

Mobile Hyperbaric Centers implemented eKare technology to streamline wound documentation and deliver more consistent care across practice locations.



Customer Profile

Mobile Hyperbaric Centers (MHC) is a leading provider of hyperbaric oxygen therapy (HBOT) treatments, a common and effective therapy to heal or reduce the severity of wounds. Based in Cleveland, Ohio, MHC currently operates six practices in the United States, and continues to expand.

Hyperbaric treatments deliver high doses of pure 100% oxygen into the body in a pressurized environment similar to an airplane. HBOT is used in healing many conditions including non-healing diabetic lower extremity wounds, compromised skin flaps/grfts and soft tissue injuries caused by radiation treatment.

The search for a consistent, accurate solution

MHC, like many in the wound care industry, used a ruler method to measure wounds. They faced many challenges with this approach including the ability to accurately and consistently document a patient's wound measurements and healing progress. In 2015, MHC went on a search for a better solution that would provide consistency in wound healing documentation for their patients, payors and their practices. That's when they came across eKare's inSight® 3D wound management technology. MHC found that inSight offered an easy to use digital platform to

capture wound images, measurements and tissue classification. According to MHC the deciding factor in choosing inSight was the cost and benefit of inSight's features relative to other solutions offered in the market. When discussing the selection process Kevin Cook MHC Chief Business Strategy Officer says, "We were an early adopter of eKare so they were a bit of an unknown at the time. The customer service and support during the sales process and eKare's commitment to addressing our concerns and providing practical solutions got us over the hump."



“ eKare has been a great partner. Their training, customer service, and support has exceeded expectation. Their responsiveness to any concerns or issues that arise for us is exceptional. ”

- Vaughan D. Hall, M.D., FAAFP
MHC Chief Clinical Officer

CHALLENGE

- Inconsistent wound measurements
- Insufficient wound healing documentation

WHY INSIGHT?

- Delivers consistent and accurate wound data
- No contact, digital solution to collect and manage wound data
- Strong customer service team

BENEFITS

- More consistent care across MHC practices
- Easier patient authorization / re-authorization
- Access to necessary documentation for claims

Supporting MHC: The implementation and transition process

eKare worked closely with the MHC team to ensure a smooth transition throughout the inSight integration process. "We had just commercialized the inSight technology when MHC approached us. While we knew we had a strong product, the customer service piece was critical for a successful implementation", said Emmanuel Wilson, eKare Director of Operations.

When implementation was successfully completed, an MHC contact was assigned to serve as the first point of contact for all issues related to inSight. This employee was trained extensively on the use of inSight and received the latest details on upcoming updates to the system. The protocols put in place during MHC's implementation process proved successful and helped establish the eKare support structure for years to come. "We are grateful to be working with MHC. They are our longest standing clinical customer, and the journey we have been on is a true partnership," says Dr. Kyle Wu, ekare Chief Medical Officer.

Success factors:

- Detailed pre-implementation and planning discussions
- Aimed to resolve issues within 24-hr window
- Identified and trained MHC employee as inSight first point of contact



A new approach to wound documentation

MHC believes the greatest benefit from inSight to MHC's practice, patients, and payors has been the ability to accurately and consistently measure the area and depth of a wound. inSight has enabled clinicians to make data driven decisions, patients to see improved outcomes, and payors to receive the necessary documentation to handle claims.

On the administrative side, inSight has made a significant impact by making the patient authorization and re-authorization process more efficient and less challenging. An additional key benefit is the integration with the MHC systems and electronic health records to help streamline patient data and lessen the burden on staff.

Overall, using the inSight system has allowed MHC to deliver more consistent care across its practice locations and made MHC's documentation more efficient and streamlined.

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