

Bringing Hospital-Level Care to the Community

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Photos by Speedoc



In today's fast-paced world, convenience and safety have become paramount concerns across various facets of our lives, including healthcare. The continuous evolution of technology, coupled with the global impact brought about by the COVID-19 pandemic, has accelerated the adoption of telemedicine and other digital health solutions. This also ties in with Minister for Health Mr Ong Ye Kung's sharing about turning the Mobile Inpatient Care-at-Home programme into a recognised and accepted model of care in Singapore's public healthcare institutions.¹ This can be done by expanding on the pilot project to further introduce more virtual hospital beds for patients and provide round-the-clock access to care through teleconsultations and home visits.

Through a combination of doctor and nurse home visits, video consultations, medicine delivery and partnerships with major hospitals to drive the hospital-at-home model, we are seeing a paradigm shift in patient care, making it more accessible, efficient and patient-centric than ever before.

Bringing health and wellness to patients' homes

The traditional model of healthcare delivery requires patients to visit hospitals or clinics, which raises challenges for certain segments of the

population, particularly those who are bed-bound, housebound or who possess mobility issues. Caregivers of these patients also face difficulties in terms of the time commitment required to facilitate these appointments.

Recognising these limitations, the Speedoc team has continually evolved our care approach since its inception to bridge this gap by bringing healthcare directly to patients' homes. This approach not only enhances convenience but also ensures that individuals who have difficulty travelling can still receive timely medical attention.

Enabling home-based care

One example is our H-Ward virtual hospital service, which leverages technology and a network of skilled healthcare professionals to facilitate teleconsultations and home-based doctor and nurse visits, enabling patients to receive their personalised care plans in the comfort of their surroundings. This not only reduces the burden on overcrowded hospitals and clinics but also minimises patients' risk of exposure to contagious illnesses, which is particularly relevant in the context of global health crises such as the COVID-19 pandemic.

Since the beginning of the H-Ward programme, we have successfully discharged over 7,000 patients from it.

We have also been constantly encouraged by feedback from our patients and their loved ones as they much prefer and enjoy the privacy and comfort of recuperating at home.

Diversifying services for a comprehensive approach

Our commitment to revolutionising patient care extends beyond just home visits. We offer a comprehensive suite of services designed to meet the diverse needs of our community. From routine medical check-ups to allergy tests and vaccinations, our team caters to a wide range of medical needs, ensuring that patients receive the care they need, when they need it, in the most convenient manner.

Over the years, we have invested heavily in the development of last-mile logistics and touch points in the community. We provide different ways for our patients to access medication, care packs, medical devices and other equipment. This online-offline integration enhances convenience and promotes adherence to prescribed treatment regimens, ultimately leading to better health outcomes for patients.

Empowering diverse groups within our community

Our approach to patient care has benefited diverse groups within the



community. For example, elderly individuals who may have difficulties moving or travelling unassisted, or those with chronic health conditions, greatly benefit from the convenience of home visits and video consultations, as it is easier to access medical care without the need for physical transportation.

Busy professionals and parents also appreciate the flexibility and convenience we offer, allowing them to take charge of their health without disrupting their busy schedules. Furthermore, our partnerships with major hospitals, retail chain pharmacies and last-mile logistics providers enable patients to seamlessly transition between hospital-based care and home-based recovery, promoting continuity of care and reducing the likelihood of re-admissions.

Post-pandemic paradigm shifts

The COVID-19 pandemic has been a catalyst for the widespread adoption of telemedicine and home-based healthcare services. With lockdowns and social-distancing measures in place, many individuals turned to remote medical consultations as an alternative to traditional clinic visits. Families with vulnerable elders and infants approached us for advice as they needed clinical guidance on how to care for their loved ones whose COVID-19 status they were uncertain of.

As awareness of the convenience and effectiveness of home-based healthcare grows, so too does the adoption of our services across all demographic segments. The H-Ward programme has

seen a consistent trend of patients aged between 45 and 70, while our baby vaccination programme has experienced a rising number of babies under the age of two. Additionally, our video consultation service caters largely to patients aged between 25 to 45.

Our approach to patient care suggests a paradigm shift in the healthcare industry. By bringing healthcare directly to patients' homes through a combination of home visits, video consultations and medicine delivery, we are not only enhancing convenience but also empowering diverse groups within the community to prioritise their health and well-being. As we continue to navigate the challenges of a rapidly evolving healthcare landscape, we remain committed to patient-centric care, ensuring that healthcare is accessible, efficient and tailored to meet the needs of each individual patient.

Conclusion

As we continue to forge partnerships with our corporate partners and major hospitals in the region, we hope to continue emerging as a beacon of innovation and compassion in the realm of healthcare delivery. We intend to push the boundaries of patient care further than ever before.

Our trajectory for Speedoc is to continue making an impact in the healthcare landscape to support the evolving medical needs across the world, including the problems of an ageing population, chronic diseases and global health crises. On the partnership front, we aim to remain a trusted ally

for individuals seeking accessible, convenient and high quality healthcare services. We hope our approach to care continues to inspire like-minded individuals and businesses to innovate with compassion and dedication to improve the lives of our communities. ◀

Reference

1. Tan J. Subsidised hospital care in the comfort of home from April 1; new hospital in Tengah by early 2030s. *The Straits Times* [Internet]. 6 March 2024. Available at: <https://bit.ly/3U7ZZLA>.

Legend

1. Doctor in the midst of a video consultation
2. Doctor attending to H-Ward patient at home
3. Nurse assisting a patient during the home visit

Dr Shравan graduated in biomedical and electrical engineering from Duke University, USA, and with an MD from Duke-NUS Medical School. He practised as a physician before he co-founded Speedoc. To date, Speedoc has raised \$34 million from investors including Vertex Ventures, Shinhan Ventures, Bertelsmann Investments, SMRT Ventures, and other family offices to expand its virtual hospital programme, H-Ward®.

