

BeWell relieves pressure on emergency services through **online screening of patients potentially infected with COVID-19**

Well@Home-app, online questionnaire, teleconsultations and medical self-test kiosks in hospital provide relief to healthcare personnel and slow down further spreading of the virus

Brussels, 27 March 2020 – With the peak of COVID-19 infections approaching, all means are good to fight the pandemic, and, in this battle, the latest technologies are an unexpected asset. BeWell Innovations, the established Belgian scale-up specialising in medtech and e-health, is initiating a complete platform to screen patients remotely and thus carry out a first major screening. The objective is as simple as it is effective: prioritizing, informing patients and allowing emergency services to treat the most critical cases first. The platform is now available online in 3 languages.

The process goes as follows: via the [Well@Home smartphone app](#) (downloadable for free in the AppStore and via GooglePlay) or the freely accessible COVID@home webpage (www.covidathome.be), people who suspect they're showing symptoms can fill in a simple medical questionnaire developed in close cooperation with Ghent University Hospital. The questionnaire assesses symptoms related to the coronavirus and vital parameters such as temperature and blood pressure, but also shortness of breath. **Important: this evaluation in no way replaces a professional medical examination!**

There are three possible outcomes:

1. The patient has a **low risk**, but can continue to complete the available questionnaires and measure his vital parameters on a regular basis, so he can react in case of changes;
2. The patient has an **increased risk** and is advised to contact his general practitioner or medical post and digitally share their test results.
General practitioners or medical posts who already have access to the BeWell solution can immediately see the results online, monitor patients permanently and even set up a video consultation via the platform, for which they are set to be reimbursed thanks to an exceptional measure taken by the Belgian authorities. Doctors who don't have access yet can obtain it within 24 hours and free of charge by contacting BeWell with their RIZIV number (via covid@bewellinnovations.com);
3. The patient has a **high risk** and is urged to contact his general practitioner or go to the emergency department of the nearest hospital.

"This approach has several major advantages", declares Alain Mampuya, CEO of BeWell Innovations. "First and foremost, the triage via the risk assessment questionnaire and the teleconsultations allow for an immediate initial screening, allowing doctors and nurses in hospitals to focus on those effectively infected. An important additional advantage is that people don't need to leave their homes unnecessarily, which reduces the chances of the virus spreading further. Finally, when patients contact their doctor or medical post, they can be followed up efficiently as their medical history is saved on the platform."

BeWell's integrated video consultations, which comply with all applicable GDPR requirements, also have specific advantages. For the authorities, they are an ideal proof of performance with regard to the exceptional remuneration for teleconsultations. Moreover, the results of this new approach can be studied afterwards, in order to draw lessons for the prevention and management of future crises. Further information and a sick note can also be sent to the patient digitally.

"At the emergency department of the UZ Gent, we were already using BeWell's medical self-test kiosk", states Dr. Cathelijne Lyphout, emergency doctor at the Ghent University Hospital. "Following the good results and proven efficiency we have even deployed a second one recently, which is now used exclusively for the triage of potential COVID-19 patients that came straight to the emergency room, also involving the abovementioned questionnaire."

'Like the rest of the population, we are in admiration of hospital staff risking their lives to save patients. It's a privilege to be able to support them', concludes Alain Mampuya. 'The general practitioners, who are in the front line, are of course also an essential link in this collaborative digital chain. We therefore call on all those who are not yet connected to the platform to contact us, so we can give them access as soon as possible'.

In addition to several promising opportunities for collaboration with GP associations and other online platforms, BeWell is currently in permanent contact with other hospitals and clinics to further develop the solution, but also to allow patients to contact an internal call centre immediately. Thanks to the flexible architecture of the BeWell platform, all care centres can set up their own care journeys. In addition to relieving the pressure on emergency departments, the monitoring system even allows patients with suspected symptoms of COVID-19 to return home whilst enjoying continued follow-up.

About BeWell Innovations:

BeWell Innovations is a fast-growing Belgian e-health and medtech company, founded in 2010. BeWell commercializes a self-developed GDPR-compliant digital patient tracking platform for data acquisition including a kiosk interface for patient self-testing, telemonitoring and a dashboard to stay focused on the patients that require action. With its solutions, BeWell has brought patient journey management to the next level, by putting physicians at the centre of chronic disease management while increasing patient engagement. Physicians can now initiate, respond, act and react upon substantial amounts of health data, refining diagnosis and improving the quality of therapy.

The medical self-test kiosk module is a part of the overall BeWell digital platform, allowing patients to do a validated and fully autonomous intake of vital parameters and questionnaires, without the interaction of a healthcare professional. With over 500.000 patients in several hospitals, the self-test kiosk has shown that every year 1,5 FTE of nursing staff could be saved or reallocated. The captured data are entered immediately into the EMR, thus simplifying the work of all hospital professionals. The kiosk is a CE-approved medical system that meets all GDPR standards.

BeWell is currently active in Belgium, the Netherlands, Sweden and Ireland, has over 28.000 active app users and close to 600.000 active kiosk patients.

BeWell
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