Title: Effectiveness of Digital Virtual care in improving glycemic control

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The current Indian health care and reimbursement system have a pressing need to find alternative models of health care delivery, due to the ever-increasing burden of chronic diseases. Mismanagement of these chronic patients often results in long term complications leading to repeated hospitalizations.

The purpose of this study was to assess whether a digital virtual care program along with insurance policy could be effective in improving the glycemic control of type 2 diabetes patients.

A cross-sectional analytical study was conducted among the participants with type 2 diabetes in India. The participants who had voluntarily responded to the request for participation were recruited in this study. The dedicated Health coaches involved in the program, connected virtually with their patients periodically, to provide personalized patient education, emotional support, diet plans, query resolution and remote monitoring of their health conditions through the "Wellthy care" platform.

A total of thirty-three patients participated and nearly six out of every ten patients had reported reduction in blood glucose level with the help of the phone-based health coaching program. More than half of the patients had started their journey with an HbA1C level greater than 7 units, and 58% of those participants had reported a reduction in blood sugar level, with an average drop of [Mean(SD)] of 7.5 (1.1) units. The overall drop of the average [Mean(SD)] blood sugar level among the patients was estimated to be 7.2 (2.1) units. Further, it was estimated to be 6.5(1.7) unit's reduction among the reducers.

This study demonstrates, such a digital virtual care program, supported with tele monitoring, could help the patients to achieve their targeted glycosylated hemoglobin (HbA1C) levels.

Such digital virtual care programs could act as a promising prescriptive tool for physicians for early identification of adverse events and prompt redressal of the same. Further, it could prevent hospitalizations related to mismanagement of health thereby proving to be an essential asset in the health insurance toolkit.