

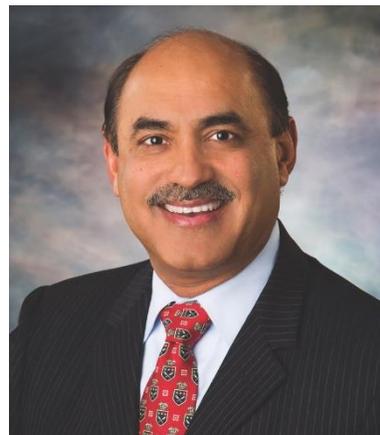
## 5 Questions with Dr. Randeep Suneja

### 1. When did you adopt remote patient monitoring (RPM) and chronic care management (CCM)?

**Dr. Suneja:** Our timing could not have been better. We started the first patient on the program around the beginning of February and in mid-March our enrollment went significantly up. It has taken the load off of my staff because we are able to take care of our patients remotely.

This has been the perfect opportunity for us to connect to our patients when they were unable to travel to us. And we still are able to provide them with awesome care and, most importantly, prevent hospitalizations.

The benefits of chronic care management (CCM) and remote patient monitoring (RPM) have been immense for our practice.



### 2. What have been the clinical benefits for patients?

**Dr. Suneja:** It offers a very good way to keep a close eye on patients. In addition to providing phenomenal care, we are catching things much earlier so patients don't decompensate. And I can guarantee that we have avoided so many hospitalizations.

In fact, the close monitoring of our patients has potentially prevented almost two dozen hospitalizations. That's a big deal. Patients are ecstatic and we are ecstatic – that is a win-win situation.

Each time a patient gets hospitalized with congestive heart failure, their prognosis goes down. During this pandemic, patients want to be cared for at home. We are able to remotely guide and care for them, and if during the televisit we feel that they need an in office evaluation based on the symptoms, we can bring them to the clinic on an urgent basis for clinical evaluation.

The key thing is that we have avoided hospitalizations during this time and have been keeping very close and open communication with our patients. If they're having some issues with palpitations or arrhythmia, we are able to catch things early before they deteriorate.

Although we have always communicated with patients, now it's documented in their record, so we are able to better review it. I believe it helps us make better decisions.

### 3. What has been the patient reaction?

**Dr. Suneja:** When COVID-19 happened we already had launched the program and we saw patient engagement become much, much higher. Patients were very receptive to connecting with us through chronic care management. Currently we have about 200 patients in the practice that are participating.

On an average, I estimate 85% of patients provide a tremendous amount of data. The beauty is that when they give us these pieces of information, such as that they're gaining weight or feeling short of breath, we are able to proactively communicate with them. Often we set up a televisit to give them guidance and adjust their medications. If there are really significant abnormalities, we bring them into the office.

With this platform, patients also feel that the practice is utilizing cutting-edge technology and therefore, we are providing them with phenomenal care. And they feel that they are really connected to us, even more so than before, because the lines of communication are always open. The patient/doctor relationship has become even stronger.

### 4. How has it benefitted your practice?

**Dr. Suneja:** With this program we are providing awesome care to our patients. And not only that – by using this software, which documents everything so well, we're automatically calculating the time that we are spending with the patients. We are getting reimbursed for that, which is nice. So, it's helpful for the patients and we get appropriately reimbursed for the care that we're providing.

We were already coordinating care and communicating with patients, but we never captured the time. And obviously, we were never reimbursed for all those activities.

I've been in practice for 28 years, and we have provided phenomenal care to all our patients, but this platform gave us a way to thoroughly document that care. In fact, I was talking to one of my colleagues and he said, "Suneja, we've been providing this free care and calling patients for decades but never billed anything." Now we are able to capture and document that information and be paid for care management.

### 5. Why did you choose ChronicCareIQ?

**Dr. Suneja:** We started looking at CCM and RPM about a year and a half ago. I had come across several options and met a couple of people from different companies. After my first call with ChronicCareIQ, I was very, very impressed. Then I saw that the product had been endorsed by MedAxiom, part of the American College of Cardiology, our professional society. And I was extremely impressed that they were endorsing this company.

I think this is a phenomenal tool and an awesome platform that helps patients connect with their physicians. It reduces any communications gap that may exist because the patients are able to access you so easily. They don't hesitate to reach out to you for things that may not seem very important, but in reality are quite significant.

I've always had a great relationship with my patients, but I believe this platform has helped make it even stronger and better. And the patients see that, and they know that we care for them and that we love taking care of them.

I really believe it is an extremely useful tool that every cardiology practice should utilize.

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Randeep Suneja, MD, FACC, FSCAI, FASNC, FACP, FCCP, FABLM, FASPC, is one of a very few quintuple-board certified cardiologists in the United States. The Founder, Director and CEO of the Cardiology Center of Houston, he has been in private practice since 1993. He is the Chairman of Cardiology at Houston Methodist West Hospital and Chief Medical Officer of Intruno. ([www.houstoncardiology.com/](http://www.houstoncardiology.com/))

### **Medical School**

Graduated from Maulana Azad Medical College, University of Delhi, New Delhi, India. He started medical school at the age of 17 and had the distinct honor of receiving his medical diploma from Nobel Laureate Mother Teresa. He also received an award from the President of India upon graduation. A lifelong learner, Dr. Suneja recently completed a Masters-level Certificate on Safety, Quality, Informatics and Leadership at Harvard.

### **Academic Boards**

- Board Certified, American Board of Internal Medicine
- Board Certified, American Board of Internal Medicine, Cardiovascular sub-specialty
- Board Certified, Certification Board of Nuclear Cardiology
- Board Certified, Certification Board of Cardiovascular CT
- Board Certified, American Board of Lifestyle Medicine

### **Honors**

- Americas Top Physicians 2018, 2019
- Americas Top Cardiologist 2018, 2019
- Top Cardiologist Lifestyle Magazine Katy - 2014, 2015, 2016, 2017
- Selected Top Docs of Houston - 2004, 2005, 2006, 2016, 2017
- Leading Physician of the World - 2016
- Citizen of the year, Katy Chamber of Commerce - 2015
- Leading Cardiologist of the World - 2010

**Internal Medicine Residency**

- Kings County Medical Center
- University Hospital of Brooklyn
- State University of New York (S.U.N.Y.)

**Cardiology and Angioplasty Fellowship**

- University Hospitals of Cleveland
- Case Western Reserve University of Cleveland, OH