

**A COVID-19
CASE STUDY
IN IRELAND***Video Consultation Platform for Healthcare Professionals*

"BlueEye Direct Clinic was originally rolled out as a priority for the mental health service. Being able to guarantee connectivity is a very important factor in video consultation, BlueEye has brought peace of mind to clinicians and patients alike."

Andrew Lynch, Business Operations & Data Manager, HSE Office of the National Clinical Advisor & Group Lead for Mental Health



BlueEye Clinic is a web-based, real-time video solution designed for healthcare providers. BlueEye Clinic connects the doctor and patient via an instantaneous, secure and private video connection. No installation or application download is required from the patient. All the patient needs to do is simply click on a link, sent by the doctor, via SMS or email.

The screen-sharing, multiple participants, waiting room and calendar/ appointment management features also help the doctor or clinician manage patient appointments more effectively. The video is securely encrypted, not recorded, ensuring absolute privacy for communications between doctor and patient.

RedZinc demonstrated the service to the Health Service Executive (HSE) Digital Transformation team in early March 2020 in Dublin. It was deployed within 2 weeks to 300 hundred doctors and is *the first Telemedicine platform to support the Health Service Executive (HSE) in production.*



In the first 6 months there were over 10,000 video consultations made by clinicians and therapists in primary care, mental health, physiotherapy, genetics, haematology, speech therapy and other health departments in the HSE, using BlueEye Clinic. Over 800 active users were provisioned across all sites, in multiple HSE and HSE-funded hospitals.

The Outcomes

Cost-savings have been made through greater operational efficiencies:

- ✓ The healthcare professional can follow-up in many cases through video rather than face-to-face or by phone call. Video makes for a more efficient consultation, where non-verbal cues in facial expressions or gestures can be seen on video.
- ✓ Cancellations are not as common since the patient does not have to travel to the appointment, making the appointment more convenient and less time consuming.

Patient outcomes have been improved through obtaining earlier treatment and follow-ups than would have been possible in the pandemic crisis. Many outpatient clinics in Europe are closed and patients treatment has been deferred. Clinics operating with BlueEye have been able to keep going during COVID-19 and successfully support patients.

Outpatient waiting lists have been reduced, due to increased throughput and due to reduced non-attendance, with a corresponding increase in patients seen.

"We were really grateful to have immediate access to the BlueEye Video Consultation platform. We aim to bring BlueEye Direct Service into our post-COVID service, using 5G Networks to boost the experience for all the key stakeholders."

David Kennedy, Snr Physiotherapist, St James Hospital

For more information about BlueEye Clinic, visit: <https://redzinc.net/blueeye-clinic/>



RedZinc Services Ltd. is an Irish Software-as-a-Service company with web-based, real time video communication solutions for healthcare, industry and security.
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