

TICURO REPLY

BETTER LIVING, EVERYTIME, EVERYWHERE

SCENARIOS

Ticuro Reply is Xenia Reply's solution for telemedicine, the telemonitoring and analysis of behavioural habits, with the ability to provide processes designed to guarantee the continuity of care and welfare. The platform facilitates the collection and analysis of clinical and environmental data, in full compliance with privacy law.

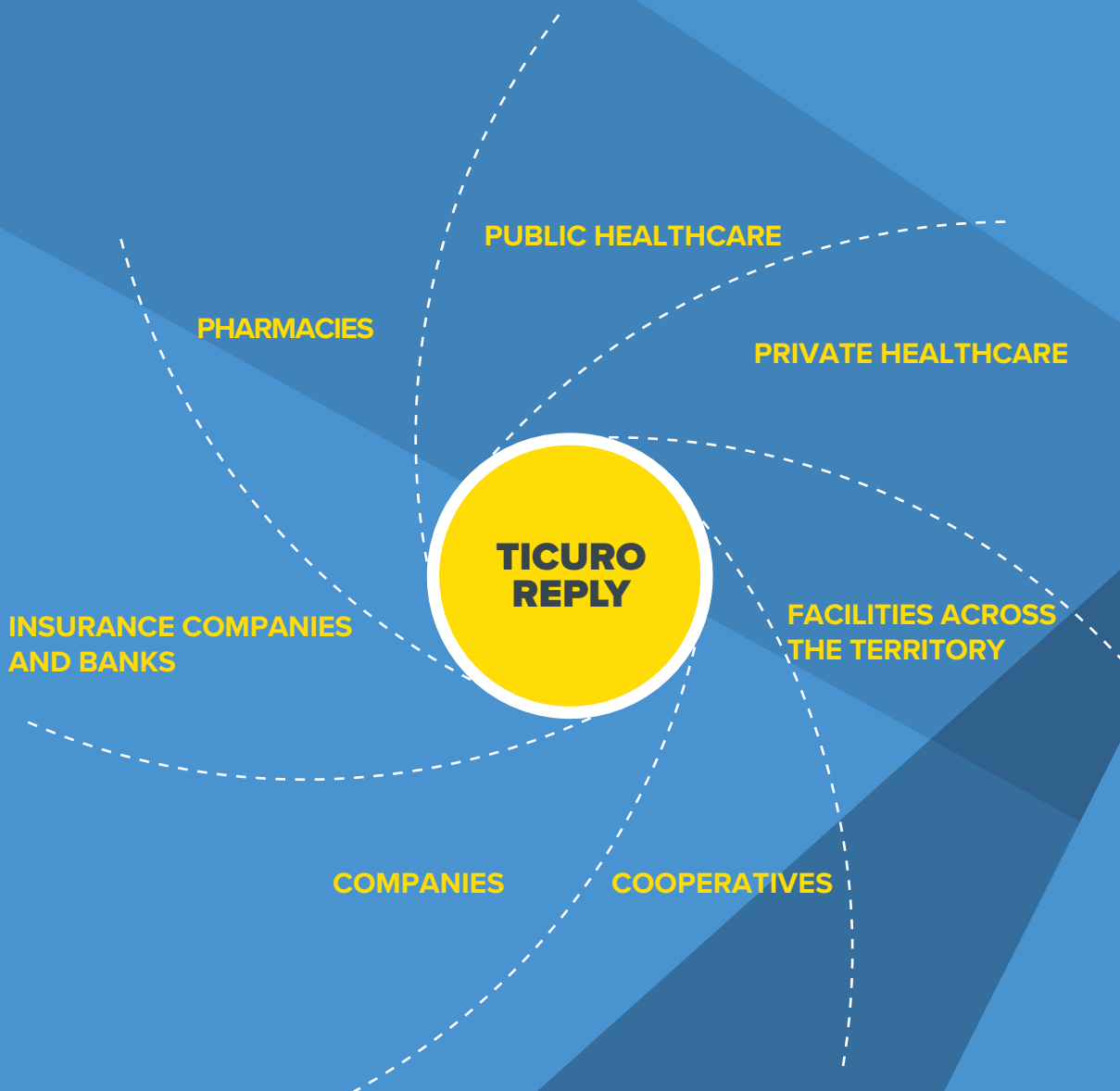
Ticuro Reply favours patient treatment and continuity of care. The collected data and the possibility of continuous remote assistance, allow doctors to establish an interactive relationship with patients, thus providing them with a personalised treatment approach. The solution rationalises costs and promotes the creation of high value added services.

Ticuro Reply improves the patient's quality of life and strongly supports the activities of doctors, social and healthcare facilities, insurance companies and businesses.

AN INNOVATIVE APPROACH TO HEALTHCARE

Ticuro Reply is a solution that facilitates remote assistance in order to guarantee continuity of care for patients and frail individuals.

Structured around the needs of the person, with technologies made possible by the Internet of things (IoT), Cloud Computing and Mobile channels, Ticuro Reply transforms telemedicine into a real opportunity across multiple sectors.



PUBLIC HEALTHCARE

Today, along with the progressive ageing of the population, public healthcare must tackle the significant increase in chronic and disabling illnesses.

THE USE OF DIGITAL TECHNOLOGIES MADE AVAILABLE BY THE TICURO REPLY CONSTITUTES A STEP FORWARD IN ADDRESSING THESE PROBLEMS.

By streamlining processes and offering proximity and mobile services, the solution makes it possible to optimise patient management and care strategies, providing new services with high added value.

In particular, the benefits for public healthcare are:

- **reduced waiting times** associated with specialist consultations, thanks to the ability to conduct televisit sessions
- **a rationalisation of costs**, thanks to an early discharge made possible, for example, by remote health parameters monitoring

- **a reduction in patient readmittance frequency**, thanks to greater effectiveness of treatment due to real-time analysis of a greater number of health and environmental parameters
- **the prevention of acute episodes and relapses**, resulting in consequent hospitalisations, by constantly monitoring patient parameters

PATIENT	PUBLIC HEALTHCARE
<ul style="list-style-type: none">• BETTER MANAGEMENT OF CHRONIC DISEASES• THE PREVENTION OF ACUTE EPISODES AND RELAPSES• THE PROXIMITY AND SPEED OF CARE AND INTERVENTIONS• INCREASED CONFIDENCE IN MEDICAL FACILITIES	<ul style="list-style-type: none">• REDUCED HEALTHCARE SPENDING• BETTER MANAGEMENT OF CARE AND TREATMENT PROCESSES• REDUCED HOSPITALISATION• OVERCOMING TIME AND GEOGRAPHICAL BARRIERS

PRIVATE HEALTHCARE

WITH REGARD TO PRIVATE HEALTH, THE TICURO REPLY FACILITATES THE DELIVERY OF NEW SERVICE LINES, THEREBY EXTENDING THE RANGE OF HOME CARE SERVICES.

Through the use of new paradigms made possible by telemedicine, by the IoT (Internet of Things), and by Cloud Computing and Big Data technologies, the system can:

- **improve the relationship between the patient and the treatment facility** thanks to the ability to centralise all patient data, medical or otherwise, in one system
- **plan all treatment-related aspects** (prescriptions, specialist visits, follow-ups, etc.) in order to customise the care based on the patient's medical history, as well as on the personal evolution of healthcare services

- **improve the efficiency of the treatment course**, thanks to the real-time analysis of a greater number of health and environmental parameters
- **prevent acute episodes and relapses**, thus enabling the patient to deal with their condition with greater confidence, while also supporting rehabilitation and functional recovery in the comfort of the patient's home

PATIENT	PRIVATE HEALTHCARE
<ul style="list-style-type: none">• INCREASED RATE OF PREVENTION• BETTER MANAGEMENT OF CARE AND REHABILITATION PROCESS• BETTER MANAGEMENT OF CHRONIC DISEASES	<ul style="list-style-type: none">• NEW MODES OF ENGAGEMENT• OVERCOMING TIME AND GEOGRAPHICAL BARRIERS• OVERCOMING THE PHYSICAL LIMITS OF PATIENT FACILITIES• THE PREVENTION AND MANAGEMENT OF CHRONIC DISEASES



FACILITIES ACROSS THE TERRITORY

The use of telemonitoring systems for collecting vital signs has a positive impact on internal processes in healthcare facilities (nursing homes, clinics, diagnostic centres, healthcare facilities, etc.) increasing the efficiency of the data collection and analysis phases and therefore fostering, at full capacity, greater patient management and treatment course efficiency.

TICURO REPLY MAKES IT POSSIBLE TO CONSTANTLY MONITOR THE PATIENT, TAKING ADVANTAGE, IF NECESSARY, OF TELEVISIT SESSIONS AND REMOTE REPORTING WITH MEDICAL SPECIALISTS, WITHOUT IT BEING NECESSARY FOR THE PATIENT TO BE MOVED.

BENEFICIARY	FACILITY
<ul style="list-style-type: none">• A PROMPT RESPONSE TO CLINICAL / HEALTHCARE NEEDS• AN IMPROVEMENT IN CARE• GEOGRAPHICAL AND TEMPORAL PROXIMITY	<ul style="list-style-type: none">• THE PREVENTION AND CENTRALISED CONTROL OF HEALTH DATA• AN INCREASED NUMBER OF BENEFICIARIES• THE ABILITY TO OFFER PRIVATE HOME CARE SERVICES

COOPERATIVES

TICURO REPLY MAKES IT POSSIBLE TO EXTEND THE RANGE OF SERVICES OFFERED BY HEALTH COOPERATIVES.

The availability of Points of Care at centres managed by cooperatives offers citizens the opportunity to perform prevention-focused tests and analyses. The capillary diffusion of cooperatives across the territory helps bring services closer to citizens.

Through telemedicine, cooperatives can not only broaden the spectrum of diseases treated, but also increase the quality of services offered through teleconsultations and televisits, as well as providing home-based services.

CITIZEN	COOPERATIVE
<ul style="list-style-type: none">• THE EXTENSION OF SOCIAL AND HEALTH CARE SERVICES• GEOGRAPHICAL AND TEMPORAL PROXIMITY• KNOWN MEETING POINTS / AGGREGATION	<ul style="list-style-type: none">• INNOVATIVE SERVICES OFFERED TO CITIZENS• AN EXPANDED USER BASE• AN EXTENDED AFFILIATES NETWORK• THE AVAILABILITY OF HOME-BASED SERVICES

COMPANIES

TICURO REPLY FACILITATES THE CREATION OF WELLNESS PLANS TO GUARANTEE A BETTER QUALITY OF LIFE FOR EMPLOYEES, AS WELL AS GREATER EFFICIENCY IN THE MANAGEMENT OF COMPANY CHECK-UPS.

The solution makes it possible to create preventive processes both for employees suffering from chronic diseases, as well as for those at risk of work-related stress.

In addition, the services for carrying out remote medical visits and the possibility of sending clinical parameters through immediate use devices, even by non-medical personnel, mean that check-ups can be performed in the workplace.

Telemedicine promotes greater business efficiency, because it reduces the impact on work-related activities and facilitates better management of the employee work/private life balance.

EMPLOYEE	COMPANY
<ul style="list-style-type: none">• THE OPTIMISATION OF WORK / LIFE BALANCE• A BETTER QUALITY OF LIFE• CONTROL AND PREVENTION	<ul style="list-style-type: none">• IMPROVED WORKING CONDITIONS• THE CREATION OF WELLNESS PLANS• INCREASED PRODUCTIVITY

INSURANCE COMPANIES AND BANKS

In the insurance and banking sectors, remote health data collection and management through telemedicine opens up new opportunities. It therefore becomes possible to offer more competitive insurance products, connected to more customisable services and to provide innovative solutions aimed at expanding the customer base.

TICURO REPLY FACILITATES THE IDENTIFICATION OF SPECIFIC INSURANCE PRODUCTS AND WELLNESS PACKAGES. THROUGH MULTIPLE AFFILIATED MEDICAL CENTRES AND EXPERTISE, IT IS POSSIBLE TO OFFER CUSTOMERS SERVICES THAT CAN IMPROVE THEIR QUALITY OF LIFE, PROVIDING THEM WITH SUPPORT ON THE GO AND KEEPING THEIR STATE OF HEALTH UNDER CONSTANT CONTROL.

CUSTOMER	INSURANCE COMPANIES AND BANKS
<ul style="list-style-type: none">• CUSTOMISED INSURANCE PRODUCTS• POSITIVE EFFECTS ON QUALITY OF LIFE• PREVENTION AND CONTROL	<ul style="list-style-type: none">• AN INCREASED CUSTOMER BASE• AN EXTENSION OF SERVICES• THE CREATION OF HEALTH PLANS



PHARMACIES

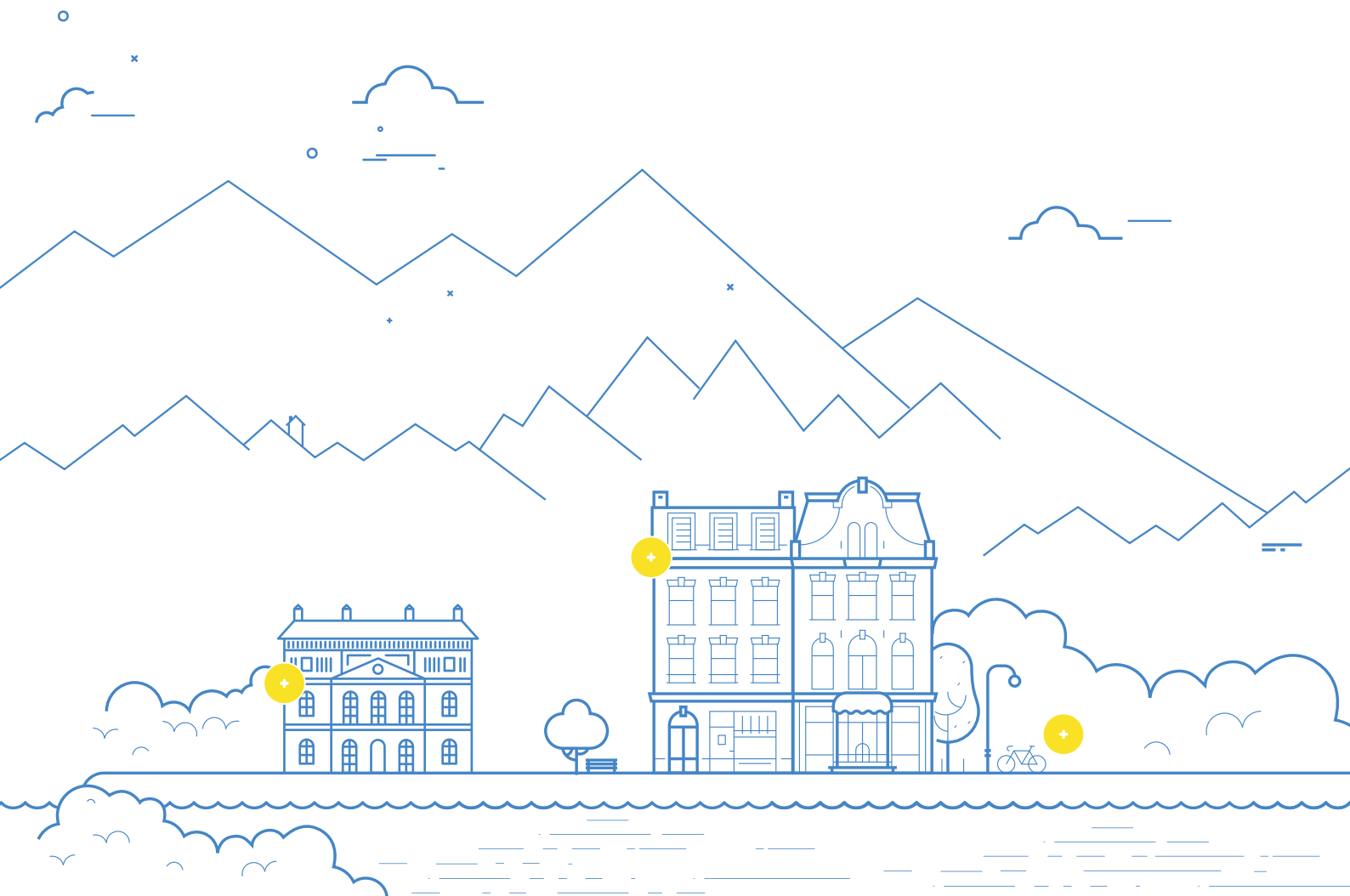
With a significant territorial presence, pharmacies can enhance their role as a first point of contact between the citizen and health services, thanks to the opportunities offered by telemedicine.

THE SERVICES MADE AVAILABLE BY THE TICURO REPLY PLATFORM ALLOW PHARMACIES TO BROADEN THE SPECTRUM OF ANALYSES AND TESTS THAT CAN BE CARRIED OUT LOCALLY, WITHOUT THE NEED FOR INDIVIDUALS TO VISIT A SPECIFIC HEALTHCARE FACILITY.

By enhancing the range of services being offered and thanks to contact with the patient, pharmacies can increase their loyalty capacity. In addition, the platform facilitates

televisit sessions with specialists who are ready to respond to user requests and, where necessary, to schedule specialist appointments.

CITIZEN	PHARMACY
<ul style="list-style-type: none">• OVERCOMING GEOGRAPHICAL AND TEMPORAL LIMITS• A PROMPT SERVICE• AN INCREASED RATE OF PREVENTION	<ul style="list-style-type: none">• CUSTOMER RETENTION• AN EXTENSION OF SERVICES• INCREASED REVENUES



TICURO REPLY: SUPPORTING CONTINUITY OF CARE

TiCuro Reply combines healthcare, social care and general well-being, with an analysis of environmental data and behavioural profiling.

TiCuro Reply makes it possible to intercept not only health parameters, but also all those indirect indicators associated with the patient's health status, such as changes in lifestyle habits. It therefore becomes possible to promptly identify any critical issues, to plan and to implement prevention and care plans, as well as to schedule interventions to improve personal welfare.

Thanks to its extreme ease of use and full compliance with privacy law, continuous control at home reduces the risk of hospitalisation. Patients can also increase their self-confidence and cope with everyday life with greater independence.

By recording and storing the acquired measurements over time, the system is able to create a customised diary containing the history of all the monitored parameters. By accessing the data, the operator can analyse parameter trends over time, and have evidence of any abnormalities. This makes it possible to take corrective action aimed at ensuring greater care effectiveness, and promoting the physical and social well-being of the individual.

For health facilities, another strong point is the remote delivery of part of their health services, with a consequent reduction in logistical constraints and an optimisation in terms of timing. The patient can carry out tests or analyses at any time, while retaining access to their data and parameters, even remotely.

The TiCuro Reply solution is compatible with numerous biomedical devices, wearable devices and wellness devices.



Xenia Reply is the Reply Group company dedicated to reception and telemedicine services and products, created to respond to the challenges of the new post-pandemic healthcare context and anticipate both the trends of technological and organizational evolutions to serve the new hospital-territory healthcare ecosystem. Xenia brings together and leverages the operational and consulting synergies gained by the Reply network in public and private healthcare along more than 15 years of experience, to accompany healthcare facilities in the digital transformation of personalization of care pathways (Patient Journey) and service access processes (Service Design) with public and private stakeholders and in the orchestration of interoperable services with the National Health Service.

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