

Mobile Video Carts Give Patients Access to World Renowned Specialists

For Open Door, SOLUTIONZ telemedicine video carts provide increased patient care regardless of financial, geographical, or social barriers.

The Company

Open Door Community Health Centers is a group of federally qualified health centers in northern California that exists to provide healthcare and education to residents of Humboldt and Del Norte Counties and surrounding rural areas. Through example, education, and participation in the healthcare community, Open Door seeks to promote the development of a healthcare system which meets the needs and enhances the health of all the individuals in those communities.

Open Door actively seeks out areas of special need to provide high quality healthcare and health education to those persons without access to care, due to financial, geographical, or social barriers.

The Need

Open Door's biggest need was access - equal access to the best and the brightest experts in the medical profession for all patients.

Open Door needed the ability to provide and reach out with the specialty care they had in some of their communities to their smaller, rural partners throughout northern California, to give them access to the orthopedists, neurologists, ENT folks, and the rest of the specialists they have around the greater Eureka area and world renowned specialists throughout the nation.

One specific need was for a 6 year old girl named Kira Shivanova, who had a seizure, was found unconscious by her mother and was in serious trouble. Since her seizure she had been on various medications, all of which she was allergic to. Due to her allergic reactions and local doctors not

being able to diagnose a correct medicine, Kira needed to talk to some of the best doctors in the world, specialists at UCLA and at Barrow Neurological Institute in Phoenix, AZ, both of which are between a 650-1000 mile drive from her home.

The SOLUTION

Open Door utilizes Polycom video conference endpoints, including the new HDX Practitioner Cart, to give their patients the ability and access to talk virtually with some of the best doctors in the world.

The Benefits

With the addition of the high definition telemedicine carts, Open Door is now able to provide all of their patients with access to some of the best medical doctors in the world, without the distress of hours of flying and/or driving travel time, or the related costs.

Currently, Open Door has seen about 95% of all of their needs in their local community and outlying areas taken care of with the addition of telemedicine.

And Kira? She was able to receive her needed consultation from world-class pediatric neurosurgeons.

According to California Governor, Arnold Schwarzenegger, who used Kira's case as an example during his Telemedicine Demonstration in 2007,

"Bringing this kind of technology to all corners of our state is a very important part of our healthcare reform."



CHALLENGE

Provide all patients, regardless of financial, geographical, or social barriers, immediate access to medical experts

DECISION

Polycom's High Definition Practitioner Cart

RESULTS

Increased patient-doctor communication; patient access to medical experts; enhanced patient care; reduced patient travel time and costs

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Arnold Schwarzenegger
Governor of the State of California

