

Virtual Connections

Utilizing technology to build and deepen relationships

At Coventry we are always looking for innovative ideas to support our clinical staff in the establishment of trust and better engagement of the individual on their road to recovery. As the telemedicine industry continues to boom and various forms of telehealth including tele-rehab, remote patient monitoring and even “avatar-like” nurses are used by hospital systems, we are expanding the modes by which our triage and telephonic case managers connect with the individuals they serve.

Virtual Triage

Giving our triage nurses the opportunity to connect via secure video enhances their ability to accurately assess the extent of the injury and provide the most appropriate recommendation for the level of care needed. As we begin piloting the technology, our triage nurses will be targeting:



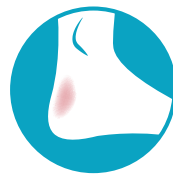
Burns



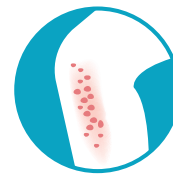
Lacerations



Scrapes/Scratches



Bruising



Rashes



Insect Bites

Video/Telephonic Case Management

Our telephonic case management group is also piloting a virtual connection option for communicating with injured and ill people. It's voluntary and is an adjustment for both nurses and their injured and/or ill people. Our pilot nurses introduce the concept, secure agreement and confirm the injured or ill person has the technology needed to connect.

Unlike nurse triage, the primary goal is not necessarily to “assess a wound” but rather to more closely mirror a face-to-face visit and quickly establish the element of trust and rapport with the injured or ill person. As we look for the next tools of engagement, it only seems logical to introduce this technology. Utilizing the video connection will allow the telephonic nurse to:

- Pick up on non-verbal cues such as body language, which is essential in engaging with patients
- Appeal to younger generation or anyone comfortable using video technology to communicate
- View the injured body part and the healing process

Virtually connecting with Coventry is voluntary for both nurse triage and telephonic case management and we don't expect adoption overnight. Like telemedicine, it takes time for people to get accustomed to a new idea and embrace it. The goal of the pilot is not necessarily to see a high adoption rate, but to test the technology, usability and likability of this communication solution.



**For more information,
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