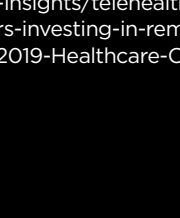
Why?

- Because patients deserve **empowered access** to convenient, affordable care.
- Clinicians and patients deserve care models with **less stress** and **better outcomes**.
- Both deserve the **highest quality**.
- Technology holds the key.

Which brings us to...

How?

Technology breakthroughs have paved the way for the virtual health revolution. Modern devices, IT infrastructure, and the cloud have transformed mobile computing and communicating.



Lenovo’s proven reliability and security leadership are breaking down care delivery barriers and enabling virtual visits today and tomorrow. When you’re ready to equip your providers for the new world of care delivery, we can help.

Visit www.lenovo.com/Health to learn more.

Sources
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