

HealthcareTech

OUTLOOK

HEALTHCARE TECHNOLOGY
KNOWLEDGE NETWORK

HEALTHCARETECHOUTLOOK.COM

PATIENT
MONITORING

EDITION

Breakthrough
in Continuous
Virtual Care

OneCare

THOMAS GLASER,
FOUNDER, CEO





THOMAS GLASER,
FOUNDER, CEO

“OneCare’s goal is not just bringing together care tools but improving the entire act of caregiving”

OneCare

Breakthrough in Continuous Virtual Care

Telehealth, as a practice, is not new, but it is majorly used for online consultations as an alternative for patients that cannot make it to the clinic appointment physically. But the scope of the technology extends much beyond just online consultations. The recent global pandemic substantiated this.

The early days of the pandemic helped redefine the value of telehealth, almost making it a mainstream channel for both COVID-19 patients as well as other chronically ill patients to receive care without any direct physical contact. The digital health revolution ushered by the pandemic also led to the growing use of connected medical devices like glucometers, blood pressure cuffs, smart scales, and other remote patient monitoring (RPM) systems to help physicians monitor patients’ health while avoiding unnecessary ER visits.

Amid these positive shifts occurring in the remote healthcare domain, OneCare steps in to further improve the technological competencies of RPM solutions to ensure better remote care delivery. In its pursuit, two of the biggest challenges that the company is solving is the lack of real-time connectivity and data convergence of multiple RPM devices to offer continuous virtual care.

Tom Glaser, co-founder and CEO of OneCare, explains, “We are reinventing continuous care and representing the part of the RPM/CCM ecosystem that will allow for sustainable economic viability. For the patient monitoring segment of our business, the RPM/CCM providers are our main focus. It’s becoming clear that reducing equipment costs of the kit sent to the patient, driving program adherence, compliance with frictionless data collection, and consolidating disparate sources of data from disparate peripheral equipment is the value OneCare brings to RPM/CCM ecosystems. The role of wrist wearable platforms like ours is the secret fulcrum to providing an effective, sustainable, and profitable RPM/CCM program. Today, the telehealth and RPM space is replete with multiple devices, which come with dedicated apps to collect the vital signs of patients. The data is fragmented and stored in at least 4 to 5 apps, which becomes very difficult to consolidate. On top of that, conventional RPM devices are mostly wearer-centric in design. They are primarily designed for personal use and not to connect with caregivers. It often becomes a challenge to set up and onboard such solutions for clinicians or a practice. And even if physicians connect with patients, the current Bluetooth-dominated RPM devices make it difficult for real-time, continuous flow of information.



Since the data from the devices flow to the app and then to the cloud only when the devices are in close proximity to the app, caregivers can never devise round-the-clock patient observation.”

OneCare disintermediates these traditional, inefficient ways of utilizing telehealth systems. One of the biggest advantages that OneCare brings to the fold is ditching the Bluetooth connectivity and embracing cellular data and Wi-Fi connectivity, as in the case of most personal emergency response systems (PERS). Then, OneCare combines the clout of telehealth, RPM, and PERS to build a solution that is very caregiver-centric. The platform also drives greater adherence to compliance because it reduces the barriers to performing the daily patient data recording.

Telehealth + RPM + PERS = More Than the Sum of Their Parts

OneCare’s Care-as-a-Service is creating a new class of care platform referred to as WAWA (Wellness and Wellbeing Assistant) that’s solely focused on improving the holistic ‘quality of life’ umbrella for the user and caregiver. It includes a CareWatch, OneCare Guardian App (decentralized), and OneCare Pro portal for Healthcare Enterprise.

CareWatch monitors heart rate, steps, sleep, and location (including geofencing). It also offers medication reminders and other notifications (both audible and text) and has a smart fall detection module with an SOS button that provides 24/7 emergency support via cellular and Wi-Fi connectivity. CareWatch also acts as a gateway for connecting with any other RPM peripheral like blood pressure cuff, SPO2 monitor, and weight scale. Data flows from the peripherals to the watch and moves to the OneCare cloud, creating a singular hub for all the disparate information and eliminating the need for multiple apps.

All the data stored on the cloud can then be viewed via the OneCare Guardian App. The app also lets users set alerts and communicate with all the connected RPM devices. It is also designed to connect patients with their families and physicians, creating a single pane of glass for all the stakeholders to seamlessly share near-real-time health and wellness information via Verizon’s LTE-M connection or Wi-Fi.

What’s more impressive is the OneCare Pro portal linked with the CareWatch, making OneCare’s device different from any other wearer-centric smartwatches like Apple Watch, Samsung Galaxy Watch, and FitBit. OneCare Pro portal is designed with the caregivers in mind. The portal allows physicians, clinical professionals, family members, and employers to access their chosen CareWatch wearers’ health and wellness information in real time. The portal also adds AI/ML-driven analytics tools on top of it to provide more insightful reports to caregivers.

A Call to Action for Care for the Older and Vulnerable Populations

While OneCare aims to redefine telehealth through simplicity and effectiveness for a number of use cases, its roots and primary focus have always been in family caregiving for older adults and vulnerable populations.

Glaser validates this by tracing back to his personal experiences and series of events that led to the inception of OneCare. Glaser often had to travel hundreds of miles to visit his folks and ensure they were in good health. Juggling between work life and caregiving responsibilities was very stressful. Fortunately, Glaser was active in the telemedicine and telehealth space as an investor 12 years ago that influenced a vision for a futuristic telehealth solution that would bring the



triple win: connect people to people, people to devices, and devices to devices.

Soon, Glaser was introduced to Sammy Sun, President of Yinuo Technologies, through a mutual contact. Yinuo was one of the early pioneers of 2G smartwatches in 2010. Glaser and Sun met in Shenzhen, China and discussed their common vision of what the next-generation smartwatches should look like. Returning back to the U.S., Glaser also connected with James Barfield who was then associated with Verizon Telematics and responsible for the development of PERS with automatic real-time fall detection, activity monitoring, and pedometer. His company, Verizon, was also launching one of the first wrist-wearable fall detection devices during the time. All these series of timely innovations and serendipitous encounters led to the creation of the commercially-viable solution that OneCare is today. OneCare’s goal is not just

“One of the biggest advantages that OneCare brings to the fold is ditching the Bluetooth connectivity and embracing cellular data and Wi-Fi connectivity”

bringing together care tools but improving the entire act of caregiving.

A User-Friendly and Quickly Scalable Solution

OneCare is designed with simplicity and the senior user community in mind. It is a three-step process, where the user has to download the OneCare Guardian App from the Google Play Store/Apple App Store, login into the app, and scan the QR code of CareWatch to connect the device and the portal.

Upgrading or renovating the solution with new features and functionalities is also as easy for the OneCare team. This is because OneCare owns the entire solution ecosystem. As James Barfield, the chief data science officer of OneCare, puts it, “OneCare is the only sub-major smartwatch provider ecosystem, tackling hardware design, sensor configuration, and algorithm development and ML training. At any point, if we want to make changes to the primary technology, the platform, or the data continuum, we can swiftly make the modifications without depending on any third party.”

Why is OneCare a potential Game Changer?

It’s an advanced, truly caregiver-centric platform that is specifically end-user focused on the older and vulnerable populations. Its direct cellular data flow (no need for phone) and decentralized app are functionally superior to most other smartwatches that transfer data through Bluetooth. The CareWatch as Gateway – OneCare HUB of Care may transform the consolidation of disparate data sources. And owning the entire solution ecosystem allows for greater sensitivity to individual customer needs with solution iteration and customization.

Evolutionally Shaping the Future of Healthcare

OneCare’s continued success in meeting the caregiver’s needs with such vigor makes them the go-to remote patient monitoring and reporting solution provider today. The company is bestowed with a plethora of testimonials that showcase OneCare’s ability to not just offer continuous virtual care and improve patient outcomes but also improve the caregiver’s quality of life. This is especially useful to bring down the rising caregiver burnout faced by working professionals taking care of their elderlies. Prolonged caregiving responsibilities can deplete their energy and increase negative emotions, such as feelings of despair, guilt, and even depression. A solution like OneCare’s brings the best of both worlds: for the patient as well as their caregiver.

OneCare aims to further bolster its remote patient monitoring and caregiving postures by adding more healthcare-centric features, both on the hardware (sensor) and software (analytics) sides. One such competency is the addition of state-specific disease analytics to CareWatch to improve the prognostic and diagnostic phase of the OneCare journey. The company is also collaborating with another tech provider on sensors that can help with limb preservation of diabetic patients. The sensor will collect data on a diabetic patient’s propensity to limb problems well ahead of time and alert patients even if there is a slightest possibility of amputation arising in the future. Once ready and operational, these features brought by OneCare will push the envelope of telehealth from just being a monitoring tool to a preventative care solution. That’s the telemedicine vision OneCare wishes to initiate and lead. **HT**