

# qliqSOFT

## Connecting Resources for Tele-EEG

Customer Case Study  
CortiCare, Inc.



## **Corticare Connects Resources for Tele-EEG with Qliq Secure Texting**

### **INTRODUCTION**

At CortiCare, effective and timely communication can literally be the difference between diagnosing a patient with a critical neurological condition and missing it entirely. In the world of EEG & Brain monitoring things move at the speed of light (or between 0.9 meters per second and 110 m/s, to be exact). Having a method to communicate with various on-site and off-site resources naturally became a top priority for this cutting-edge company and that's where QliqSOFT secure texting came in.

### **WHO IS CORTICARE**

CortiCare is an innovative, remote based, tele-EEG solution that delivers real-time monitoring and reading services for hospitals and private practices across the country. CortiCare is the first of it's kind, employing over 40 registered technologists and 30 board-certified reading physicians. With CortiCare's cutting-edge Tele-EEG platform, no facility is limited by the cost of EEG systems or access to EEG techs and neurophysiologists. The remote team can serve a global community and when it comes to EEG – they're able to get the right information for faster clinical intervention and improved patient outcomes. This is of the utmost importance when you consider that, if untreated, the mortality rate for patients continuously seizing is > 70%, and more than 50% of seizures in the ICU are subclinical. This means there's no outward signs of a seizure occurring. In response to this CortiCare developed proprietary monitoring software and began providing their services to organizations, globally, 24/7/365.

### **COMMUNICATION IS MISSION CRITICAL AT CORTICARE**

When a patient is under neurologic observation and CortiCare is called to serve, several prerequisite steps must come together. First the CortiCare coordinator receives the order, a call to action, and uses QliqSOFT secure texting to identify and dispatch the appropriate available resource. "What could take hours, time we do not have, takes us only

minutes with QliqSOFT" states Brad Wescott, CEO and Founder of CortiCare. "Our coordinator is able to send and receive sensitive patient information via the desktop app that helps bring the right resources together. We use it to initiate all our internal processes, to escalate concerns back to the bedside, and to communicate PHI knowing it is secure and instantaneous. Because of this we can also treat more patients simultaneously, something we could not do before."

**"It's as if we hired a full-time resource manager to work directly for our patient coordinator, without the costs of an FTE."**

**Brad Wescott**  
*Founder & CEO*  
*Corticare, Inc.*



## LIFE BEFORE QLIQSOFT

Before QliqSOFT CortiCare logged PHI in a very manual, resource intensive process, utilizing a spreadsheet-like software that was both “unclean and difficult to share” according to Brad. To overcome this obstacle CortiCare knew it had to think outside the box and it spent the next year developing its own internal log system. While this revolutionized how they managed tele-EEG information, they still struggled with embedding communication. “If a lead comes loose and creates artifacts, it’s important to annotate that for the interpreting neuroradiologist. It’s also important to reach the bedside nurse and request the adjustment – we rely on the relationship between our log system and QliqSOFT to achieve this.” But the integration didn’t stop there, they also needed a way to manage the ever-changing schedules of their 30+ contracted Neuroradiologists and, again, turned to QliqSOFT for the answer: OnCall Scheduling.

With this solution in place, schedules could not only be managed but also shared in real-time, and the appropriate, available physicians could be securely messaged directly from the application. “It’s as if we hired a full-time resource manager to work directly for our patient coordinator, without the costs of an FTE.”

## WHAT’S NEXT

CortiCare doesn’t sit still, so what’s next on the horizon for a company that’s already made such great strides in healthcare? Artificial intelligence, of course. Computer aided detection (CADe), also called computer-aided diagnosis (CADx) are systems that assist doctors in the interpretation of

medical images. CAD systems process digital images for typical appearances and to highlight conspicuous sections, such as possible diseases, in order to offer input to support a decision taken by the professional. However, these systems also result in a lot of false positives which cause end users to eventually lose trust and ignore them. That’s where CortiCare believes artificial intelligence can come in. CortiCare has begun to leverage Austria Institute of Technology (AIT) software, loaded

directly into the EEG system to notify them of any abnormalities. The EEG system will automatically escalate alerts to an EEG technician via QliqSOFT. Abnormalities can then be reviewed to eliminate false positives before they reach the interpreting physician. “Artificial intelligence is great but checking it against the actual intelligence and experience of our amazing clinicians means fewer false positives and cleaner reads for our providers. This ultimately leads to better patient care.”

## WHY CHOOSE QLIQSOFT

Like many, CortiCare attributes their decision to partner with QliqSOFT to 4 key elements: Security, convenience, scalability, and compliance. When you’re transmitting PHI you need a HIPAA-compliant solution that’s reliable and convenient. When you’re managing a global patient population that solution must be mobile. QliqSOFT was able to pull all these elements together in one easy-to-use application and continues to partner with CortiCare to develop API connections. Connections that, not unlike those within the brain itself, communicate the right information to the right parties at exactly the right time.

