

# Cecelia Health telehealth solution supports diabetes specialty clinics during the COVID-19 pandemic



## COVID-19 Puts Strain on Hospitals

Hospitals and clinics across the country continue to face immense challenges stemming from strain on the healthcare system during the COVID-19 pandemic. People living with chronic conditions, such as diabetes, are in a high-risk category for complications from the virus, but still require regular access to specialist care. Enabling them to continue to adhere to their care management plan without exposing themselves to a hospital setting is critical to protecting their health and wellbeing. The lack of clinical capacity allocated to non-emergency patients, combined with scarcity of specialized clinicians, has accelerated the adoption and integration of telehealth solutions.

## Cecelia Health Approach

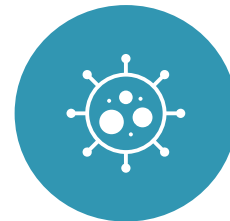
Through the expertise, personalized and compassionate care, and support of our Certified Diabetes Care and Education Specialist (CDCES) team, Cecelia Health is providing critical telehealth support to people living with diabetes during this challenging time. This work reinforces our commitment to ensuring that patient populations across the country have access to world-class care regardless of location. Cecelia Health's telehealth solution, which optimizes the mix of expert clinician coaching and digital touchpoints, has been a critical element for providing diabetes patients with access to care at time when COVID-19 has prevented them from coming into the clinics to meet with endocrinologists and other clinical staff.

## Expert Clinician Support

Cecelia Health's team of CDCESs has been assisting patients by providing a spectrum of support in managing their insulin-dependent diabetes to ease the daily burden and help improve outcomes. Our expert clinician team is passionate about empowering people with chronic conditions to live rich, healthy, and fulfilling lives. They excel at building relationships with patients to educate them about their condition, motivate better lifestyle choices, and provide the essential problem-solving and emotional support required for people living with chronic conditions. This empowers them to gain the confidence to better manage their condition independently in the long run.



Cecelia Health's COVID-19 telehealth support for diabetes specialty clinics was recognized at the Reuters Events Pharma Awards 2020 as a finalist in the Most Valuable Service or Digital Therapy category.



## What the Doctors are Saying

"Patients who worked with Cecelia Health CDCESs were better prepared for appointments and more knowledgeable and confident with their diabetes management."

**Endocrinologist,  
Specialty Diabetes Clinic**

## Broad Range of Care and Support

- ✓ Training and troubleshooting medical devices
- ✓ Preparation assistance for scheduled telemedicine visits
- ✓ Diabetes management education
- ✓ Support and resources for obtaining medication and diabetes supplies
- ✓ Referrals to Community Based Organizations who can assist with Social Determinants of Health issues

## Path Forward >>>>

Current circumstances around the pandemic are presenting unprecedented challenges, both for people who traditionally had easy access to doctors, and even more so for those who already had barriers accessing specialty care. This situation makes the need for a reliable, blended telemedicine solution that incorporates both in-person and telehealth approaches ever more pressing. Through necessity, diabetes care during the pandemic had to evolve and adapt to include telehealth – which resulted in benefits to patients, providers, and payers. The success and positive health outcomes of Cecelia Health’s work with specialty clinics has demonstrated that a permanent blended care model is the path forward for healthcare delivery in a post-COVID world.

## What the Doctors are Saying

“After Cecelia Health’s educator worked with my patient, helped her upload and review data with her, she has been more engaged with her diabetes management.”

**Endocrinologist,  
Specialty Diabetes Clinic**

## Cecelia Health Achieves Positive Outcomes



# 1.5pt

average reduction in A1c



# 11%

average improved Time in Range (TIR)



# 95%

Device persistency during remote device monitoring



# 88%

Medication adherence rate after 6 months



# 52%

Enrollment rate

## Top Patient Barriers and Discussion Topics

- 1 Continuous Glucose Monitor (CGM) instructions and troubleshooting
- 2 Insulin Pump instructions and troubleshooting
- 3 Psychosocial
- 4 Nutrition & exercise