

## Customer Success Story

# Neuro2Go: Expertise Is Just a Click Away

First Choice Neurology's Neuro2Go™ leverages the healow telehealth platform to offer convenient, secure neurological consultations to patients anywhere in the world.

### The Challenge

In a world where patients demand same-day or next-day access to neurological expertise, Florida's First Choice Neurology recognized the existing system of referrals was simply not working for many patients.

### The Solution

First Choice developed Neuro2Go, using the healow® telehealth platform to offer patients anywhere in the world an easy way to obtain a secure, HIPAA-compliant neurological consultation with the click of a button.

### The Results

The development of Neuro2Go means greater convenience for patients — from busy millennials to older adults who don't want to wait for the peace of mind a quick consultation can offer. Plus, the system is building a database for better neurological care in the future.

### New neurology service leverages the healow platform

Dr. Jeffrey Gelblum and his colleagues at First Choice Neurology have built a successful practice that serves thousands of



Jeffrey Gelblum, MD,  
First Choice Neurology

patients in the Greater Miami, Florida area. Now, with their new Neuro2Go service, they are combining their neurology expertise with the power of healow telehealth technology to extend care to anyone, wherever they live — elsewhere in Florida, the Midwest, the mountains of Montana, the coast of California, or anywhere around the world.

"For example, say you have a loved one who has dementia, or a child

who had a seizure, or a cousin who's having severe migraine attacks," Dr. Gelblum said. "Sometimes it's difficult to get to the doctor, or maybe you just have more questions. Anyone can press a button and have instant access to a board-certified neurologist to discuss a neurological condition."

Neuro2Go can be used by anyone, whether they are patients of First Choice Neurology or not. There are no insurance or enrollment requirements. A \$95 fee is paid at the time an appointment is booked.

### Popular among both millennials and older adults

"This is great for individuals who may be between jobs, lost a job, or have had their insurance lapse," Dr. Gelblum said. "We've got a lot of millennial patients coming in who don't have the time, inclination, or really such a great understanding of how to go through their PCP to get to the specialist."

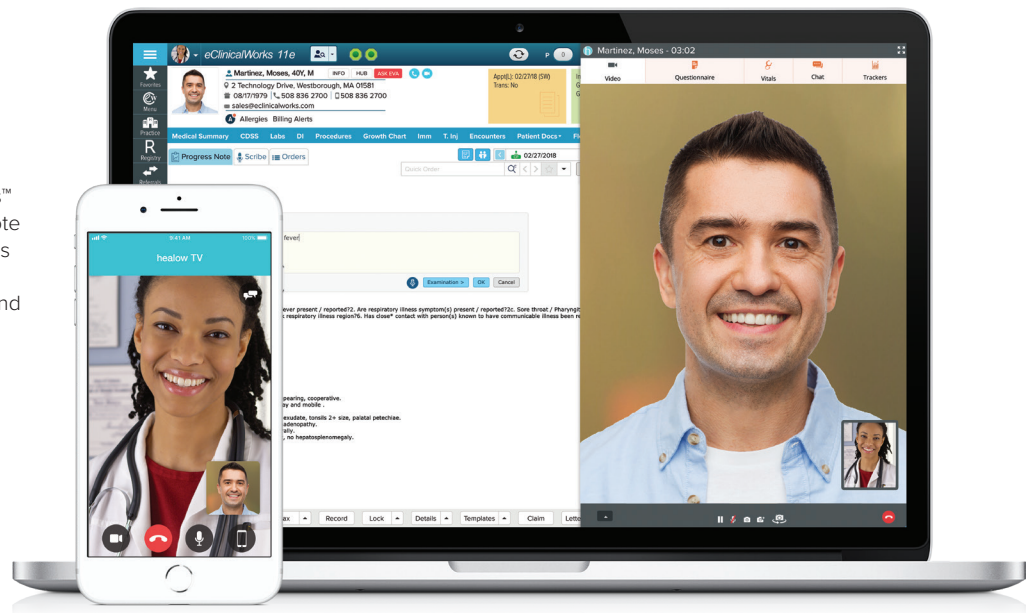
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“In order to make this type of customer-centric health delivery system work, you’ve obviously got to have a very good technological foundation in your EMR, which eClinicalWorks provides. If we live in a world where you can have a car delivered tomorrow, we should also be living in a world where if you have a kid that has a seizure, you’re able to get in touch with a neurologist today or tomorrow.”

— Jeffrey Gelblum, MD, Sr. Attending Physician,  
First Choice Neurology

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Neuro2Go's providers use the healow TeleVisits™ platform to facilitate remote neurological consultations with patients in Florida, across the U.S., and around the globe.



Neuro2Go is also popular among older adults who may not want to wait to see a specialist, either for themselves or when seeking immediate, professional advice for a parent.

“Our scheduling department assigns requests to participating physicians,” Dr. Gelblum said. “The encounter just pops up on my schedule like any other appointment, and I can then just click the healow app, which is our mobile interface, and have a face-to-face, HIPAA-compliant visit with that individual.”

### Building a database — and a better tomorrow

Dr. Gelblum noted that these neurological encounters are creating a database of individuals

nationwide that can serve as a guide to provide future neurological care.

“In order to make this type of customer-centric health delivery system work, you’ve obviously got to have a very good technological foundation in your EMR, which eClinicalWorks® provides,” Dr. Gelblum said. “If we live in a world where you can have a car delivered tomorrow, we should also be living in a world where if you have a kid that has a seizure, you’re able to get in touch with a neurologist today or tomorrow.”