



**PHILIPS**

Position paper

# Olivia's story

How smart digital solutions can support patients with chronic disease

Meet Olivia – who serves as a fictional representation of a woman dealing with health issues similar to those faced by thousands of people across the U.S. In following her story, we explore just how connected, smart solutions can help engage patients like Olivia throughout their care journey. These same solutions also enable clinicians to deliver more personalized care.



Olivia is a 65-year-old woman who has been a smoker since her teenage years. She has not experienced any significant health issues but has recently had periods of breathlessness alongside a persistent cough. Her husband urges her to seek medical advice.

Olivia uses the triage bot feature of Philips Patient Navigation Manager to share her symptoms, receive guidance on self-care and, crucially, self-schedule an appointment with Dr. Demming, her physician.

The week before her appointment, Olivia receives a reminder email with instructions on how to prepare for her appointment, and what she should expect during her consultation. This eases her anxiety and provides her and her family with reassurance.

Olivia receives a follow-up text message the day before her appointment. It confirms the details of the consultation, along with the paperwork that she should take along.

Following Olivia's appointment, Dr. Demming uses Philips Insights to access previous data points from patients with similar symptoms. This provides him with deeper insights into how best to approach Olivia's care. Using Philips Patient Navigation Manager, he amends his patient flow process, allowing for first-time right diagnosis for Olivia.

Further automated reminders for additional tests are coordinated through Patient Navigation Manager, with Olivia receiving regular updates through her preferred communication channels.

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Following a diagnosis of COPD, Olivia is put on a care plan. Being able to access her health data and care program in one place with Philips Engage helps her to feel in control of her treatment journey. A convenient platform, it allows Olivia to communicate remotely with Dr. Demming, while helping her to stay committed to her care plan. With the help of Philips Questionnaire Manager, Olivia finds it easy to visualize her current state and treatment progress and share feedback on her care experience. 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.

In the early days following her diagnosis, Olivia has daily check-ins from home. She uses Philips Questionnaire Manager to report her oxygen saturation, temperature, and weight. Her husband is also able to access the platform and uses Philips Engage to explore useful resources to support her care journey and communicate with Dr. Demming. With a user-friendly dashboard, it makes it easy for both Olivia and her husband to track future appointments and health records.

Throughout Olivia's journey, Dr. Demming can monitor her progress remotely and, using Philips Engage, keep in touch with her and her husband as she progresses through her care plan. With Questionnaire Manager, Dr. Demming can send Olivia a survey to assess how she's doing and how she feels about the care she has received so far. Using Philips Insights, Dr. Demming can access advanced analytics to track population-level trends and build his understanding of the impact of the COPD care program within his organization.

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



Patients are increasingly playing a more active and engaged role in their care. Philips Patient Engagement and Healthcare Analytics solutions respond to this demand. A range of solutions that equip healthcare organizations with actionable insights that enable clinicians to engage with patients across their care journey, they allow for personalized healthcare to be delivered in a range of settings. They meet a range of needs, easing administrative burdens and empowering physicians to do what they do best – deliver care – and enable patients to play a more informed and empowered role in their own care.

As depicted in Olivia's journey, such tools lead to better communication which in turn leads to greater patient satisfaction, higher retention, and greater revenue opportunities. Together, Insights, Questionnaire Manager, and Engage seamlessly feed into one integrated dashboard that enables physicians like Dr. Demming to gather data, communicate with their patients, and deliver high-quality care when and where it's needed most.



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