

# MEDVIEW SYSTEMS

## 2024 SUMMARY – PATIENT EDUCATION FOR HOMECARE

Instructions For Home Medical Equipment, Devices and Therapies





# TABLE OF CONTENTS

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Medview 2024 year-end Summary	3
2024 Achievements	3
Growth in Patient Engagement.....	3
Growth in Instructions Delivered.....	4
Impact on Stakeholders .....	5
Clinical and Economic Benefits.....	5
2024 Strategic Advancements.....	5
2025 Initiatives.....	6
Patient User Charts	7
Disease Management – User Data.....	7
Medication Management – User Data .....	8
Medical Devices – User Data.....	9
Respiratory Devices – User Data .....	10
Telehealth – User Data .....	11
Miscellaneous – User Data .....	12
Data Sources	13

# MEDVIEW 2024 YEAR-END SUMMARY

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In 2024, MedView continued its mission to empower homecare patients and their caregivers with accessible, accurate, and comprehensive educational resources. Our purpose is to bridge the knowledge gap for individuals who are not medically trained yet must manage their home medical devices and related therapies.

MedView provides critical information—including video demonstrations, user manuals, and frequently asked questions—to equip patients and caregivers with the tools they need to navigate complex medical instructions confidently and effectively.

Our goal is to enhance patient outcomes, reduce caregiver stress, and support healthcare providers by increasing compliance, decreasing hospital readmissions, and lowering homecare providers' patient management expenses. Through our efforts, we aim to transform homecare into a more manageable and effective experience for all stakeholders involved.

## 2024 ACHIEVEMENTS

### Growth in Patient Engagement

Our commitment to delivering high-quality online instructions across key categories has significantly contributed to improving patient outcomes, supporting caregivers, and optimizing homecare provider operations.

- **Patients Viewed:** In 2024, MedView's patient viewers were 116,895, an increase of 27% from 91,949 in 2023.
- **Instructions Delivered:** In 2024, 203,581 sets of instructions were viewed. A 43% increase over 2023, (142,137). Patients used smartphone (38%), laptops (51%), and tablets (11%).
- **Patient Direct Services:** MedView added 8 healthcare companies that provided services directly to patients – caregivers/nursing, healthcare suppliers, and home testing. 7,030 patients accessed these services.

These patient visits underscored the growing reliance on MedView's online instructions to help patients manage their complex homecare devices and therapies effectively.

# Growth in Instructions Delivered

*(by categories)*

MedView's online platform contains over 500 detailed instructional guides, addressing critical aspects of the patient's ability to set up, maintain and clean their "physician prescribed" medical devices. Instruction categories include:

**Disease Management:** Supporting patients in adhering to prescribed regimens and lifestyle adjustments. In 2024, 20,923 instructions were viewed, a 7% increase from 2023.

**Medication Management:** Ensuring accurate medication use, reducing errors, and fostering compliance. In 2024, 30,058 instructions were viewed, marking a 10% growth from the previous year.

**Medical Device Management:** Offering step-by-step guides for setting up, operating, and maintaining essential medical devices. Views surged to 24,850 in 2024, a 50% increase from 2023.



**Respiratory Management:** Enhancing the ability of patients and caregivers to manage home respiratory therapies safely. Instructions in this category were accessed 38,430 times, a 16% increase from 2023.

**Telehealth Instructions:** Facilitating "How to" instructions and providers contact. Despite challenges, telehealth instructions were viewed 9,239 times in 2024, reflecting a modest recovery from prior years.

**CDC Information:** Keeping patients informed about up-to-date public health guidelines. Views reached 2,917, showing the continued relevance of timely health information.

## Impact on Stakeholders

- **Patients and Caregivers:** Improved therapy compliance, reduced stress in managing home therapies, and enhanced quality of care.
- **Hospital Discharge Planners:** Provided reliable resources to ensure smooth patient transitions to homecare settings.
- **Homecare Providers:** Reduced "patient management" expenses through self-guided educational tools, decreasing the need for provider intervention and hospital readmissions.



## Clinical and Economic Benefits

MedView's resources played a pivotal role in:

- Increasing patient compliance with prescribed therapies.
- Reducing avoidable hospital readmissions.
- Helping homecare providers lower operational costs while maintaining high standards of patient care.
- Expanded our 24/7 online support for commonly used homecare devices and therapies.
- Strengthened AI capabilities to address patient questions and concerns with precision.

## 2024 Strategic Advancements

To enhance our service offerings, MedView introduced several forward-looking initiatives in 2024:

- Strengthened AI capabilities to address patient questions and concerns with precision.
- Expanded our instruction content in the Telehealth, Medication Management and Respiratory categories.
- Increased the provider listing to help patients locate homecare providers.
- Added new Direct to Patient providers

### 2025 Initiatives

As we transition into 2025, MedView is poised to build on these accomplishments with new capabilities, including:

- **Medline's National Medical Library:** Access to disease specific patient information.
- **MedExplains:** AI-driven comprehensive instructional content.
- **Mobile App Development:** Enhancing patient convenience and engagement.
- **Vendor Expansion:** Broadening the "Patient Direct Services" section to include 12 vendor partnerships.
- **Custom Education Solutions:** Tailoring education platforms for hospital systems and homecare providers.

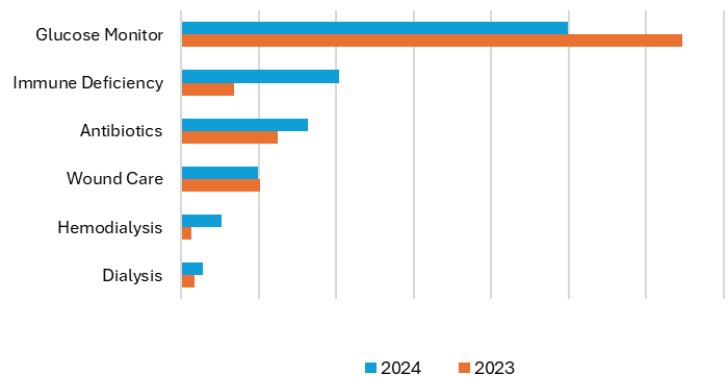
MedView's unwavering dedication to patient education continues to transform the homecare landscape, ensuring that every patient and caregiver has the tools they need to succeed.

# PATIENT USER CHARTS

## Disease Management – User Data

Disease Mgt. Instructions	2023	2024	Incr/Decr
Dialysis	362	558	154%
Hemodialysis	268	1,044	390%
Wound Care	2,033	1,997	98%
Antibiotics	2,494	3,268	131%
Immune Deficiency	1,375	4,087	297%
<u>Glucose Monitor</u>	<u>12,940</u>	<u>9,969</u>	<u>77%</u>
Disease Mgt	19,472	20,923	107%

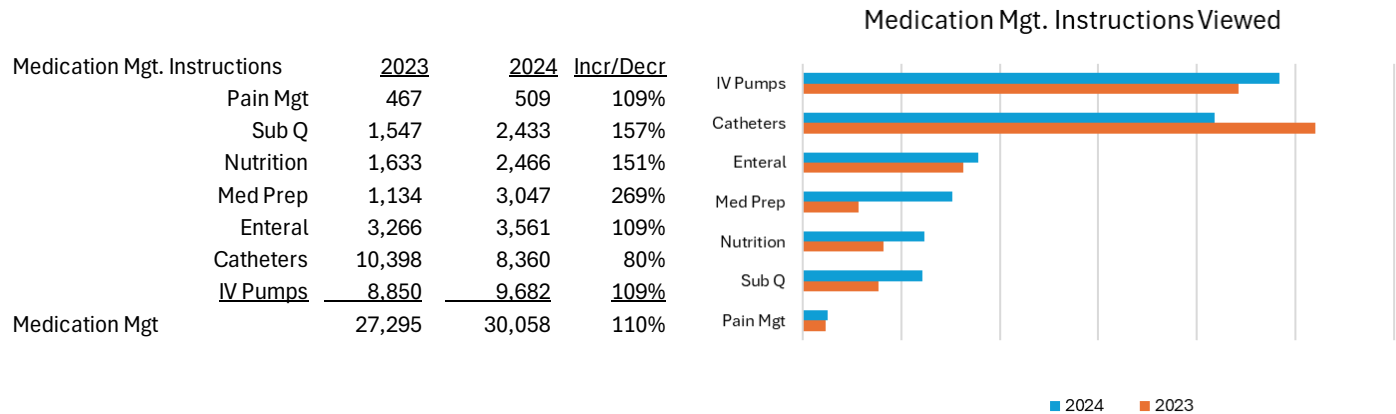
Disease Mgt. Instructions Viewed



## TOP 25 DISEASE MANAGEMENT INSTRUCTIONS

Instruction	Category	Views
freestyle-lite	Glucose Monitor	3,082
freestyle-insulinx-meter	Glucose Monitor	1,164
acute-and-chronic-illnesses	Antibiotics	1,148
hemodialysis	Hemodialysis	1,044
instructions-for-pain-management-therapies-devices	Immune Def	1,029
instructions-for-diabetic-devices	Immune Def	1,010
instructions-for-immune-deficiency	Immune Def	990
instructions-for-antibiotic-therapies	Antibiotics	967
iv-piggy-back-procedure	Antibiotics	882
instructions-for-wound-care-therapies-devices	Immune Def	600
micro-mist-nebulizer	Glucose Monitor	559
freestyle-precision-neo-meter	Glucose Monitor	555
medela-invia-liberty-product-education	Wound Care	415
accu-chek-accu-chek	Glucose Monitor	319
sterile-dressing-change	Wound Care	296
easy-touch-testing-kit	Glucose Monitor	291
freestyle-libre-14-day-sensor	Glucose Monitor	257
precision-xtra-nfr	Glucose Monitor	254
kci-wound-vac-demonstration	Wound Care	248
orencia-abatacept-for-moderate-to-severe-ra	Immune Def	244
how-to-use-a-disposable-lancet-instructions	Glucose Monitor	240
accu-chek-aviva-connect-glucometer	Glucose Monitor	222
freestyle-freedom-lite-blood-glucose-monitoring-system	Glucose Monitor	216
bayer-contour-next-ez	Glucose Monitor	203
hydrocolloid-wound-dressings	Wound Care	185

## Medication Management – User Data



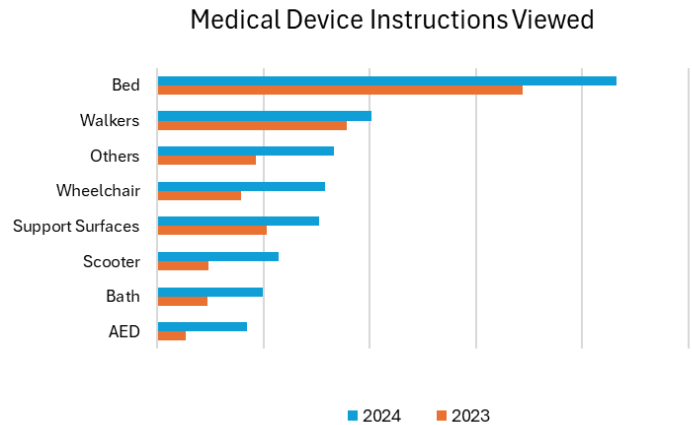
## TOP 25 MEDICATION MANAGEMENT INSTRUCTIONS

Instructions	Category	Views
picc-line-dressing-change-with-biopatch-and-griplock	Catheters	2,107
dressing-change-flush-port-a-cath-home-solutions	Catheters	1,500
instructions-for-iv-pumps	IV Pumps	1,348
instructions-for-nutritional-support-therapies	Nutrition	1,265
flushing-a-port-a-cath	Catheters	1,173
scs-mystim-programmer-basics-video	IV Pumps	1,129
instructions-for-enteral-feeding	Enteral	1,066
instructions-for-catheters	Catheters	1,043
instructions-for-medication-preparations	Med Prep	1,036
medications-management	Med Prep	1,016
instructions-for-subcutaneous-injections	Sub Q	914
medtronics-synchromed-ii-pump	IV Pumps	834
scig60-infuser-system	Sub Q	822
sapphire-pump-infusion-pump	IV Pumps	801
cadd-solis-ambulatory-infusion-pump	IV Pumps	741
bard-medical-statlock-picc-plus-stabilisation-device	Catheters	706
cadd-prizm-pump-medication-administration	IV Pumps	624
tpn-setup-at-home-with-iv-pump	Nutrition	565
freedom-60-infusionspumpe-syringe-infusion-system	IV Pumps	494
alaris-iv-pump	IV Pumps	490
medfusion-iv-infusion-pump	IV Pumps	408
flocare-infinity-enteral-feeding-pump-programming	Enteral	372
medication-administration-through-a-gastrostomy-tube	Enteral	370
central-line-or-picc-line-dressing-change	Catheters	367
crono-five-subcutaneous-ambulatory-infusion-pump	Pain Mgt	314



## Medical Devices – User Data

Medical Device Instructions	2023	2024	Incr/Decr
AED	548	1,687	308%
Bath	941	1,985	211%
Scooter	962	2,289	238%
Support Surfaces	2,068	3,041	147%
Wheelchair	1,587	3,164	199%
Others	1,866	3,323	178%
Walkers	3,574	4,033	113%
<u>Bed</u>	<u>6,878</u>	<u>8,651</u>	<u>126%</u>
Medical Devices	18,424	28,173	153%



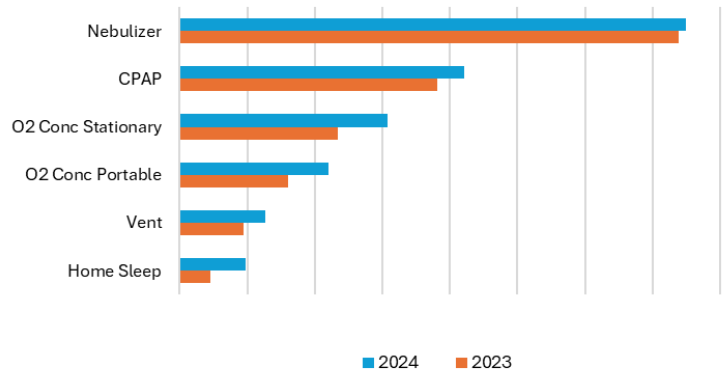
## TOP 25 MEDICAL EQUIPMENT INSTRUCTIONS

Instructions	Viewed	Category
invacare-g-series-bed	2,502	Bed
medline-basic-semi-electric-bed	2,023	Bed
basic-steel-rollator-medline	1,824	Walkers
instructions-for-support-surfaces-mattresses	1,350	Support Surfaces
instructions-for-walkers	1,117	Walkers
automated-external-defibrillator-aed	1,086	AED
instructions-for-scooters	1,086	Scooter
instructions-for-wheelchairs	1,075	Wheelchair
instructions-for-bed-bath-items	1,062	Bath
clinitron-air-fluidized-therapy-bed	894	Bed
duet-transport-wheelchair-rollator-walker-by-drive-medic	484	Walkers
hill-rom-envision	468	Bed
hill-rom-synergy-air-elite	422	Support Surfaces
span-america-encore	325	Bed
accumax-quantum-vpc	246	Support Surfaces
barton-h-250-convertible-chair	217	Bed
ez-bathe-inflatable-tub	216	Bath
pacesaver-fusion-3-wheel	208	Scooter
drive-medical-med-aire-alternating-pressure-low-air-loss-mattre..	187	Wheelchair
bariatric-safety-edge-span-america	176	Bed
hill-rom-np100-prevention-surface	174	Support Surfaces
pressureguard	169	Support Surfaces
aed-automated-external-defibrillator-instructions	159	AED
hill-rom-100-low-bed	158	Bed

## Respiratory Devices – User Data

Respiratory Instructions	2023	2024	Incr/Decr
Home Sleep	902	1,942	215%
Vent	1,880	2,529	135%
O2 Conc Portable	3,224	4,403	137%
O2 Conc Stationary	4,674	6,147	132%
CPAP	7,625	8,410	110%
<u>Nebulizer</u>	<u>14,777</u>	<u>14,999</u>	<u>102%</u>
<b>Respiratory</b>	<b>33,082</b>	<b>38,430</b>	<b>116%</b>

Respiratory Instructions Viewed

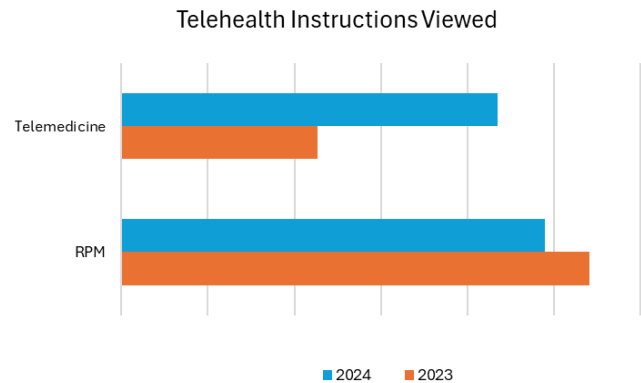


## TOP 25 RESPIRATORY DEVICES INSTRUCTIONS

Instructions	Views	Category
salter-aire-elite-compressor	2,187	Nebulizer
remstar-plus-c-flex-by-philips-respironics	1,156	CPAP
home-sleep-study-devices	1,118	Home Sleep
instructions-for-non-invasive-ventilators	1,108	Vent
instructions-for-asthma-allergy-devices	1,061	Nebulizer
fisher-paykel-icon-cpap-machine	785	CPAP
power-neb-ultra-nebulizer-drive	781	Nebulizer
aerochamber-plus-z-stat-valved-holding-chamber	682	Nebulizer
pari-vios-nebulizer	629	Nebulizer
penguin-pediatric-nebulizer-by-drive-medical	559	Nebulizer
innospire-essence-nebulizer-compressor	535	Nebulizer
airsep-newlife-elite-chart-industries-stationary	509	O2 Conc Stationary
philips-respironics-trilogy-100-ventilator	465	Vent
nuvo-lite-mark-5-oxygen-concentrator-gce	454	O2 Conc Stationary
sportneb2-nebulizer-drive	441	Nebulizer
mabis-compmist-compressor-nebulizer-system	417	Nebulizer
primeclean-cpap-cleaner	403	CPAP
resmartcpap-3b-medical	397	CPAP
how-to-use-an-aerochamber	379	Nebulizer
microletnext-lancing-device-bayer	361	Nebulizer
ultrafill-home-oxygen-system	338	O2 Conc Portable
airsep-freestyle-3-portable-oxygen-concentrator	311	O2 Conc Portable
z1-cpap-hdm	293	CPAP
flyp-nebulizer	287	Nebulizer
alice-night-one-sleep-test-by-respironics	262	Home Sleep

## Telehealth – User Data

Telehealth Instructions		<u>2023</u>	<u>2024</u>	<u>Incr/Decr</u>
	RPM	5,414	4,892	90%
	<u>Telemedicine</u>	<u>2,263</u>	<u>4,347</u>	<u>192%</u>
Telehealth		7,677	9,239	120%



## TOP 25 TELEHEALTH INSTRUCTIONS

<u>Instructions</u>	<u>Views</u>	<u>Category</u>
remote-patient-monitors	1,323	RPM
telehealth-telemedicine	1,323	Telemedicine
telehealth	1,268	Telemedicine
masimo-patient-monitoring	394	RPM
rimidi-rpm	349	RPM
amwell-for-patients	242	Telemedicine
teladoc-telehealth	199	Telemedicine
accuhealth-rpm	182	RPM
100plus-remote-patient-monitoring	177	RPM
welldoc-rpm	160	RPM
alivecor-kardia-rpm	142	RPM
carefree-md-telehealth	141	Telemedicine
anelto_rpm	139	RPM
tytocare-rpm	139	RPM
98-point-6-remote-patient-monitoring	133	RPM
fitbit-health-solutions-for-diabetes-management	132	RPM
icliniq-telehealth	132	Telemedicine
livongo-rpm	132	RPM
vital-care-rpm	126	RPM
health-recovery-solutions-rpm	125	RPM
vivifyhealth-rpm	122	RPM
snapmd-telehealth	115	Telemedicine
timelymd-telehealth	112	Telemedicine
doctors-on-demand-telehealth	111	Telemedicine
careclix-remote-patient-monitoring	105	RPM

## Miscellaneous – User Data

### Countries

<u>Locales</u>	<u>Instructions</u>
United States	144,944
Others	7,975
Russia	6,924
Canada	6,467
Australia	6,032
Great Britain	5,998
Ireland	3,477
New Zealand	3,335
China	2,834
India	2,830
Poland	2,341
Germany	1,580
Romania	1,351
Czech Republic	1,096
Ukraine	768
Bulgaria	753
Latvia	740
France	686
Netherlands	542
Iran	539
Japan	460
Philippines	445
Sweden	395
South Africa	392
Turkey	382
<u>Greece</u>	<u>368</u>
Total	203,655

### Instructions Viewed by Day

<u>Hr of Day</u>	<u>Instructions</u>	<u>%</u>
12:00 AM	7,380	3.6%
1:00 AM	7,511	3.7%
2:00 AM	7,468	3.7%
3:00 AM	8,803	4.3%
4:00 AM	7,236	3.6%
5:00 AM	7,312	3.6%
6:00 AM	9,590	4.7%
7:00 AM	9,209	4.5%
8:00 AM	10,004	4.9%
9:00 AM	9,672	4.7%
10:00 AM	9,096	4.5%
11:00 AM	8,666	4.3%
12:00 PM	9,698	4.8%
1:00 PM	10,906	5.4%
2:00 PM	11,563	5.7%
3:00 PM	8,186	4.0%
4:00 PM	7,965	3.9%
5:00 PM	8,135	4.0%
6:00 PM	7,974	3.9%
7:00 PM	8,301	4.1%
8:00 PM	7,305	3.6%
9:00 PM	7,211	3.5%
10:00 PM	7,625	3.7%
<u>11:00 PM</u>	<u>6,840</u>	<u>3.4%</u>
	203,655	100.0%

# DATA SOURCES

This report contains 2024 “anonymous patient data” analysis of instructions viewed by homecare patients. There are 5 general categories (sets of instructions) and 29 sub-categories:

- Respiratory Devices
- Home Medical Equipment
- Disease Management
- Medication Management
- Telehealth/RPM Services

All content for the instructions of home medical devices, were supplied by the manufacturers and suppliers. The procedural instructions (ex. PICC, IV, sub-q administration and wound care, etc.) were supplied by various homecare providers, related homecare industry associations and the CDC.

Google Analytics, Alphabet Corporation

AW Stats Inc.

JustHost Internet Service provider

MedView Systems, Atlanta Georgia