TELEHANCE

Improving Telehealth Consultations in Real-Time

In Partnership with Teladoc HEALTH

OUR TEAM

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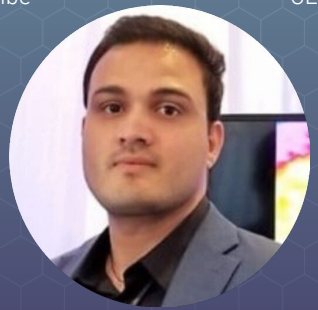

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OVERVIEW

01

PROBLEM VS. SOLUTION

Existing Problems with Online Medical Consultations

02

IMPLEMENTATION

Tech-Stack/Frameworks Used

03

DEMO

See How It Works!

04

CHALLENGES/WHAT'S NEXT?

Scheduled Plans/Improvements Going Forward

PROBLEM

#1: Consult Quality:

- Problematic Consults
  - Aggressive conversations: insults, personal attacks, sexual harassment.
  - Patient Drug seeking behavior
  - Doctor Malpractice issues
- Current Solution: Manual Review
  - Very hard to scale
  - Human error

#2: Consult Efficiency:

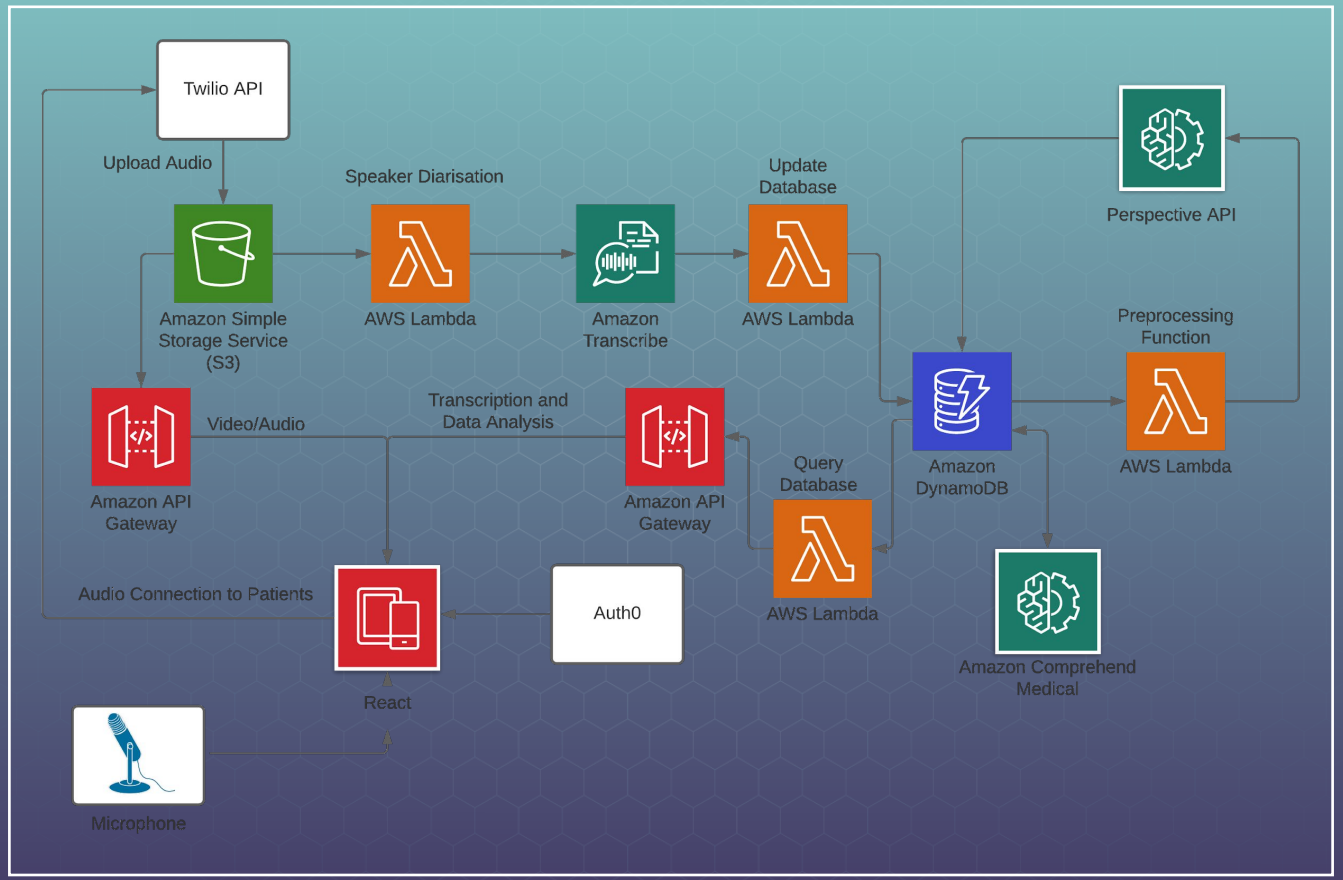
- Doctors
  - Difficult to scribe while asking questions
  - Loss of relevant medical information due to limited consultation time
- Patients
  - Receive insufficient clinical care

SOLUTION

- Flag conversations
  - Numerical scoring system used to assess consult quality
  - Highlight consults for internal review
- Streamline communication
  - Allow for consults to be initiated between doctors and patients
  - Obtain transcript of the conversation
- Develop consultation management system
  - Provide doctors additional means of documenting consultation
  - Provide admin additional means for oversight and transparency

DEMO

Implementation



Technical Challenges

- Initial issues with speech-to-text AWS Transcribe model
- Sparse Documentation regarding use of lambda functions in certain contexts
- Working with certain tools/frameworks for the first time
- Limitations when working with DynamoDB

WHAT'S NEXT?

ADDITIONAL FEATURES

Automated Scribe via Amazon Medical Comprehend

MODEL ACCURACY

Improve accuracy of speech-to-text and toxicity flags

UI/UX

Improve User Experience

Any Questions?