

A Clinic Team Experience: Benefits of Remote Monitoring with PaceMateLIVE

A clinician and cardiovascular service line administrator share their perspectives using PaceMateLIVE for CIED remote monitoring.

Saumil R. Oza, MD

Cardiac Electrophysiologist and Chief of Cardiac Electrophysiology

Ascension St. Vincent's Riverside Hospital, Jacksonville, Florida

Margaret G. Pate

Clinical Service Line Director of Cardiovascular Services

Ascension St. Vincent's Riverside Hospital, Jacksonville, Florida

Ascension Health

- > Catholic nonprofit health system
- > 3 Jacksonville, FL, locations
- > 7 primary cardiology clinic locations
- > Multiple outreach pacemaker clinic locations
- > 32 cardiologists + 7 electrophysiologists
- > 3 advanced practice providers dedicated to EP
- > 1 supervisor + 3 dedicated device clinicians
- > 97,000 remote monitoring transmissions annually

Ascension St. Vincent's Health System began using PaceMateLIVE software as a cardiac rhythm management solution in June 2020 after experiencing common patient data management challenges—including constant dataflow, insufficient EHR integration, and patient noncompliance. Dr. Saumil R. Oza and service line administrator Margaret G. Pate describe the advantages that PaceMate has provided for their clinics and staff.



All [the physicians] have to do is click “e-sign” and it crosses over into our EHR and bills out.

—Margaret G. Pate

THE PROBLEMS

MANUAL EHR DATA ENTRY

PATIENT COMPLIANCE

LOST REVENUE

DELAYED DEVICE REPORTS

LACK OF 24.7.365 COVERAGE

Pate: In the past, everything was done on paper. We were unable to see if patients were actually compliant with their transmissions. Therefore, we wanted to improve the quality of care within our practice. We also knew that not everything was being captured from a billing perspective, so we were not optimizing revenue. We did not have a clear overview of what we were getting paid on.

Oza: If we were offsite at a satellite location and someone put a device report on our desk, we sometimes would not receive it for a few days.

THE SOLUTION: PACEMATELIVE

STREAMLINING DATA MANAGEMENT WITH AN ALL-IN-ONE AUTOMATED PLATFORM HAS SIMPLIFIED WORKFLOWS AND IMPROVED PATIENT CARE DRAMATICALLY FOR ASCENSION ST. VINCENT'S CLINICS.



EHR INTEGRATION

Pate: What made PaceMate stand out from the competition was the ability to interface with our EHR. Once the physician is able to go in and read the report, all they have to do is click “e-sign” and it crosses over into our EHR and bills out.

Oza: Previously, from a physician perspective, the impetus to go with cardiac rhythm management (CRM) software was very important. We looked at several options, and PaceMate was definitely far and above the best solution for our practice.



RESEARCH-GRADE DATA

Oza: Ascension is looking to collectively leverage data and individual patient experiences to answer questions on health equity and population studies to help with volume. PaceMate allows us to coordinate all of our implantable and external monitoring data between sites and use that for data mining research.



ALL DEVICES IN 1 PLATFORM

Oza: When we first started using PaceMate, we were able to incorporate implantable defibrillators, pacemakers, implantable loop recorders, and other implantable devices into their management software. We learned we will also now be able to incorporate external wearable devices such as patches and mobile cardiac telemetry monitors from all the different manufacturers into PaceMate.



MEANINGFUL PREREADS

Oza: PaceMate's ability to give us extremely customizable preread reports is amazing—it speaks to how agile and responsive they are. It is going to completely change the way external monitors are read.



EXCELLENT ONBOARDING

Pate: PaceMate was very accessible. They came on site to meet with our physicians and staff and are interested in continually improving their process based on feedback. If there is ever an issue that we would like to discuss in person, I know that I can call anyone at PaceMate and they will come down that same week to any of our locations.

Oza: The process was seamless. Going from paper to electronic can sometimes be difficult for physicians, since we are used to signing off on paper. It is a different workflow. However, I think what really got everyone on board was learning about the amount of data that we may have been missing before with paper documents.



CUSTOMIZED ALERTS

Oza: PaceMate's flexibility in allowing us to individualize what each physician would like to be alerted for and how often has also been very helpful. Certain alerts happen regularly and can be turned off so the physician does not become inundated. Having too much data can be unwieldy, so it is important to find the right balance to manage all that data. PaceMate has done a great job at continuously improving that balance.



AUTOMATED BILLING

Pate: PaceMate provides an authorization and pre-approval workflow dashboard to support our authorization to process quarterly remote transmissions. With the authorization, we receive a guarantee of payment.



“

Integration of external monitors with our remote monitoring patients into one software—gamechanger.

—Dr. Saumil R. Oza

RESULTS

24.7.365 MONITORING

Oza: In terms of safety, the great thing is that our patients are monitored all the time. We are able to have patient monitoring over the weekends and overnight, so if there are any emergencies, the on-call person is alerted. Our turnaround time on critical items has decreased dramatically due to PaceMate because we are able to care for patients almost immediately. I believe the improved quality and safety of our remote monitoring using PaceMate has been the biggest benefit.

IMPROVED PATIENT COMPLIANCE

Pate: PaceMate has also helped us improve patient compliance and transmission on a regular basis. Previously, we did not have any insight as to which patients were transmitting since it was all done on paper. With PaceMate, we have been able to increase patient compliance, which has translated to better care.

BETTER PATIENT CARE

Oza: Patients definitely benefit from a quicker turnaround time for any actionable events on their pacemaker interrogations. We have also been able to get more of our patients on remote monitoring. This has helped reduce the need for inpatient visits. We have shifted a lot to telephone-based visits or videoconferencing. PaceMate has been integral in this transition.

Pate: We have had several success stories where we have averted a potential adverse event in a patient because we were notified so quickly by PaceMate. Previously, we might have had a very different outcome because we didn't have this type of system in place.

THE PACEMATELIVE DIFFERENCE

- ✓ Integrates with all EHRs
- ✓ Robust integrations with athena, Epic, and Cerner—demographics, medications, diagnoses, + hospitalizations updated on every report
- ✓ Vendor-agnostic—integrates with 9 device vendors, saving IT costs
- ✓ Implantable + wearable devices in one platform
- ✓ All patient data pulled from EHRs via FHIR APIs—with athena, Epic, and Cerner
- ✓ Device reports + billing data pushed to EHR upon e-sign
- ✓ Alerts customized and prioritized to top of workflow
- ✓ 100% accurate patient matching
- ✓ Dramatically reduced manual data entry
- ✓ Automated e-sign+next one-step physician review
- ✓ Query-ready for any EHR + device datapoint combination
- ✓ Three service levels—software only, full service, or on-demand (e.g., nights + weekends)

Visit PaceMate.com
to learn more.

CONCLUSIONS

Oza: We found when talking with other practices who use PaceMate that they are extremely versatile, meaning that if you have any recommendations or questions, PaceMate is able to implement those changes very quickly in their software. Therefore, since we started using it, we have been able to make improvements based on physician feedback.

Pate: PaceMate has excellent customer service. They have been receptive and willing to work with our physicians to continually enhance their product and tweak it based on recommendations.

Oza: I echo everything Margaret said. I was pleased to find how much PaceMate has been able to adapt.

Welcome to #streamlined.

Recognized as a Top 100 Healthcare Technology Company by Healthcare Technology Report, PaceMate offers the most comprehensive remote cardiac monitoring solution in the industry. PaceMateLIVE is the only clinical dashboard with user-friendly integrations for all implantable cardiac devices, ambulatory monitors, consumer ECGs, and heart failure products. PaceMate's Auto-Triage™ prioritizes patients based on clinician-customized standards—not device alerts—resulting in substantial reduction in alert burden. With the most live connections through EHR-partnered integrations across Epic, Cerner, and athenahealth, PaceMate offers a true, vetted, and validated industry-leading solution for interoperability: ensuring bi-directional data transfer for more accurate reporting, streamlined workflows, and one-click billing. PaceMate's software-only, concierge on-demand, and full-service offerings deliver a flexible, customized solution to your cardiac practice. Visit PaceMate.com to learn how one platform is transforming the future of digital health.

“

Once our team learned about PaceMate's capabilities, it became the standard go-to for all the Ascension ministries.

—Margaret G. Pate

