

Tech Solutions to the Difficulties Faced in the Healthcare Industry

How technology had changed the nature of healthcare during the pandemic

White Paper



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Introduction

As the COVID-19 pandemic claimed more than 570,000 lives and about 30M jobs, it became essential for the healthcare industry to quickly adapt to new healthcare technology solutions.

Apart from bringing the professional world to a standstill, the outbreak has also upended healthcare infrastructure like never before. It shattered the age-old assumptions of how Americans viewed medicine, hospitals, insurance companies, doctors, therapists, and the pharmaceutical companies they pay to provide these services. And because of our timely intervention and the speed with which innovations in healthcare technology have rolled out, the healthcare system averted many potential challenges.

However, this doesn't mean the fight against the virus has come to an end; in fact, ever since [healthcare has shifted to digital](#), new problems have emerged in virtual care, telehealth, and more.

This white paper will focus on how the healthcare industry is coping with pandemic restrictions, how this changes the way they operate, and how their relationship with technology will continue to develop.

Recent Changes in Healthcare

The influence of technological advances continues to rise, changing every industry as it develops and evolves, including the healthcare industry. Technology solutions now play a bigger role in almost every process than ever before. Some of these include:

- Data monitoring software
- Telehealth tools
- Patient portals
- Digital check-ins

Here are some technological innovations in the healthcare industry that emerged more so after the Coronavirus pandemic:

Electronic Health Records

In 2019, about 16% of American hospitals used Electronic Health Record (EHR) tech; [this number rose exponentially to 96% in 2016](#), even before the COVID-19 outbreak, showing how radically technology has helped the medical industry.

EHR has transformed disparate systems such as pharmacy, taking orders, and documentation, into a single unified, integrated platform, providing efficient and effective healthcare for patients. Additionally, the EHR technology can also be utilized as a population and data health tool.

Telehealth

Various studies have consistently shown the advantages of telehealth and telemedicine, especially in areas that lack resources. [According to CHEST](#), patients in the ICU equipped with telemedicine and telehealth services saw a 26% low mortality rate and a 20% higher discharge rate.

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Telemedicine and telehealth services aren't a new concept; however, they are just now becoming a popular mode of healthcare. This is mainly because of their cost-effectiveness. You can get a complete assessment via an online chat with your physician at much lower fees than you would pay during an in-office evaluation.

Patient/Doctor Portals

When it comes to healthcare innovations, patients are becoming integral to the process, thanks to patient portal technology. It allows both patients and their physicians to interact online and access health records.

Health experts appreciate these portals for allowing patients to be better educated and closely involved in their healthcare.

Additionally, apart from availability and access, patient portals give patients more responsibility and empowerment.

Healthcare Shifts Digital

Although technology has radically transformed medical care and industry, the recent changes in healthcare due to the Coronavirus have created many hurdles for both patients and healthcare professionals alike.

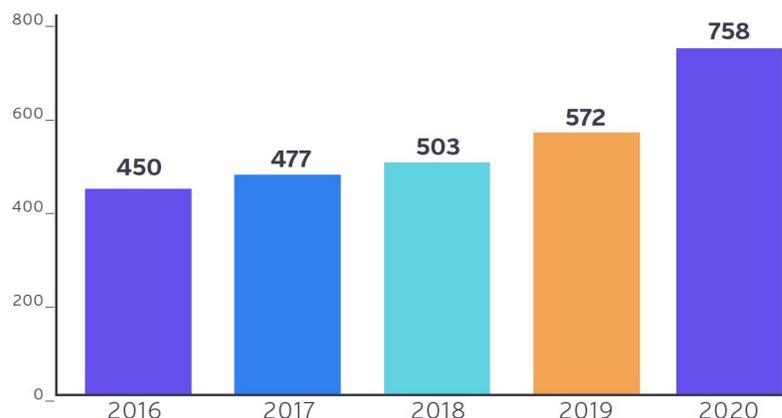
It disrupts the flow of outpatient visits, and it has forced the healthcare industry to shift its day-to-day [operations to virtual platforms](#). Alongside that, here are a few critical challenges faced by the healthcare providers and the industry:

Cybersecurity

Though data breaches, ransomware, and many other cybersecurity issues aren't new, this sudden pandemic interruption has exposed just how susceptible sensitive patient information is.

The radical rise in digital health such as telemedicine and telehealth patient-doctor visits is a major determining factor in breaches of patient records. For example, according to one recent study, over [40M patient records were breached](#).

Total disclosed incidents, 2016-2020 health data breaches



Source: [Protenus Breach Barometer](#)

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The pandemic isn't going away any time soon despite many people being vaccinated; therefore, this data breach will continue unabated unless the healthcare system improves its online presence.

Telehealth

As people started maintaining social distancing and minimal in-person interaction, [the adoption of telemedicine and telehealth rose](#) to 46% (2020) from a mere 11% (2019).

And since the future effects of the pandemic are still unclear, it's safe to say that telehealth will keep growing as the standard model of healthcare services. Even though telehealth is on the rise, it still faces key issues such as an uncertain regulatory future and lack of access to physical sources.

Digital Healthcare Options Will Accelerate

With the Coronavirus outbreak, the healthcare industry adopted digital means such as remote monitoring and telehealth to meet the growing number of patient's needs and the urgency of the situation.

Although many hospitals in the US have begun to provide digital care, they still have to reprioritize their ongoing IT projects and accelerate digital healthcare to meet the sudden upscale in:

- Virtual care capacity
- Telehealth
- Patient information breach

Digital Healthcare Options

Adopting industry-leading technological solutions in healthcare to address digital challenges is the only way forward. Here are some ways you can resolve your telehealth, patient portal, and EHR problems:

Doxy.me

With [Doxy.me](#), telehealth becomes simpler, secure, and free. All you have to do is create a private room and commence practicing telemedicine; that's it! Benefits include: no download needed; free-to-use; Business Associate Agreement (BAA) included; and Health Insurance Portability and Accountability Act (HIPAA), General Data Protection Regulation (GDPR), Health Information Technology for Economic and Clinical Health Act (HITECH), and Personal Health Information Protection Act (PHIPA) compliant.

Mend

[Mend](#) provides secure, simple, integrated patient engagement and telehealth solutions to hospitals to ensure continuity in the latest practices. Benefits include: automated appointment reminders; digital intake forms; patient self-scheduling; HIPAA compliance.

Teladoc

Whether you want to talk to a therapist, medical expert, or doctor, [Teladoc](#) offers you an effective way to do so, right from your home. Benefits include: start online or download the app; provides timely and effective medical care; and prompt notifications of prescriptions and appointments.

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AMC Health

[AMC Health](#) provides you with cost-effective solutions and services to improve access to healthcare. AMC Health offers: tele-care and remote patient monitoring management; 2 to 1 ROI guaranteed; over 140 tech-fresh and bluetooth peripherals; and FDA/ Class II approved software.

CareCloud

[CareCloud](#) offers an integrated solution to help healthcare professionals meet financial, operational, and clinical goals using cloud-based software. CareCloud provides: EHR; revenue cycle management; telehealth; practice management; specialty solutions; healthcare analytics; and workforce extension.

Elation

With [Elation's](#) clinical first solutions, you can improve cohesion between your medical facilities and ensure smooth day-to-day operations. Elation offers: clinical EHR; enterprise platform; telehealth; patient app; pricing solutions; and revenue cycle services.

athenaOne

If you're looking for an adaptable and effective solution to your healthcare woes, choose [athenaOne](#). It prioritizes maximizing clinical productivity as it carries out mundane tasks on behalf of the doctor. Services they offer include: EHR; patient engagement; advisory services; telehealth; and mobile capabilities

SimplePractice

[SimplePractice](#) is arguably one of the best management softwares currently available. It allows hospitals to function either completely in-office, virtual, or both. Solutions they offer include: telehealth; client portal; documentation; website builder; insurance; mobile; and billing.

Electronic Health Records Software

Having access to patient Electronic Health Records (EHR) is important both for doctors and patients, not only for ease of access to past and upcoming visits but also to maintain transparency and organization of patient information. Here are a few EHR software that can be helpful:

CareCloud Charts

With [CareCloud Charts](#) – a cloud-based, modern software – you can provide independent healthcare services and boost profitability. CareCloud Charts offers: simple patient scheduling; intelligent tracking of patient's workflows; attractive, intuitive, and easy interface; and 24/7 access, and more.

Kareo Clinical

Whether you want to manage patients, write prescriptions, notes, or code encounters, you can do it all with Kareo's easy-to-use cloud-based EHR solution. [Kareo Clinical](#) provides: care delivery; patient collection; patient engagement; and insurance reimbursement.

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iPatientCare

[iPatientCare](#) is your all-in-one suite of innovative healthcare services and products. Medical professionals across America rely on it to improve their patient's health and provide patient care via care management/analytics with reduced cost. iPatientCare provides: ambulatory EHR; customizable EHR; patient engagement; and care coordination.

Advanced MD

With [Advanced MD](#), you'll have EHR software with patient cards, focused task donuts, and a physician dashboard. These services will merge all medical practice responsibilities to enhance clinical care and create a first-hand experience with all patients. Capabilities include: patient charts; smart dashboard; Apple app; electronic prescribing; and customizable templates.

Computer Resources of America: The Financial Firm Solution

Even though the pandemic tested our medical capabilities, hospitals managed to excel the moment they shifted towards digital.

Digital healthcare technologies ensure uninterrupted communications between patients and their doctors/physicians, giving them the ability to request prescription refills, handle documents, and pay invoices with the utmost ease.

As one of New York's leading managed IT service providers, we offer support NYC businesses can rely on to keep their operations running strong.

Need support with your day-to-day operations? [Contact our team](#) at Computer Resources of America to learn more about our services, current cloud computing trends, and more.



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