

Health Point Neurodiagnostics Ensures Reliability and Quality of EEG Devices with TeamViewer



Initial Situation

An electroencephalogram (EEG) test detects electrical activity across a person's brain using the International 10-20 system of measurement and an array of equally spaced small electrodes attached to their scalp. An EEG test can help discover many disorders including brain disease, brain infection and neurological electrical dysfunction from a head trauma, stroke, or anoxic and hypoxic brain damage. EEGs can also capture and collect epileptiform activity that can lead to the diagnosis of epilepsy and the treatment of dysfunctional electrical discharges causing a vast array of symptoms including seizures. Neurologists require highly accurate readable waveforms and reliable reports, often in clinical, outpatient and mobile settings routine and ambulatory testing with video from 24 to 120 hours of active EEG brainwave data to support their analysis. Health Point Neurodiagnostics, based in Arizona's burgeoning biotech corridor, is an advanced neurodiagnostic national laboratory that conducts remote diagnostic tests in a

“ TeamViewer has become a necessity in mobile Neurodiagnostics, and we couldn't do what we do today without TeamViewer.

Kris Raymer, CTO at Health Point Neurodiagnostics

patient's home and facilities across the country. This includes appropriately wiring the patient, collecting and processing the brainwave data, and sending a detailed report to the reading neuro physician for final interpretation and diagnosis. The mobile tests allow patients to stay in their homes

Key Challenges

- ⊖ **Enabling patients** to go about their daily lives while still collecting vital data at the quality-level required.
- ⊖ **Accessing and reviewing data** during the test to ensure patient safety.
- ⊖ **Ensuring the reliability and quality** of test data to pass compliance audits and maintain the fiscal sustainability of Health Point Neurodiagnostics.

” I'm so grateful that TeamViewer has helped us put [those technical challenges] in the past and develop these new processes to get the ultimate test results for these patients so they can get the help they deserve and desperately need in a timely manner.

Kris Raymer, CTO at Health Point Neurodiagnostics

and conduct most daily activities throughout the duration of testing. As with any technology, reliability of data is a technical challenge. The patients are required to carry a lightweight, Bluetooth-enabled amplifier with them to continually record EEG data. Sometimes the pack loses power due to battery failure, an electrode becomes detached, video cameras stop recording, memory cards get dislodged or corrupted or any number of countless other variables render the test with shorter durations and gaps in the data. These technical difficulties placed the burden on Health Point Neurodiagnostics to readminister the test without receiving further compensation and waste the time and expertise of team members.

TeamViewer's Remote Access and Support Solution

Health Point Neurodiagnostics turned to TeamViewer to help them remotely monitor their EEG devices in 2018. As a fully HIPAA compliant solution provider, TeamViewer enables Health Point monitoring technicians to conduct intermittent monitoring every two hours to ensure the EEG records and video data quality is as expected. If there is an issue with the data, the technician can notify the appropriate personnel needed to restore the data stream. This removes the need for regular in-person checks and greatly reduces the possibility of an unsuccessful test. The regular check-ins by monitoring and neurologists help to ensure the data stands up to audits, providing tangible results that the service they provide is meeting payer specifications. To date, Health Point Neurodiagnostics has easily passed every audit conducted while using the TeamViewer software and connection reporting system.

“ We started using TeamViewer years before the 2020 requirement. This has put Health Point Neurodiagnostics in a valuable advantage in the medical mobile industry. TeamViewer remote software has quickly become the Long-Term EEG Gold Standard HIPAA compliant solution and has helped advance not only for our remote monitoring needs, but for the entire industry of Electroneurodiagnostics as a whole.”

Kris Raymer, CTO at Health Point Neurodiagnostics

Key capabilities provided by TeamViewer's Remote Access and Support solution include:

- ➞ Remotely monitoring data streams to ensure that issues with the patient-device connection, such as dislodged electrodes, can be addressed to ensure the usability of patients' data is not impacted.
- ➞ Remotely accessing, troubleshooting, and remediating issues with the recording devices, such as an outdated OS, drivers, video files, memory cards, faulty batteries and impedance electrode connectivity.

“ We're being shared from state to state because of the high quality of service and data we capture and TeamViewer helps us provide that top level quality of service. Without TeamViewer, we would be back to the analog age of doing things instead of the remote digital age, and we would not be able to reach and test as many people with the high quality of results we are known for.”

Kris Raymer, CTO at Health Point Neurodiagnostics



Results

TeamViewer's Remote Access and Support solution has helped Health Point reduce failed tests and become a trusted testing source for numerous physicians, which led to word-of-mouth advertising. The company initially used TeamViewer's software to improve their processes and quality of service. However, their strategy put them ahead of the curve when, in 2020, a national requirement mandating mobile monitoring was added to the American Medical Association's Current Procedural Terminology (CPT) Code. CPT is a set of codes, descriptions and guidelines used in coding medical services and procedures to improve reporting, accuracy and efficiency, for medical, surgical and diagnostic procedures and services to physicians, health insurance companies and accreditation organizations.

“ We can now offer remote daily reading of live recordings for the governing neurologist to complement the daily reporting system as the new industry standard all thanks to TeamViewer.”

Kris Raymer, CTO at Health Point Neurodiagnostics

Health Point Neurodiagnostics has increased the number of patients that can be served at any given time, improving health outcomes from around 100 to 200 patients per month. As a result, the company continues to expand, growing its workforce by creating more high-paying jobs across the country. TeamViewer's solutions may soon enable Health Point Neurodiagnostics to offer their services in more countries to provide quality data and monitoring to patients and doctors worldwide.

About Health Point Neurodiagnostics

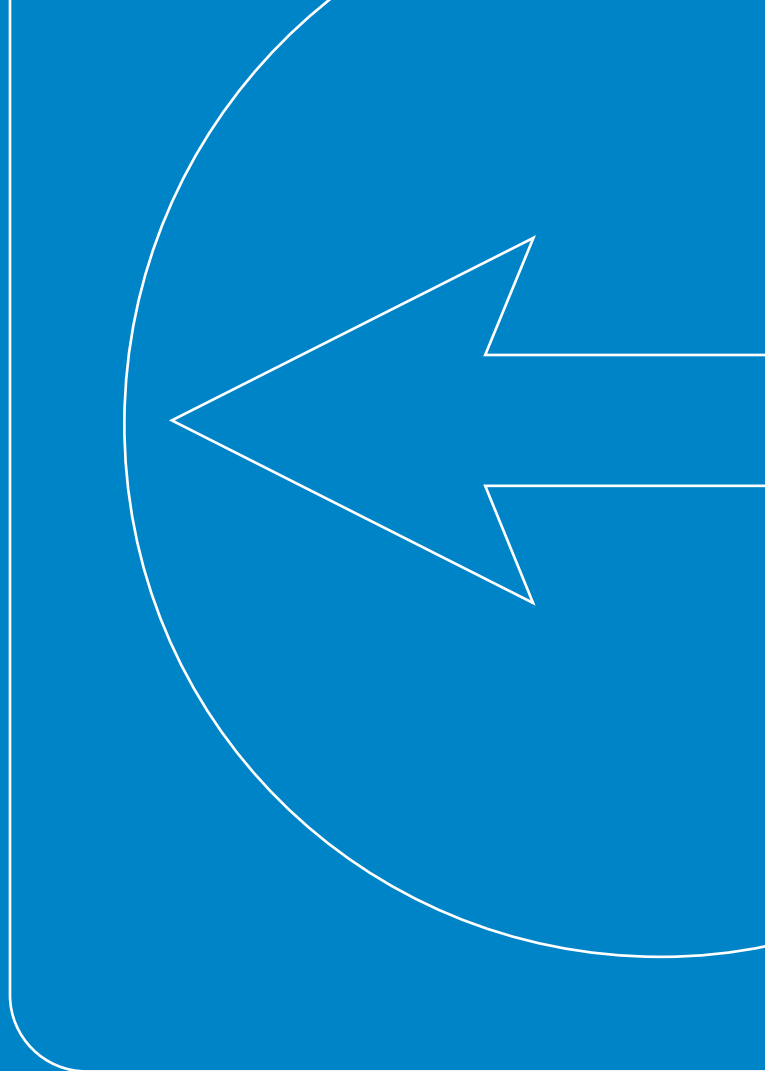
While over 3.5 million people in the U.S. have been diagnosed with epilepsy, studies show that 1 in 10 people have a seizure(s) throughout life. Seizure diagnosis and differentiation are often challenging to determine. Health Point Neurodiagnostics is committed to aiding physicians in this process by providing the highest quality Video Ambulatory EEG data, while ensuring exceptional service for patients.

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere.

With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.



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