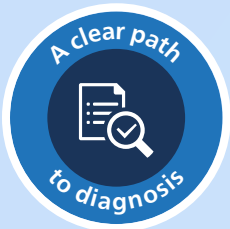


COPD care journey



Patient journey
Olivia Jones

Olivia is a 65-year-old woman who has smoked most of her life. She doesn't necessarily think something is wrong, but she has noticed she feels breathless even when walking and has a cough that won't go away. Olivia's husband is concerned and encourages her to reach out to her doctor. Follow Olivia's journey as she is diagnosed and put on a care plan for COPD.



Olivia uses the triage bot feature in **Philips Patient Navigation Manager** to report her symptoms, receive a recommendation for care and self-schedule an appointment with Dr. Frank Demming. A week before her appointment, she gets a reminder email with instructions on how to prepare and what to expect during the consultation. The day before her appointment, Olivia receives a follow-up text message reminding her of the address for the office, her appointment time and the paperwork she should bring with her. When her doctor schedules additional tests the following week, Olivia receives further automated reminders across her preferred communication channels via **Philips Patient Navigation Manager**. Olivia is quickly diagnosed and put on a care program for COPD.



Olivia likes that she can access her health data and care program all in one place with **Philips Engage**. The platform is convenient, enables her to communicate remotely with her doctor, and helps her stay committed to her care plan. **Philips Questionnaire Manager** makes it easy for her to visualise her current state and treatment progress and share feedback on her care experience.



Olivia has daily check-ins from home and uses **Philips Engage** to report her oxygen saturation, temperature and weight. Olivia's husband has access to the platform too and can use it to communicate with her doctor or access resources to support Olivia's care journey. The dashboard is user-friendly and makes it easy for Olivia and her husband to track her upcoming appointments, e-health interventions and health records.



Philips Questionnaire Manager tracks Olivia's measurements and informs her doctor in **Philips Engage** if her symptoms change. **Philips Patient Navigation Manager** sends regular, automated reminders to Olivia and her husband so they never miss upcoming appointments. With access to her health data, the option to communicate remotely with her doctor, and access to the COPD content library on **Philips Engage**, Olivia is empowered to play an active role in her care plan.

*Please note that Olivia Jones and Frank Demming are fictitious people only serve as an example of a potential patient and client experience. Please also note that these products are not available in all markets. The products Engage and Questionnaire Manager have the CE mark: CE 0123.

COPD care journey



Clinician journey
Frank Demming

Frank has been Olivia's GP for several years and knows that, despite encouragement from her husband and family to quit, Olivia continues to smoke. Given the symptoms she has recently reported – breathlessness and a persistent cough – Frank is glad to see she has scheduled an appointment. Follow Frank's journey from diagnosis to care delivery.



Using **Philips Patient Navigation Manager**, Frank sends Olivia automated email and text message reminders of her upcoming appointment so that she shows up prepared and on time. After discussing her symptoms and having an initial exam, Frank recommends she return for a follow-up appointment for further tests. With **Philips Insights**, Frank can access previous data points from patients showing similar symptoms to help gain insights into how to approach Olivia's care. With the help of **Philips Patient Navigation Manager**, he has amended his patient flow process, allowing for first time right diagnosis for Olivia.



After diagnosing Olivia with COPD, Frank puts her on a care plan. Using **Philips Questionnaire Manager**, Frank can measure and visualize Olivia's progress, using this information to guide future consultations. He can also use patient-reported outcomes measurement (PROM) to adapt and improve patient engagement and satisfaction. With **Philips Insights**, Frank can access advanced analytics to track population level trends and understand the impact of the COPD care program within his organization.



Outside of the hospital, Frank can monitor Olivia's progress remotely and collaborate with her and her husband as she progresses through the care plan using **Philips Engage**. With **Philips Questionnaire Manager**, Frank can send Olivia a survey to assess how she's doing and how she feels about the care she has received so far. **Philips Insights**, enables Frank to observe trends in patient-reported engagement measurement (PREM) analytics and anticipate Olivia's needs.



Daily checks via **Philips Engage** promote compliance and provide virtual touchpoints for Frank to collaborate with his patient. Further questionnaires are triggered in **Philips Questionnaire Manager** if Olivia's oxygen saturation, temperature or weight fluctuate too much. Using **Philips Insights**, Frank can take a holistic view of Olivia's health data to anticipate her needs and plan the next steps in her care program. Together, **Philips Insights**, **Philips Questionnaire Manager** and **Philips Engage** seamlessly feed into one integrated dashboard that enables Frank to gather data, communicate with his patient and deliver high quality care when and where she needs it most.

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