

# Leveraging Technology in the new normal

## Omnicare Medical Center

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## Introduction

Charmhealth is an award-winning cloud-based comprehensive electronic health record (EHR) solution for medical practices and hospitals. It has a growing suite of pre-built, pre-certified, and ready-to-use 3rd party integrations with partners. One such integration is the Thinklabs One digital stethoscope - this case study highlights the benefit of this integration in providing care in a distributed patient setting like in the Turks and Caicos Islands.

Omnicare Medical Center in the Turks and Caicos Islands is a multispecialty ambulatory care surgical center that provides holistic care to individuals and families. The Turks and Caicos Islands are located southeast of the Bahamas. The population is spread out over an archipelago of approximately 40 islands and cays.

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## Challenge - Prompt health care access

Prompt health care access is one of the main challenges in the Island besides managing the health of migrant populations and intersectoral workers especially in relation to chronic, non-communicable diseases. It takes time for doctors or the patients to travel between islands to deliver health care resulting in delays in getting medical help, reducing utilization of the physician's time, and adding costs.

## Solution - CharmHealth Smart Telehealth with an integrated digital stethoscope for anywhere, anytime health care access

Omicare Medical Center uses CharmHealth EHR with telehealth. They leverage CharmHealth's integration with devices such as **ThinkLabs One**, a digital stethoscope that enables physicians to listen to their patients securely and remotely. The patient makes a telehealth appointment by logging into their Charm PHR portal or by calling Omnicare Medical Center where their symptoms are triaged. A telehealth nurse close to the patient is dispatched to the patient's location where she connects the patient (via Charm Telehealth) to an Omnicare physician who is able to gather important information to diagnose and recommend treatment. The doctor is able to gather critical clinical information and prescribe treatment via Charmhealth EHR without leaving his office or residence.



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**ThinkLabs One**, the smallest stethoscope in the world, is perfect for scenarios like this as it seamlessly integrates with Charm Telehealth as can be seen in [this](#) video. It fits in the palm of one's hand and amplifies over 100x. It uses a high-intensity electric field (almost 1 million volts per meter) to measure vibrations. Practices are able to order the device directly from Charmhealth and the order includes setup and support help.

## **Impact - Effective and efficient health care**

Omnicare Medical Center is able to serve its distributed patient base effectively and efficiently using CHarm EHR with Telehealth bringing critical medical care in time creating not only great care but a great experience for the patient. The solutions increase the utilization of physicians' precious time and avoid unnecessary travel costs, enabling the practice to devote resources for better outcomes to the patient population it serves.

## **Conclusion**

Medical centers like Omnicare and others can leverage Charm Telehealth with device integration to better serve their communities, especially during the pandemic. In times where patients are unable to travel to get the medical attention they need, CharmHealth is helping bring the required medical care to them at a place of their choice. By teaming up with innovative solutions like the ThinkLabs One digital stethoscope, Charmhealth is making timely medical care accessible to all.