



SOLUTION DATASHEET

Medical Device & Test Distribution Management

Twistle's secure communication service engages patients throughout the medical device and at-home test distribution and retrieval process to guide them through set-up, utilization and return, improving adherence and reducing revenue loss.



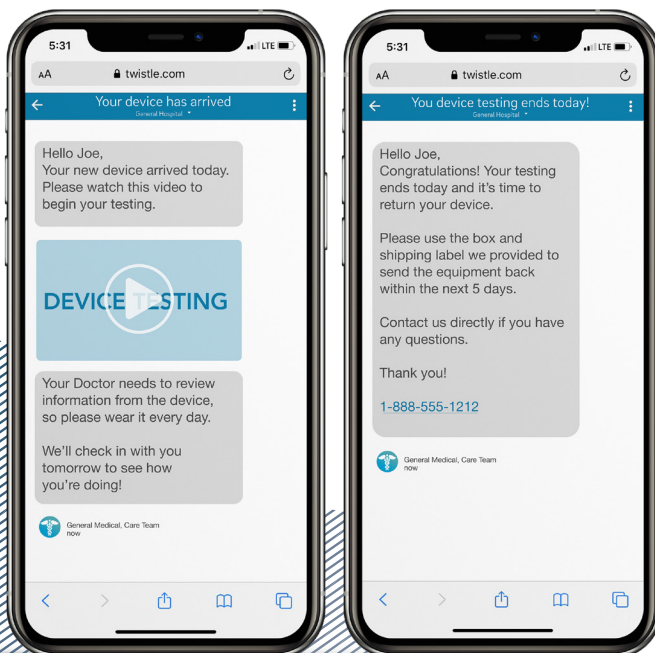
PROVEN RESULTS

Virtual management of device and test distribution, and patient utilization requires personalized education, coaching and support. Twistle delivers timely and user-friendly content to the patient's mobile phone to proactively answer questions and support them throughout each step of the device use or testing cycle.

Sample results include:

- 92%** Increase in successful at-home screening
- 24%** Reduction in technically inadequate home testing
- 14%** Improvement in device adherence
- 90%** Of patients rated Twistle as helpful or very helpful

Twistle collaborates with clients to identify target outcome improvements and return on investment through analysis of current performance data. [Contact us](#) to learn more.



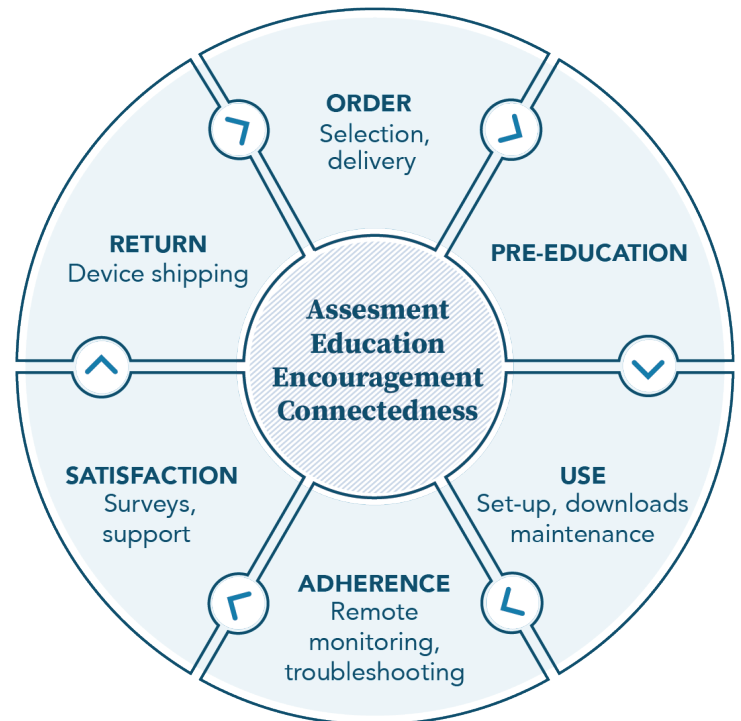
ENGAGE PATIENTS ON MOBILE DEVICES

- Consent forms
- Educational videos
- Help guides
- Return instructions
- Assessment forms
- Insurance card capture
- Benefits investigation / prior authorization
- Encouragement
- Remote physiologic monitoring (RPM)

CUSTOMIZABLE PATHWAYS

An extensive library of communication pathways can be customized for specific tests, devices and patient segments. Secure messaging best practices effectively inform, coach and engage patients to optimize distribution, management and compliance for a variety of devices including, but not limited to:

- Cardiac monitors
- Implanted devices
- Continuous Positive Airway Pressure (CPAP) devices
- Infusion pumps
- Defibrillators
- Physical therapy machines
- Genetic tests
- Ventricular Assist Devices (VADs)
- Home screening tests



REMOTE MONITORING INTEGRATION

Twistle’s API-based integration enables automatic patient enrollment to deliver:

- Shipping and delivery notifications
- Just-in-time coaching for device set-up, use and return

FINANCIAL BENEFITS

Twistle’s patient engagement program generates a measurable return on investment by:

- Optimizing patient success with test or device set-up and use
- Increasing in-home test completion
- Driving adherence to treatment protocols
- Improving test and device return upon discontinuation
- Increasing case manager productivity, allowing them to focus on patients requiring greater support
- Providing detailed analytics to inform ongoing program optimization opportunities