



## PRESS RELEASE

### FOR IMMEDIATE RELEASE

Contact: Tess Farmer  
Customer Relations Manager  
tess.farmer@tcisoftware.com

#### How TCI's Rounds Software Helped Save A Patient's Life

November 8, 2020-- There may be a number of reasons why patients who suffer from severe anxiety or depression may choose not to communicate their true feelings during a doctor visit—fear of criticism, shame, insecurity, embarrassment, failure, or the underlying reasons for the anxiety itself, like addiction.

Such was the case recently when a patient in one of our pain management clinics reported having suicidal thoughts nearly every day in a follow-up questionnaire.

The clinic uses TCI's Rounds® software program to capture PHQ-9 data following each appointment. The short 12 question software screener is taken by patients independent of their appointment either in the clinic or via email shortly after their appointment. It takes them less than 2 minutes to complete and results are immediately available.

In this case the patient did not verbalize how he was really feeling during the clinic appointment. He lost his job due to COVID-19, has a family of five children and is under extreme financial pressure. An astute clinic provider who acts as navigator for the patient screening process spotted an anomaly during a routine review of the Rounds software reports. She was able to identify the patient and brought him back to the clinic where he received follow-up counseling and psychiatric care.

The pain clinic's owner believes early intervention likely saved the patient's life. "With the (Rounds) software we can make interventions earlier than if we were working with the data manually. This patient presented himself as positive and stoic in the clinic, but his PHQ-9 answers were very elevated."

There are other timely and valuable applications for the Rounds software program: COVID-19 testing, Patient Satisfaction and Quality of Care measurements, plus Telemedicine follow ups questionnaires.

To receive the full case study and hear more commentary by the attending physician call 866.903.0799

#