

Maven Wave Covid-19 Rapid Response Telehealth

Supporting patient-physician interaction via Google Hangouts Meet

Providers are experiencing unprecedented numbers of patients needing care. To alleviate this burden, healthcare organizations are increasingly turning to virtual visits and new digital ways to collaborate and monitor patients remotely. To be able to provide effective virtual care, providers need a technology solution that is reliable, HIPAA compliant, and easy for the patient to use from any device.

SOLUTION

Google Calendar + Hangouts Meet

Maven Wave's telehealth solution leverages Google Meet as the core technology to seamlessly authenticate and connect with patients virtually. Establishing a secure connection between the provider and patient, this telehealth solution addresses critical elements such as patient authorization and authentication. The solution allows providers the ability to offer quality care in a convenient and efficient manner, making it easy to meet with patients virtually.



APPROACH



COMMUNICATIONS

Ensure patients and providers are aware of & prepared for their new ways of interacting



TRAINING

Provide easy to understand documentation to patients & providers

Train provider technical resources on G Suite administration & support



SUPPORT

Communicate clear escalation paths for patients and providers who encounter difficulty connecting

TIMING

Solution can be deployed in ~1-2 weeks. Timelines are subject to change, depending on the level of customization needed.

NEXT STEPS

Visit mavenwave.com/rapidresponse to discuss your telehealth needs with our team.