



Enabling real-time collaborative decision-making for aging in place of choice

TOPICS: Care coordination & navigation | Home & community | Clinical/health system | Virtual care | Usability & inclusive design | Reimbursement & sustainability | Equity & access | Workflow integration & interoperability



About Telemedicall

Telemedicall

Telemedicall is a real-time clinical tele-collaboration platform being developed to support coordinated care across home, community, and clinical settings. Unlike traditional telemedicine platforms centered primarily on video visits, Telemedicall is designed to connect caregivers, general practitioners, and specialists before, during, and after time-sensitive care decisions.

The platform is intended to support older adults aging at home or in assisted environments, family and non-clinical caregivers, and distributed care teams across home-based care, hospital-to-home transitions, and underserved settings where access to specialist expertise may be limited. Telemedicall is currently in the pre-pilot and pilot-design phase.



The opportunity

- Help caregivers access appropriate specialist expertise during time-sensitive situations outside traditional clinical settings.
- Translate available patient information and connectivity into coordinated, real-time decision-making.
- Reduce uncertainty for non-clinical caregivers who may not know whether an event requires home management, clinical follow-up, or emergency escalation.
- Strengthen continuity across home, clinic, and hospital settings.



The challenge

- Many telehealth models focus on transmitting data or providing a video visit rather than coordinating multiple participants around a clinical decision.
- Caregivers may face urgent situations without knowing which specialist is needed or what immediate action to take.
- Real-time collaborative care does not fit neatly within existing reimbursement models or video-centered definitions of telehealth.
- Regulatory uncertainty, the digital divide, and resistance to workflow changes may limit implementation.



The approach

- Designed an AI-supported triage process that considers symptoms, severity, patient context, language, location, specialist expertise, and availability.
- Generates a ranked list of potentially appropriate specialists and a structured chief complaint for review.
- Enables caregivers and specialists to share video, device data, patient context, and annotations during a real-time collaboration session.
- Supports decisions about immediate home management, emergency escalation, referral, and follow-up.
- Uses web-based, installation-free technology intended for non-technical caregivers.
- Is being designed as part of the care workflow rather than as a separate communication tool.



The impact

- ✓ Established a framework for evaluating real-time collaborative care, including measures of time-to-decision, time-to-intervention, caregiver confidence, and care coordination efficiency.
- ✓ Identified real-time collaborative decision-making as a critical gap in existing home-based and virtual care models.
- ✓ Informed the design of a care model intended to improve specialist access and coordination across home, clinic, and hospital settings.
- ✓ Generated early implementation insights to guide future pilots, including the importance of reimbursement strategy, regulatory alignment, and community partnerships.