

Bridging Remote Monitoring and Clinical Decision-Making with PreventCare

AN EVALUATION BY HITLAB



This report presents HITLAB's Evaluation of PreventCare, a digital health platform that delivers continuous remote patient monitoring and clinically integrated insights to support proactive, preventive, and data-driven care.

Varsha Srivastava, PhD

Vandana Yadav, MS

Stan Kachnowski, PhD, MPA

Table of Contents

Executive Summary	3
Introduction	4
Telemedicine Survey	7
PreventCare	9
Heuristic Evaluation	12
Conclusion	21
References	22

Executive Summary

This whitepaper presents HITLAB’s heuristic evaluation of the PreventCare patient mobile application and provider platform wireframes, designed to enable continuous, preventive, and data-driven care beyond traditional clinical settings. PreventCare supports automated remote monitoring, longitudinal health data visibility, and proactive clinical engagement to strengthen patient-provider connectivity and improve care efficiency.



Using Jakob Nielsen’s Usability Heuristics, HITLAB assessed navigation, workflows, data visualization, and alerting across patient and provider experiences. The evaluation found strong performance in clarity, consistency, and alignment with real-world clinical workflows. PreventCare effectively supports continuous monitoring, actionable insights, and efficient triage through a clean, low-cognitive-load interface. Key opportunities include enhancing onboarding, improving transparency of health insights and confidence indicators, refining alert customization, and strengthening accessibility and error recovery.

To complement the usability review, a cross-sectional telemedicine perception survey assessed patient readiness and adoption drivers for digital care. Over 73% reported prior telehealth familiarity and 77% expressed willingness to share health data, indicating strong openness to remote monitoring and data-driven care. Patients favored a hybrid care model, using telehealth for routine monitoring and follow-ups while reserving in-person care for complex needs.

Together, the usability and survey findings position PreventCare as a scalable digital health platform aligned with real-world patient behavior and evolving hybrid care models. The platform is not currently regulated as a medical device, enabling faster adoption and deployment. Overall, PreventCare demonstrates strong potential to enhance clinical efficiency, patient engagement, and continuity of care, with a clear roadmap for iterative refinement and expanded clinical impact.

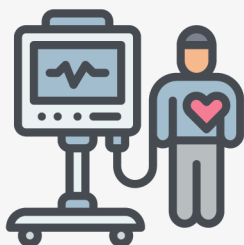
Introduction

Why do current remote monitoring solutions fall short?

Healthcare delivery has traditionally relied on episodic, clinic-based measurements that often fails to detect early deterioration in chronic and at-risk populations, contributing to delayed interventions, avoidable hospitalizations, and suboptimal long-term outcomes (Gandrup et al., 2020; Vudathaneni et al., 2024). Remote patient monitoring (RPM), particularly when integrated with clinical workflows, improves disease management, enhances care continuity, and supports more proactive, preventive models of care.

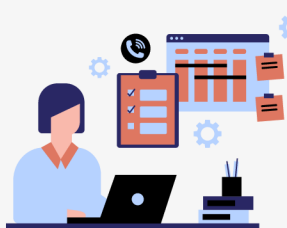
Studies show that lack of automation, poor system integration, and insufficient data interpretability can negatively impact clinician efficiency, patient engagement, and decision-making quality (Gandrup et al., 2020; Serrano et al., 2023).

Fragmented and Episodic Health Monitoring



- **The Problem:** Traditional care relies on short-term, clinic-based measurements (e.g., occasional vitals, Holter monitors) that fail to capture longitudinal health patterns.
- **The Consequence:** Missed intermittent or asymptomatic conditions, low diagnostic yield, reactive rather than preventive care, delayed clinical intervention (Vudathaneni et al., 2024).

Manual Data Entry and Administrative Burden



- **The Problem:** Providers often depend on manually entered patient data or disconnected systems during telemedicine and follow-up care.
- **The Consequence:** Increased clinician workload and burnout, data entry errors and incomplete records, reduced time for patient-centered care (Gandrup et al., 2020).

Introduction

Why do current remote monitoring solutions fall short?

Delayed Awareness of Health Deterioration



- **The Problem:** Providers and patients are not alerted early when vital signs deviate from safe ranges. Patients lack daily feedback and reassurance about their health status.
- **The Consequence:** Late escalation of care, higher risk of emergency events, avoidable hospitalizations, passive health management, missed opportunities for lifestyle intervention, reduced sense of control over long-term health (Po et al., 2024; Stevens et al., 2025).

Overdependence on In-Person Visits



- **The Problem:** Patients with time constraints or chronic conditions struggle to attend frequent clinic visits.
- **The Consequence:** Gaps in monitoring, increased healthcare costs, lower patient satisfaction (Vudathaneni et al., 2024).

Gap in Care in Rural and Underserved Areas



- **The Problem:** Patients in rural and underserved communities face persistent barriers to timely care due to provider shortages, long travel distances, limited specialty access, and fragmented care continuity.
- **The Consequence:** Delayed diagnoses, poorer chronic disease management, higher rates of preventable hospitalizations, and widening health inequities compared to urban populations.

Introduction

Why do current remote monitoring solutions fall short?

Lack of Continuity Between Home and Clinical Care

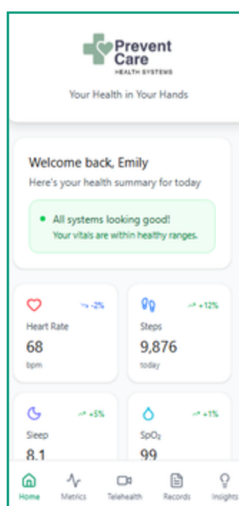


- **The Problem:** Health data collected at home often does not translate into clinical decision-making.
- **The Consequence:** Disconnected patient journeys, underutilization of patient-generated data, reduced care continuity (Gandrup et al., 2020).

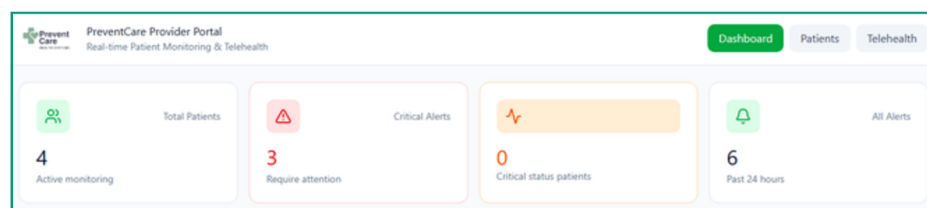
Poor Workflow Integration, Inefficient Triage and Prioritization for Clinicians



- **The Problem:** Disconnected platforms for monitoring, telehealth, alerts, and records disrupt clinical workflows. High patient volumes make it difficult to quickly identify who needs attention first.
- **The Consequence:** Cognitive overload for providers, slower decision-making, reduced confidence in telemedicine delivery, delayed responses to high-risk patients, inefficient use of clinical time, increased risk of oversight (Gontarska et al., 2021; Serrano et al., 2023).



PreventCare addresses fragmented, reactive, and manually intensive care models by enabling continuous, automated, and clinically integrated remote monitoring thereby reducing delays, burden, and risk while strengthening preventive, data-driven care.



Telemedicine Survey

Patient Perceptions & Preferences in Telemedicine

Prevent Care conducted a cross-sectional survey of 52 respondents (predominantly middle-aged female) on use of Telehealth. HITLAB analyzed demographic, behavioral, and preference-based data to deduce quantitative and qualitative insights, strengthening the credibility and applicability of findings.

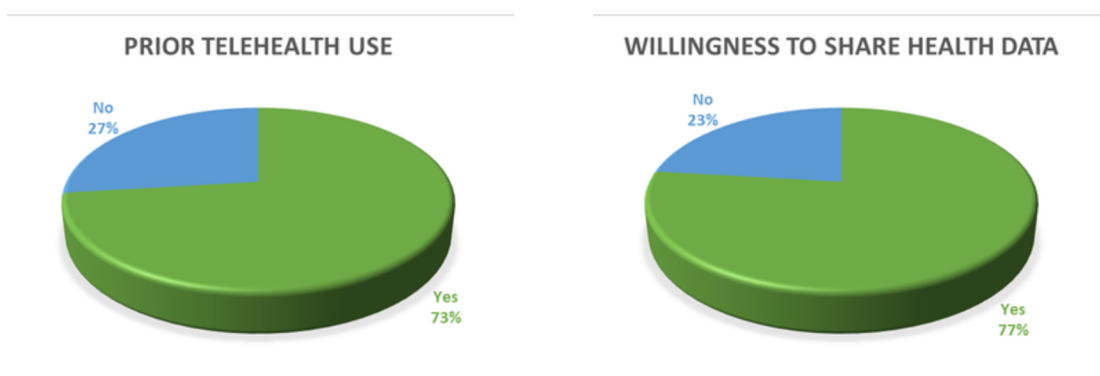
Key insights

- **Promising readiness for digital health integration:** Majority of the respondents are willing to share device data, indicating trust in remote monitoring and data-driven care models.
- **Majority of patients are "Conditional Acceptors":** Around 3/4ths of patients are willing to use telehealth when clinically appropriate and when trust, quality, and cost concerns are addressed.
- **Optimal care model is hybrid:** Patients favor telehealth for follow-ups, routine monitoring, and low-risk consultations, while reserving in-person care for diagnostic and complex clinical interactions.
- **Strategic priorities for health systems:** Improve perceived diagnostic reliability of virtual care, maintain provider continuity, and clearly define high-value telehealth use cases.

Results summary

A key strength of the study is the demonstration of **high baseline telehealth familiarity (over 73%)** indicating that health systems are operating in an environment of increasing digital exposure.

Nearly **77%** of participants expressed **willingness to share health data with clinicians** that highlights a strong foundation for future **digital health ecosystem expansion**.



Telemedicine Survey

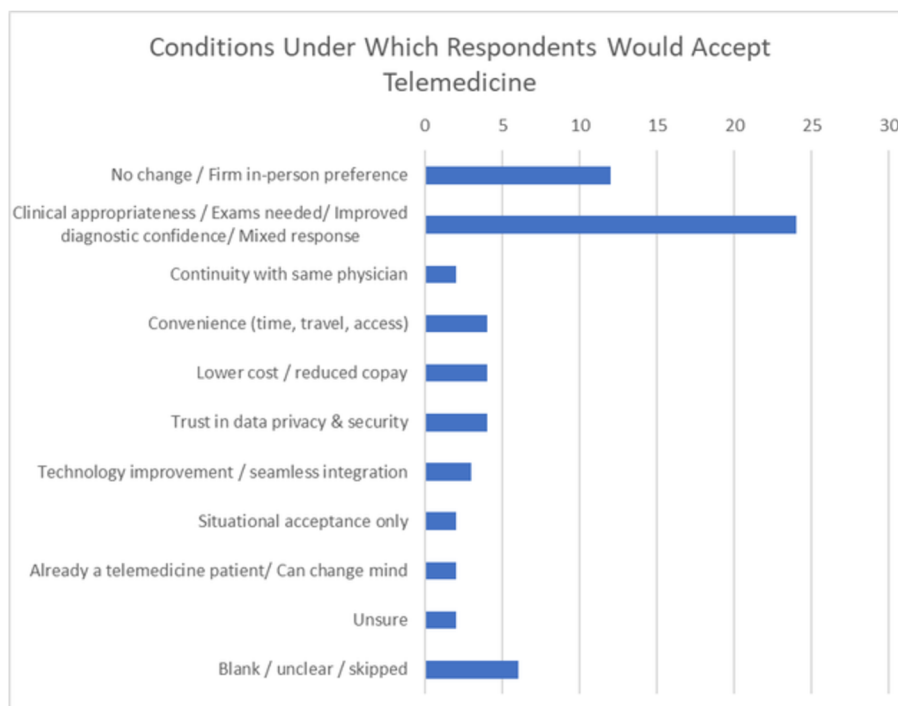
Patient Perceptions & Preferences in Telemedicine

The thematic analysis showed that the majority of patients are **"Conditional Acceptors."**

Their willingness to use telemedicine is not binary but depends on a fit-for-purpose model (using the right modality for the right condition) coupled with improvements to the economic, experiential, and trust-based aspects of virtual care.

Stance	Description	Approx. % of Responses*
Rejectors	Firmly prefer in-person care regardless of conditions.	21
Conditional Acceptors	The largest group. Will use telehealth if it is clinically appropriate (for certain visit types) AND/OR if key barriers (quality, cost, trust) are addressed.	75
Acceptors	Already prefer or are fully open to telehealth.	4

*Does not include unclear and skipped responses



PreventCare

Bridging Remote Monitoring and Clinical Decision-Making

PreventCare is designed to support continuous, preventive care by bridging remote patient monitoring with clinically integrated workflows. The system combines automated vital sign capture, longitudinal trend analysis, and actionable insights to enable early risk detection and informed decision-making. By reducing manual effort and improving data continuity, PreventCare enhances both patient engagement and provider efficiency. Together, the app and provider platform deliver a unified, data-driven approach to virtual care.

PreventCare Web-Based Platform (wireframe)

PreventCare unifies continuous monitoring, actionable insights, and clinician workflows to support proactive, preventive, and data-driven care.

Key features

- *Clinical Dashboard & Patient Overview:* Provides centralized dashboard with patient monitoring status along with visual prioritization of high-risk patients and alerts.
- *Longitudinal Clinical Insights:* Trend graphs for vitals and patient history supported with clinically meaningful summaries provide actionable health insights necessary for clinical assessment.
- *Telehealth Integration:* Built-in telehealth workflows and real-time access to patient data during consultations highlights high-risk patients and abnormal patterns for timely intervention.
- *EMR Integration:* Secure syncing of patient-generated data into EMRs enables virtual visits.
- *Workflow Efficiency & Safety:* Standardized alert severity and risk indicators, error prevention through clear status visibility in addition to familiar clinical terminology and layouts reduces cognitive load.



PreventCare

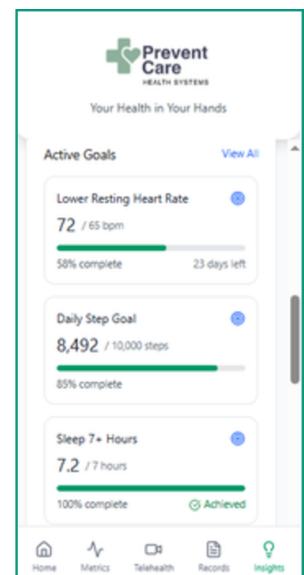
Bridging Remote Monitoring and Clinical Decision-Making

PreventCare App (wireframe)

The PreventCare app empowers patients with continuous health visibility through automated monitoring, clear insights, and proactive guidance.

Key features

- *Continuous Health Monitoring:* Automated capture of vital signs (heart rate, BP, SpO₂, sleep, activity) and longitudinal trend tracking across time intervals provide for continuous tracking.
- *Actionable Health Insights:* Health score with contextual feedback aligned with AI-driven pattern detection with confidence indicators transforms raw health data into clear scores, trends, and clinically meaningful insights. This is supported with personalized goals and progress tracking.
- *Proactive Alerts & Recommendations:* Preventive alerts for missed measurements or abnormal trends notifies users of abnormal readings using clear, supportive nudges for lifestyle actions.
- *User-Friendly Experience:* Simple, card-based interface for quick scanning, familiar health language and intuitive icons along with minimalist design with clear visual hierarchy help in quick understanding and daily engagement.
- *Care Continuity & Records:* Provides visibility into medications, lab results, and historical health data and seamless data sharing with clinicians.



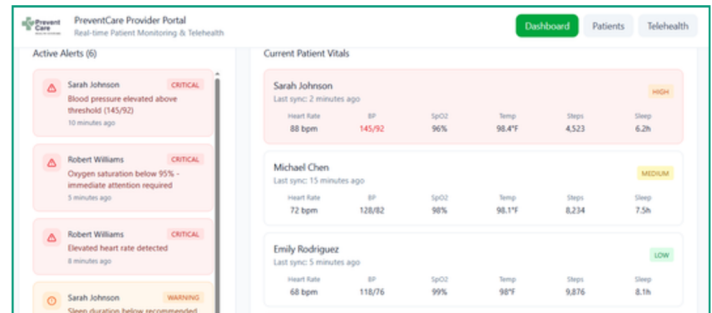
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PreventCare

Bridging Remote Monitoring and Clinical Decision-Making

Key Value Propositions

- **Continuous Preventive Care:** Enables always-on monitoring to detect risks early, not after events occur.
- **Clinically Integrated Data Flow:** Seamlessly connects patient-generated data to provider workflows and EMRs.
- **Actionable Intelligence, Not Raw Data:** Converts complex health signals into clear insights and priorities.
- **Reduced Clinical and Administrative Burden:** Automates data capture and triage to save clinician time and effort.
- **Improved Patient Engagement and Adherence:** Empowers patients with understandable insights and timely guidance.
- **Scalable, Efficient Virtual Care Delivery:** Supports high-volume remote care without compromising clinical quality.
- **Operates outside medical device classification:** enabling faster commercialization, lower regulatory risk, and faster market expansion.



“PreventCare exemplifies the future of primary care—data-driven, patient-centered, and prevention-focused. Its innovative use of monitoring technologies bridges gaps in access and continuity, enabling providers to intervene earlier and more effectively. This model not only improves individual patient outcomes but also has the potential to significantly reduce healthcare costs by preventing disease progression before it becomes complex or irreversible. I am eager to apply all facets of this program in my practice.”
~Stephanie Chambers DNP, FNP-BC

“The PreventCare Platform is designed to enhance patient experience and quality of care by automating the capture of vital signs from connected devices and integrating this data seamlessly into electronic medical records (EMRs). This innovative solution addresses the challenges of timely and accurate patient monitoring, enabling healthcare providers to make informed decisions based on real-time data. With features such as pre-visit clinical readiness, remote patient monitoring, and proactive alerts, PreventCare supports continuous care and improves patient outcomes while reducing the administrative burden on providers. I highly endorse the PreventCare Platform for its user-centered design and commitment to improving healthcare delivery. By streamlining workflows and enhancing data accuracy, it empowers both patients and providers to engage in proactive health management effectively. This will lead to improved quality, decreased costs and most of all, a better patient and clinician experience.”
Edward Marx CEO Marx Advisory

Heuristic Evaluation

Conducted by HITLAB

METHODOLOGY

This evaluation by HITLAB was designed to reflect the perspectives of PreventCare's primary end users, including patients engaged in remote health monitoring and clinicians managing care through the provider platform, while providing expert analysis of the system's design, usability, and functional workflows.

Guided by Jakob Nielsen's Ten Usability Heuristics—a globally recognized framework for interface evaluation—each principle was systematically applied to assess usability strengths and identify opportunities for improvement across both the patient app and provider portal. The heuristics included visibility of system status; match between system and the real world; user control and freedom; consistency and standards; error prevention; recognition rather than recall; flexibility and efficiency of use; aesthetic and minimalist design; help users recognize, diagnose, and recover from errors; and help and documentation.

The evaluation involved a multi-day review of PreventCare's mobile app and web-based provider platform wireframes. Test scenarios were designed to mirror real-world clinical and patient interactions, focusing on key activities such as reviewing vital sign trends, responding to alerts, preparing for telehealth visits, navigating longitudinal patient data, and integrating remote monitoring insights into clinical decision-making.

Personas

HITLAB conducted a heuristic evaluation of the PreventCare app and provider platform wireframes, applying structured usability inspection methods to assess effectiveness, efficiency, and alignment with the needs of patients and healthcare providers. The evaluation focused on how well PreventCare supports continuous remote monitoring, clinically meaningful insights, and seamless integration into patient and provider workflows to enable proactive, data-driven, and preventive care.

Heuristic Evaluation

Conducted by HITLAB

Evaluation Persona 1

48-year-old Working Professional



Michael Thompson

Occupation: Senior Project Manager, Technology Firm

Age: 48 years



I want a simple way to stay aware of my health every day, especially about my heart health, not just when something feels wrong. Having ongoing insights helps me feel more in control and proactive.



Background <p>Michael is a full-time professional with a demanding schedule and frequent travel. He has a history of hypertension and a family history of atrial fibrillation. While he understands the importance of heart health, he struggles to attend regular cardiology appointments and prefers solutions that allow monitoring outside the clinic.</p>	Goals <ul style="list-style-type: none">• Monitor heart rhythm consistently without disrupting daily routines• Detect early warning signs of cardiac irregularities• Share accurate, clinician-ready data with his cardiologist• Gain reassurance through reliable, continuous monitoring	Challenges <ul style="list-style-type: none">• Limited time for in-person medical visits• Difficulty understanding complex ECG data• Concerns about device comfort and long-term wearability
Motivations <ul style="list-style-type: none">• Maintain long-term health and productivity• Avoid emergency cardiac events through early detection• Take an active role in preventive care using technology	Frustrations <ul style="list-style-type: none">• Short-term monitoring tests that fail to capture symptoms• Medical devices that are bulky or difficult to use• Delayed feedback from traditional diagnostic workflows	Needs <ul style="list-style-type: none">• Clear, easy-to-understand insights rather than raw data• Seamless data sharing with healthcare providers• Confidence in accurate & clinically meaningful monitoring

Heuristic Evaluation

Conducted by HITLAB

Evaluation Persona 2

41-year-old Parent (mother)



Sarah Mitchell

Occupation: Marketing Manager

Age: 41 years



I want to keep an eye on my child's health without hovering or disrupting their daily life. Being able to share clear, reliable data with our provider gives me peace of mind.



Background <p>Sarah is a working parent of a teenage son who is active in sports and has occasional symptoms such as palpitations and fatigue. While not severe, these symptoms prompted her to seek a way to monitor her child's health more consistently. She values continuous, non-intrusive monitoring tools to share of reliable health data with the providers.</p>	Goals <ul style="list-style-type: none">• Monitor her son's health metrics continuously and safely• Detect early signs of potential health issues• Share accurate, longitudinal data with healthcare providers• Reduce uncertainty and anxiety about her child's well-being	Challenges <ul style="list-style-type: none">• Balancing privacy and independence with parental oversight• Understanding complex health data without medical training• Coordinating information between school, sports, and healthcare providers
Motivations <ul style="list-style-type: none">• Ensure her child's safety during daily activities and sports• Be proactive rather than reactive about her teenager's health• Maintain oversight without disrupting her child's independence	Frustrations <ul style="list-style-type: none">• Limited insights from short-term clinical tests• Lack of continuous monitoring options designed for everyday life• Delayed or incomplete information during medical consultations	Needs <ul style="list-style-type: none">• Clear, easy-to-understand health summaries and alerts• Secure, controlled sharing of data with healthcare providers• Confidence that the data is accurate, reliable, and clinically meaningful

Heuristic Evaluation

Conducted by HITLAB

Evaluation Persona 3 42-year-old Cardiologist



Dr. Jennifer Lawson

Occupation: Cardiologist, Outpatient Cardiology Clinic

Age: 42 years



Continuous health data gives me a clearer picture of my patients' well-being over time. It allows me to focus on prevention and long-term outcomes, not just isolated events.



<p>Background</p> <p>Dr. Lawson is a board-certified cardiologist managing a high-volume outpatient practice. She treats patients with arrhythmias, heart failure, and cardiovascular risk factors. She values data-driven tools that extend care beyond the clinic and support early diagnosis without adding administrative burden.</p>	<p>Goals</p> <ul style="list-style-type: none"> • Access reliable, long-term ECG data from patients' daily lives • Improve detection of intermittent and asymptomatic arrhythmias • Reduce unnecessary in-clinic visits while maintaining quality of care • Make faster, more informed clinical decisions 	<p>Challenges</p> <ul style="list-style-type: none"> • Incomplete or poor-quality ECG recordings • Excessive raw data without actionable insights • Fragmented systems that do not integrate smoothly into practice workflows
<p>Motivations</p> <ul style="list-style-type: none"> • Deliver proactive, preventive cardiac care • Improve patient outcomes through continuous monitoring • Use technology to enhance—not complicate—clinical workflows 	<p>Frustrations</p> <ul style="list-style-type: none"> • Limited diagnostic yield from short-term Holter monitors • Managing large volumes of patient data efficiently • Ensuring patient adherence to monitoring protocols 	<p>Needs</p> <ul style="list-style-type: none"> • Real-time monitoring data with clear clinical summaries • Easy access to longitudinal trends and reports • Secure, cloud-based data sharing with minimal manual effort

Heuristic Evaluation

Conducted by HITLAB

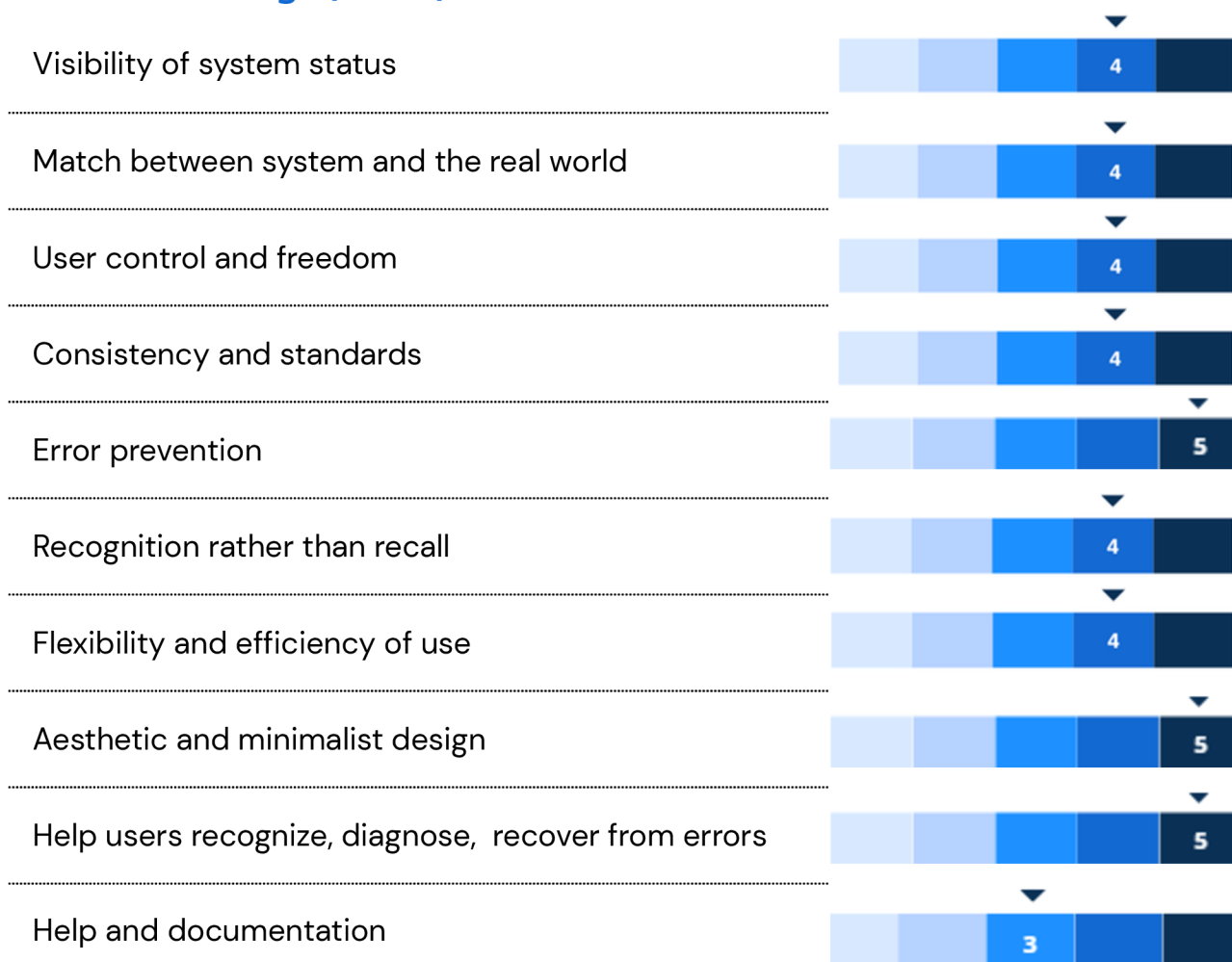


Findings

The PreventCare app and provider platform wireframes demonstrated a strong foundational design, with consistently high usability performance across key heuristic dimensions, indicating a clear, efficient, and clinically aligned user experience. The evaluation identified notable strengths in minimalist design, consistency, flexibility and efficiency of use, and strong alignment with real-world patient and provider workflows.

The findings also highlight opportunities for refinement to further enhance clarity, support error prevention and recovery, and optimize workflow efficiency. Addressing these areas will improve usability for both patients and clinicians and strengthen PreventCare's readiness for broader clinical adoption and scale.

Heuristic Ratings (1 to 5)

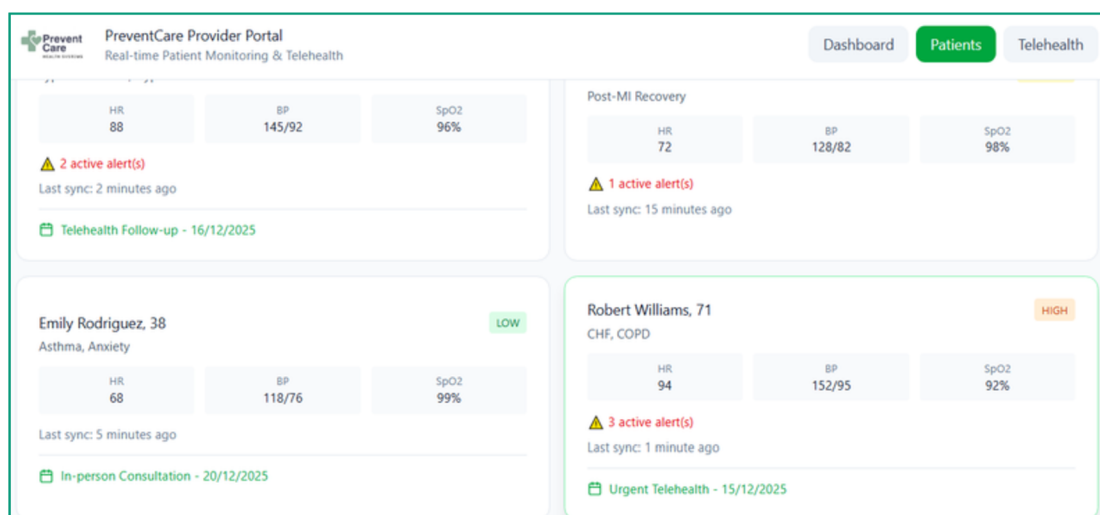


Heuristic Evaluation

Conducted by HITLAB

Strengths Identified

- Clear **visibility of system status** through **health scores, timestamps, confidence indicators, and alert recency.**
- Effective use of **clinically familiar terminology and real-world concepts,** reducing cognitive translation for users.
- **Intuitive, card-based layouts** that support rapid scanning and comprehension of key information.
- Strong consistency and standards across screens, including **uniform color coding, typography, and navigation patterns.**
- **Actionable insights and preventive alerts** presented in supportive, non-alarming language.
- **Prominent display of key metrics and trends,** minimizing reliance on memory and recall.
- **Clean, minimalist visual design** with strong visual hierarchy and adequate whitespace.

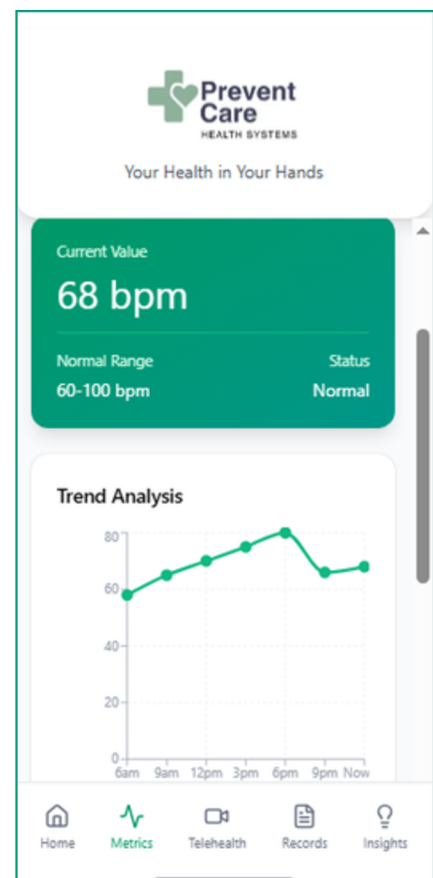
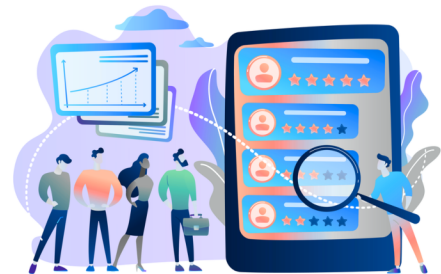


Heuristic Evaluation

Conducted by HITLAB

Strengths Identified (contd.)

- **Efficient navigation and task flow across** Home, Metrics, Insights, Telehealth, Records, and Dashboard views.
- **Proactive error prevention** through visual prioritization of critical alerts and patients.
- **Alignment with real-world clinical workflows**, mirroring standard charting and EMR mental models.
- **Efficient triage and prioritization capabilities** for providers through compact, information-dense dashboards.
- Seamless support for **continuous remote patient monitoring** and longitudinal data review.
- Reduced administrative burden by **automating data capture** and minimizing manual data entry.
- Strong foundation for **data-driven, preventive care delivery** beyond traditional clinical settings.
- Overall design supports **patient engagement, clinician confidence, and workflow efficiency.**



Heuristic Evaluation

Conducted by HITLAB



Opportunities for Improvement

HITLAB's evaluation identified several targeted refinements to further improve the user experience:

- **Support User Guidance:** Incorporate onboarding flows, tooltips for interactive icons, and accessible help content to explain AI-driven insights. Introducing "Settings" and "User Profile" sections will provide users with greater control and personalization options.
- **Personalize Health Thresholds:** Clarify whether health ranges are generic or individualized and allow for clinician-defined inputs to improve diagnostic accuracy. This adjustment helps patients understand how metrics relate specifically to their clinical condition.
- **Enhance Data Visualization:** Add axis labels, measurement units, and legends to graphs while rounding hover values to standard clinical precision. These changes ensure users can interpret complex trends quickly without experiencing unnecessary cognitive load.
- **Optimize UI Layout:** Utilize collapsible sections and progressive disclosure to prevent data stacking and improve the scannability of key insights. Relocating critical alerts to the home screen ensures that emergency situations are highlighted and immediately addressed.
- **Standardize Clinical Standards:** Maintain consistent terminology like "SpO2" and include reference ranges for all vital signs to match clinicians' mental models. Providing clinical context for lifestyle metrics like sleep and steps increases their perceived relevance.
- **Streamline Provider Workflows:** Implement configurable dashboards, keyboard shortcuts, and advanced filtering to help healthcare teams prioritize urgent alerts. Adding clear onboarding paths for new patients ensures the system aligns with existing clinical processes.

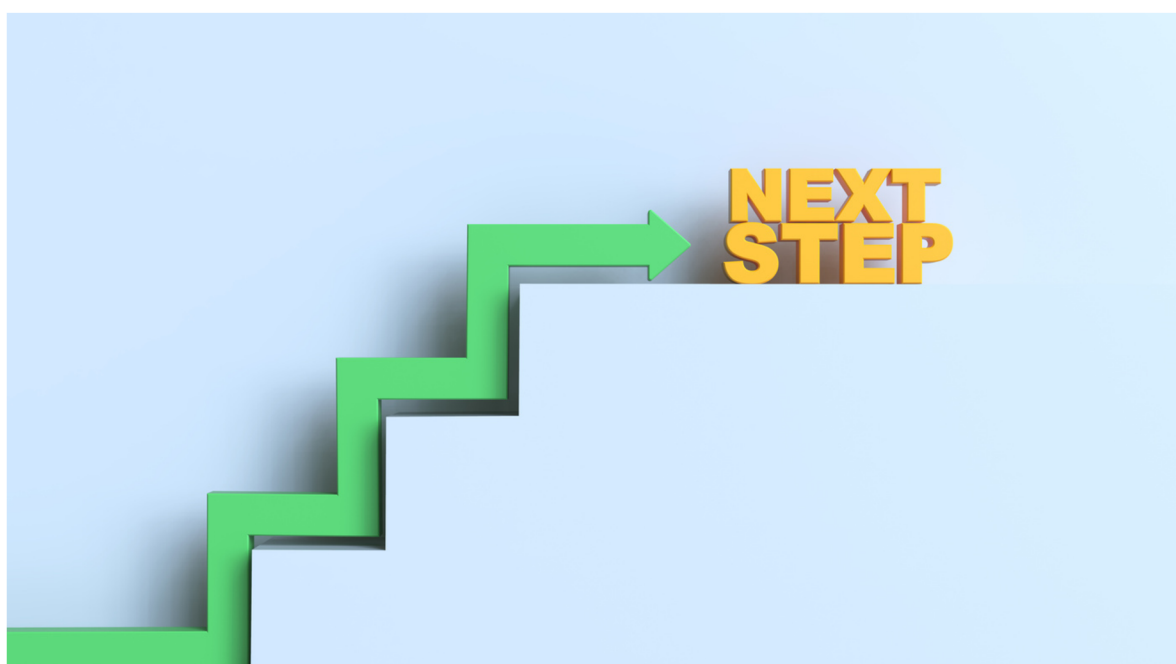
Heuristic Evaluation

Conducted by HITLAB

Recommended Next Steps

To systematically enhance the platform, HITLAB recommends a phased approach:

- **Immediate Refinements (0–2 months):** Improve clarity around health scores, alerts, and confidence indicators to strengthen user trust and understanding. Enhance system feedback for missing or delayed data and refine alert messaging with clearer next-step guidance for both patients and providers.
- **User Experience Optimization (2–4 months):** Introduce contextual onboarding, tooltips, and in-app help to support first-time users. Add timestamps, trend summaries, and visual cues to improve interpretation of longitudinal data across the app and provider dashboard.
- **Pilot Validation & Scaling (4–6 months):** Expand alert customization, risk stratification, and triage workflows to support diverse care models. Pilot analytics for engagement, adherence, and clinical outcomes to validate PreventCare’s impact and support broader clinical adoption.



Conclusion

The heuristic evaluation conducted by HITLAB confirms that PreventCare is a thoughtfully designed, user-centered platform that effectively bridges remote patient monitoring with clinically meaningful insights. Across both the patient app and provider platform wireframes, PreventCare demonstrates strong alignment with usability best practices, presenting health data in a clear, intuitive, and clinically relevant manner that supports proactive, preventive care delivery.

The evaluation highlights PreventCare's strengths in continuous data visibility, longitudinal trend presentation, and workflow alignment with real-world clinical practices. The platform enables patients to better understand their health status while equipping clinicians with timely, actionable information to support informed decision-making and early intervention.

While PreventCare shows strong foundational usability and clinical integration, opportunities remain to enhance transparency, onboarding, alert customization, and accessibility.

Overall, PreventCare represents a scalable, forward-looking approach to remote care management, with HITLAB's insights providing a clear roadmap for continued refinement and impact.



“

PreventCare transforms remote care by turning fragmented health data into continuous, clinically meaningful insight. Patients and providers stay connected through real-time monitoring and actionable intelligence, while maintaining clarity, trust, and control over care decisions. By enabling early detection, informed intervention, and ongoing engagement, PreventCare supports proactive, preventive care and better long-term outcomes.

— **Stan Kachnowski, Chair, HITLAB**

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HITLAB

Contact us for further inquiries



Stan Kachnowski PhD MPA
212-543-0107
swk16@hitlab.org
hitlab.org

HITLAB is a leading healthcare innovation lab dedicated to improving health outcomes worldwide. Through rigorous research, education, and collaboration, HITLAB identifies and supports the development of transformative health technologies.