HEALTH EXPERTS onLINE PORTAL
https://help.nmcp.med.navy.mil

Background: Health Experts online Portal (HELP) is a web-based, HIPAA-compliant, secure, asynchronous, teleconsultation system started up by Naval Medical Center Portsmouth (NMCP) in June 2014. Naval Medical Center Portsmouth serves as the DoD's tertiary medical care facility for Navy Medicine East Military Treatment Facilities (MTFs) in the eastern United States, Europe, Middle East, and their regionally associated Fleet and Marine assets. Many of these MTFs have limited or no access to local specialty consultation services. This vast region spans 10 time zones, making real-time synchronous teleconsultation impractical. This unique medical and geographic situation created the need for asynchronous teleconsultation capabilities. Health Exports online Portal was built upon the existing, tested, and proven Pacific Asynchronous TeleHealth (PATH) System in use at Tripler Army Medical Center since 2000.

System Description: HELP is a web-based, asynchronous (store-&-forward), HIPAA-compliant platform used for provider-to-provider teleconsultation, patient movement, and case management. The HELP website allows remote providers to submit patient demographics, clinical data, and supplementary multimedia as dictated by the clinical scenario. Consultations are screened by consult managers and forwarded to the appropriate subspecialist or Fleet liaison for input. All case discussion is done on the web-based platform, with notification of new case activity via HIPAA-compliant e-mail.

Health Experts online Portal (HELP) System FY16
81,613 Cases viewed, 15,476 Interactions, 961 Active users

- 217 NMCP Subspecialist in 71 subspecialties.
- 52 ships and 36 Medical Treatment Facilities singed up.
- Median consults response time: 5.5 hrs.
- 75% of consults responded to within 24 hrs.
- HELP prevented 94 medevacs and 385 network deferrals saving a total of 1.5 million.
- HELP is available to MD's, IDC's, GMO's, FS's, UMO's, NP's, PA's, and Psychologists.

Effectiveness/System Impact: HELP is based on the Pacific Asynchronous TeleHealth (PATH) system which first demonstrated improved healthcare access and quality with significant cost savings (Arch Ped Adol Med 2005 & Telemedicine and e-Health 2011). HELP's Annual Report for 2016, demonstrates continual improvement in access and quality of care, while showing a total of $1,535,776 in cost saving. Other associated benefits include HIPAA-compliance, proper documentation in the patient's electronic health record, workload credit for specialty consultants, reduced testing, improved patient movement request coordination, and provision of continuing education to remote healthcare providers.

Patient Movement Functionality: Patient movement function was activated in February 2015 to allow outside MFTs and the Fleet improved visibility on their patients transferred to NMCP. It allows request for information in a secure and HIPAA-compliant format, continuous situational awareness for consults, appointments, and patient arrival at NMCP. For more information on the patient movement functionality, please contact the NMCP Fleet Liaison office.

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Powered By: **P**acific **A**synchronous **T**ele**H**ealth (PATH) System at Tripler Army Medical Center (https://path.tamc.amedd.army.mil)