



## The Problem

Managing health related information is one of the most daunting tasks for the typical family: tracking personal health histories, dealing with various insurance plans, prescriptions, bills – most people typically file all these documents into envelopes and folders and hope they don't need to refer to them again. The consumer is at the center of this universe, and they have to deal with too many different entities (plans, doctors, hospitals, pharmacies, etc.) – each of which speaks a different language, and generally provides paper based records or a narrowly focused website. This raises various issues:

- There is no practical approach to getting a **complete healthcare picture** for a consumer and her family since the data is distributed across so many different sources
- Consumers end up spending an **inordinate amount of time** dealing with the complexities of the healthcare system – whether to decipher their bills or to understand their benefits, or to evaluate alternatives
- As provider relationships change (through changes in health plans and coverage, physical mobility, or need for specialist care, for example), the burden is on the consumer to **track the relevant information** and deliver it to the next set of providers; and providers themselves still generally follow a paper-based approach to records transfer

Health costs are one of the highest budget items for Americans, growing at over 10%/year, higher than wage increases and inflation. As costs grow, health plans and employers are increasingly focusing on health expenses and shifting the costs and decision-making to employees through a variety of health plan offerings (varying deductibles, co-insurance, co-payments, etc.). Completely new programs such as Health Savings Accounts

(HSA's) and Consumer Driven Health Plans (CDHP) are being created which are designed to "put the customer in charge" but in fact place additional data tracking and monitoring burden on consumers. Similarly, preventive healthcare initiatives, designed to improve health conditions and prevent patients from suffering more severe conditions, require frequent health data tracking.

***"We have 2 kids and also provide care for my in-laws, who have multiple chronic diseases. I have to track all their conditions, doctor visits and medications, and it is a stressful task to do it manually."***

*Housewife, Menlo Park, CA*

The consequences of this situation are numerous:

- **Greater Personal Risks**
  - Health/Medical Risks: incorrect or incomplete information transfer to and between providers, leading to medical errors; poor tracking of doctor-recommended regimens for preventive healthcare
  - Financial Risk: unclear financial picture, frequently leading to surprises (e.g. denials of insurance payment after the fact, billing errors, etc.)
- **Significant Inefficiency**
  - Many person-hours spent tracking and reconciling mostly paper-based information
  - Incomplete data to support critical decision making (e.g. spending patterns, alternative plans)
- **Consumer dissatisfaction**
  - Redundant and duplicative paperwork
  - Increased customer service calls to insurance companies and providers' offices to address errors, etc.

## The Solution: CareVault Manage

CareVault Manage is a software solution that enables consumers to keep track of their family's medical records electronically and securely. It also allows them to share this information with their various doctors through encrypted and safe methods. CareVault Manage has been designed to provide consumers with



an easy-to-use and intuitive approach for managing their and their family's health information. The software automatically collects and tracks important information about each family member:

- **Personal information**
  - Name, address, DOB, etc.
  - Emergency contact information
  - Insurance coverage information
- **Health information**
  - Present conditions
  - Past medical history
  - Family medical history
  - Current/past medications
  - Current/past surgeries
  - Allergies, immunizations, hospital stays
- **Responses from doctors (post consultation)**
  - Diagnosis
  - Medications
  - Dietary Advice
  - Physical Activities
  - Medications
  - Tests requested



All this information is securely stored on the consumer's own personal computer, and is not available to anyone else until the user decides to share it, fully encrypted and securely, with their doctor's office. The information that is available to the doctor is exactly the same as what a patient usually fills out when visiting the doctor, and is protected under the same privacy laws as those that apply to the doctor-patient relationship.

Patients will appreciate not having to waste time at their physician's offices filling out forms. And because the patient information is entered electronically, the patient can reuse the same electronic intake forms with multiple CareVault™ Verify enabled doctors, avoiding unnecessary duplication.

## How CareVault Manage Works

CareVault Manage relies on a very powerful yet lightweight software solution that runs on standard Windows-based PC's.

### *Patient Steps:*

1. **Update their data** on their home computer, using CareVault Manage
2. **Securely transfer the data** to the doctor's office staff by using
  - a. A CareVault USB Key
  - b. Encrypted email
  - c. Paper printouts

### *Doctor's Office Steps:*

1. Download the data from either email or USB key
2. Print out medical history forms and attach/update the patient's file
3. At the end of a patient's visit, the doctor's staff can attach electronic versions of handouts containing treatment and disease descriptions to the patient's CareVault Key and also provide specific treatment recommendations.

## System Requirements

CareVault Manage runs on a standard Windows-based PC, and doesn't require complex technical understanding to use it. In most cases, the software can be installed and running in fifteen minutes or less.

### Requirements:

- Intel® Pentium® or better processor
- Internet connection (to send encrypted emails only)
- Microsoft® Windows 2000 with Service Pack 2, Windows XP Professional or Home Edition
- 256MB MB of RAM
- At least 20MB of available hard-disk space
- Available USB port

Get your own CareVault™ Manage today!  
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