



Healthcare

# Reinventing telemedicine for **better health**

## Remote Care Partners

To help healthcare payers and providers across the U.S. prepare for the needs of an aging population, Remote Care Partners uses Lenovo Tab M8 Gen 2 HD tablets to deliver innovative at-home monitoring—supporting earlier detection of medical conditions for improved outcomes at lower cost.

Lenovo

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## Who is Remote Care Partners?

Founded in 2019 and headquartered in Tampa, Florida, Remote Care Partners, Inc provides a cloud-based platform for population health management and remote care. Combining capabilities including remote patient monitoring, chronic care management, and telemedicine, the platform enables medical practices to deliver patient care services directly to the home.



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## The Challenge

In the United States, around 10,000 people turn 65 every day—and as the population ages, the number of healthcare patients with complex care needs is growing steadily. According to current estimates, by 2032 there will be 100,000 fewer doctors in the US, as not enough people are training for careers in medicine. The combination of fewer healthcare workers and rising number of patients with chronic conditions is a perfect storm, and Remote Care Partners aims to help the healthcare industry solve this challenge.

Remote Care Partners is pioneering new technologies for population health management—an approach to care that aims to detect medical conditions earlier, when they are typically easier and less costly to treat.

Gregg Smith, CEO at Remote Care Partners, takes up the story: “Virtual care can not only detect issues early, it also provides the benefit of sharply lower cost of care. A visit to a doctor may be \$150, an emergency room visit at least \$5,000, and hospitalizations are often \$20,000 or more. Virtual care is beneficial to the patient and has proved to reduce aggregate costs of care by also reducing emergency room visits and hospitalizations, hence the investment by CMS [Centers for Medicare & Medicaid Services] and other payers in these new services.”

In response to these emerging requirements, Remote Care Partners is developing technology to reduce the need for in-person medical appointments—all while providing rich data to help physicians monitor their patients.

“The first version of our solution was a healthcare hub, installed in patients’ homes like a smart speaker,” says Smith. “The device collected biometric data such as heart rate and blood pressure from wearable sensors back to the patient’s healthcare provider via a secure internet connection. The hub was a great success, but we saw an opportunity to go further. We looked for a way to enhance our solution with interactive audio-visual capabilities—enabling patients to visualize and explore their data, attend virtual medical appointments with their physicians, and more.”

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“To enable higher-quality care for an aging population, we decided to build a new version of our healthcare monitoring software, designed to run on a single-use tablet. As the next step, we looked for a vendor that could deliver the new platform.”

**Gregg Smith**

CEO, Remote Care Partners

# Building a platform for continuous care

To bring its continuous care vision to life, Remote Care Partners selected Lenovo. The company's new monitoring software runs on Lenovo Tab M8 Gen 2 HD devices, which offer the performance, security, and connectivity needed to enable real-time healthcare monitoring.

"We reached out to Lenovo with some key requirements," recalls Smith. "We were looking for solutions with Wi-Fi, LTE and Bluetooth connectivity, as the devices must be able to connect to wearable devices as well as the internet. Crucially, we wanted tablets that offered robust security and performance at a cost-effective price point—enabling us to make our solution as affordable as possible for health providers. Lenovo met all our criteria, and we were convinced that Lenovo Tab M8 devices were the best fit for our new software solution."

## Hardware

Lenovo Tab M8 Gen 2 HD

## Software

Android OS  
Android Enterprise

Remote Care Partners deploys its custom-developed software on the Lenovo devices, which run the Android operating system in kiosk mode to help ensure security. What's more, the software is built on top of Android Enterprise's API for security and scalability. Automatic updates with Android Enterprise ensure that, once an Android security update is released, all devices are updated from one portal within minutes.

When a doctor places an order for a new SmartHub on a patient's behalf, Remote Care Partners ships the tablet and biometric monitoring devices directly to the patient's home. "For patients and healthcare professionals alike, our new SmartHub couldn't be easier to use," says Smith. "Patients simply take readings using the supplied monitoring devices, which the SmartHub collects via Bluetooth and uploads to the cloud. If the readings fall within the expected range, then the solution adds them to the patient's health record. If the readings are abnormal, then the solution sends an automated alert to the patient's provider to arrange a follow-up appointment."



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“Our solution extends the hospital into the home, so strong information security is crucial. Our Lenovo tablets are fully encrypted, helping us meet stringent regulatory requirements around data protection.”

**Gregg Smith**

CEO, Remote Care Partners



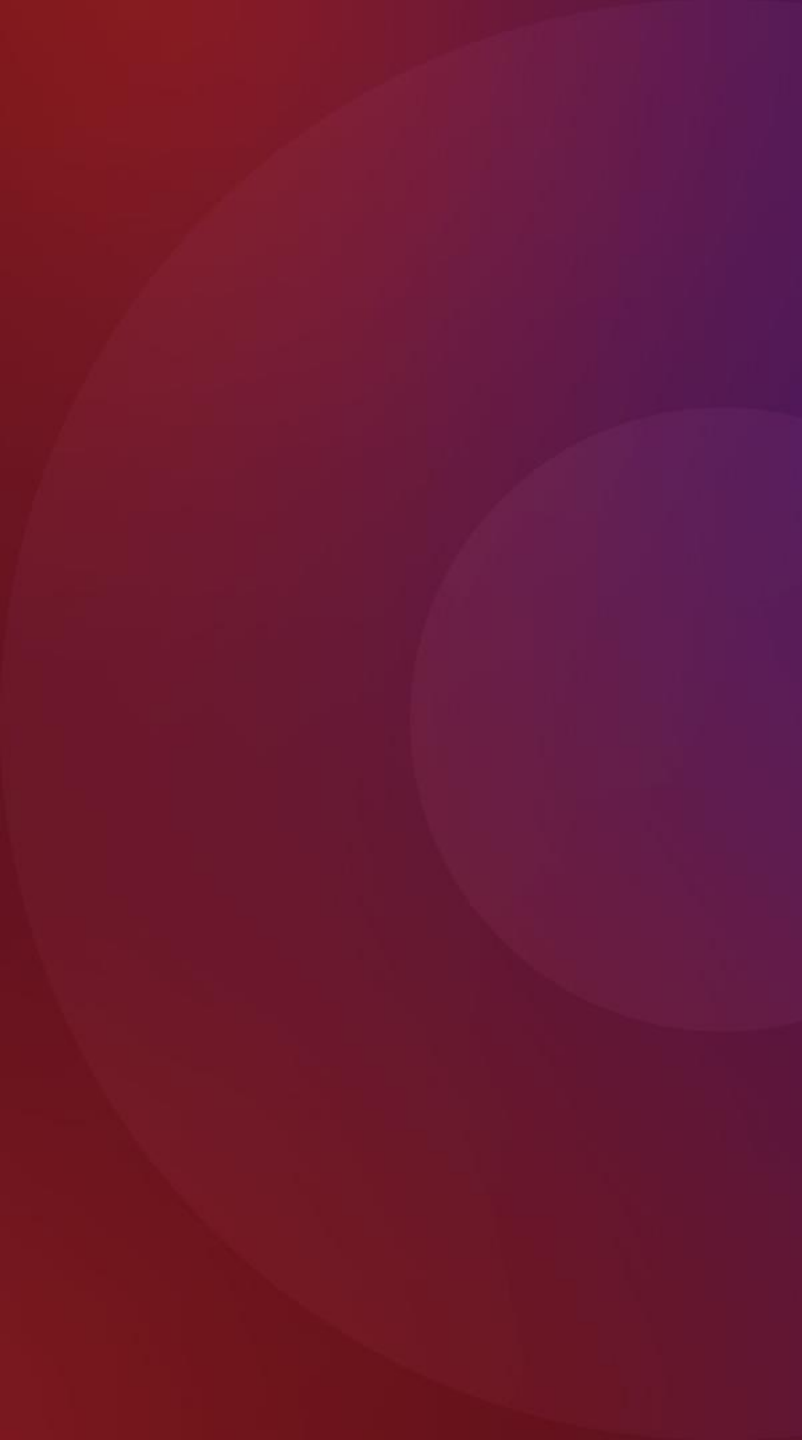
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## Results

While its rollout of the new tablets is just beginning, Remote Care Partners sees that the solution has the potential to transform the way healthcare providers across the country care for an aging population.

“Through talking to our patients, we know that having all treatment-related information available at the touch of a screen is very reassuring—especially for those with complex and chronic conditions,” explains Smith. “So far, we have delivered tablets to around 1,000 patients, and there are millions of people who would benefit greatly from our continuous health monitoring platform. Without a doubt, Lenovo Tab M8 devices are the future of our offering—we see great potential to grow our user base in the years ahead.”

- ✓ Rapid deployment to patients' homes
- ✓ High security for sensitive data
- ✓ Easy-to-read HD display
- ✓ Long battery life



With an easy-to-read HD display, the solution proactively reminds patients to take their medications and provides on-screen updates, and acts as a telemedicine hub for remote appointments with physicians and nurses. By helping providers catch medical conditions earlier, the solution could save tens of thousands of dollars per patient by avoiding unnecessary emergency room admissions or extended hospital visits.

Remote Care Partners is now extending its solution to new healthcare partners, including Dexcom—a leading developer and distributor of continuous glucose monitoring systems for diabetes management.

Smith comments: “Working with Dexcom, we are taking advantage of the flexibility and scalability of Lenovo’s Android solution to enable patients with Dexcom monitoring systems to share data directly with our healthcare SmartHub—making it easier for patients and physicians to manage the condition effectively. Diabetes is one of the world’s fastest-growing healthcare issues, and we’re proud to be partnering with fellow innovators like Dexcom to help address the challenge.”

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“Our solution is a win-win-win scenario for patients, payers, and providers. Patients get better outcomes and experiences through earlier detection and treatment, payers get fewer insurance claims, and providers reduce the number of costly emergency-room admissions.”

**Gregg Smith**

CEO, Remote Care Partners

# Why **Lenovo**?

Early in its solution development process, Remote Care Partners considered developing a custom tablet to run its new health monitoring software. However, after exploring the capabilities of Lenovo Tab M8 devices, the company realized that it could meet all the technical requirements for the new platform with a proven off-the-shelf solution.

“One thing that really stood out to us was that Lenovo offers excellent build quality at an extremely competitive price point—far lower than comparable devices from other leading vendors,” says Smith. “We were also reassured by Lenovo’s strong reputation for reliability and support. They’ve been in the tablet space for many years, which gave us confidence we’d made the right choice.”



# How do you support earlier detection of medical conditions?

Delivering innovative at-home monitoring with Lenovo technology.

[Explore Lenovo Tablets](#)