

Gestational hypertension (GH) care journey



Patient journey
Susan Anderson

Susan is 35 and 5 months pregnant. Her first trimester went well, but now that she is over halfway through her pregnancy, she has experienced double vision and frequent, persistent headaches. High blood pressure runs in Susan's family, so she's concerned she may be at risk of developing gestational hypertension. Follow Susan's journey as she is diagnosed and put on a care plan for GH.



After a week of experiencing these new symptoms, Susan opens the triage bot feature in **Philips Patient Navigation Manager** to report how she's feeling and receive a recommendation for care. She self-schedules an appointment with her obstetrician, Dr. Alex Davis, for the following week. In advance of her appointment, she gets an email with helpful instructions on how to prepare and what to bring with her to the appointment. The day before, she receives a text message reminding her of the appointment time and the paperwork she needs to bring with her. At the appointment, Susan is diagnosed with gestational hypertension and put on a care plan that includes home surveillance throughout the duration of her pregnancy.



Rather than having to go into the hospital twice a week for blood pressure checks, Susan appreciates being able to track her symptoms and blood pressure from home with **Philips Engage**. After completing the first measurement in Dr. Alex's office, Susan feels confident taking measurements from home and likes that her doctor is automatically notified if her blood pressure values or symptoms need attention.



When it's time for Susan to report her symptoms or take a blood pressure measurement, she is automatically prompted with a new task in **Philips Engage**. The platform is user-friendly and makes it easy to plan ahead with tasks assigned in advance. She can also access clear instructions for performing the measurement and read articles about gestational hypertension and pregnancy more broadly. With **Philips Questionnaire Manager**, Susan can track her treatment progress from home.



Philips Questionnaire Manager makes it easy for Susan to visualize her treatment progress over the course of her pregnancy and report on her care experience. Because she can follow her condition from home and communicate with her doctor remotely, Susan feels empowered and confident in her care plan.

*Please note that Susan Anderson and Alex Davis are fictitious people and only serve as an example of a potential patient and clinician 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.

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Clinician journey
Alex Davis

Alex is Susan's obstetrician and has been seeing her since the start of her pregnancy. She is aware of Susan's family history of hypertension, so has been paying close attention to changes in Susan's symptoms over the course of her pregnancy. Susan has reported frequent headaches and bouts of double vision, so Alex is glad Susan has booked an appointment. Follow Alex's journey from diagnosis to care delivery.



Alex sends Susan an automated email and text message reminder in the week leading up to her appointment using **Philips Patient Navigation Manager**. Susan arrives well prepared and on time the day of the consultation. With **Philips Insights**, Alex is able to look for population-level trends in data from patients with similar symptoms to Susan and use those insights to shape her care plan. She diagnoses Susan with gestational hypertension and recommends a remote care management program for the duration of her pregnancy.

At the appointment, Alex shows Susan how she can take her blood pressure from home using **Philips Engage** and a blood pressure monitor. For the next several months, Alex uses **Philips Questionnaire Manager** to track Susan's treatment progress. She uses patient-reported outcomes measurement (PROM) to adapt the program and improve patient satisfaction. In **Philips Insights**, Alex can take a holistic view of the gestational hypertension care program within her hospital to understand its impact.



If Susan reports blood pressure values or symptoms that need attention. Alex is notified in **Philips Engage**. The platform's dashboard makes it easy for her to take a closer look at Susan's measurements and make a recommendation for remote triage or an in-person appointment. Alex can send Susan a survey using **Philips Questionnaire Manager** to find out how Susan feels about her care experience. The survey is added as a task in the **Philips Engage** platform, making it easy for Susan to complete at home. With **Philips Insights**, Alex can observe trends in patient-reported experience measures (PREMs) and adjust the program to continue delivering patient-centered, value-driven care.

With regular weekly check-ins and the option to communicate remotely with Susan via **Philips Engage**, Alex can keep a close eye on Susan's care. Using one integrated solution that brings together **Philips Insights**, **Philips Questionnaire Manager**, and **Philips Engage**, Alex can take a holistic view of Susan's care path, gather data and distill actionable insights that enable her to deliver high-quality care when and where Susan needs it most.



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