Vital Guard™ Product
FAQ

What is Vital Guard?

Vital Guard is Vital Software's newest clinical communication platform designed to help healthcare providers identify, track, and communicate missed incidental findings from radiology reports to patients. It uses advanced AI technology to review clinical documentation and ensure that important findings don't fall through the cracks of patient care.

What problem does Vital Guard solve?

Incidental findings on radiology reports are surprisingly common—affecting up to 30-35% of patients with multiple imaging studies in the emergency department. However, studies show that as few as 10% of these findings are actually communicated to patients. Vital Guard bridges this critical gap in patient care by automatically detecting these findings and facilitating proper disclosure and follow-up.

What are incidental findings?

Incidental findings are discoveries on radiology reports that are not necessarily related to why the imaging study was originally ordered. These can include potentially cancerous or pre-cancerous lesions, aneurysms, atherosclerosis, and other conditions that require monitoring or follow-up imaging to track their progression.

Who benefits from Vital Guard?

Patients receive timely information about important health findings that could prevent cancer progression or other serious conditions.

Healthcare providers reduce their malpractice risk by ensuring proper documentation of disclosure, follow-up instructions, and patient communication.

Hospitals and health systems improve quality of care, reduce liability exposure, and meet their obligations for patient disclosure.

Medical groups protect themselves against increasing malpractice premiums and changing legal landscapes around cancer detection.

How does Vital Guard work?

Vital Guard uses a sophisticated two-stage AI system:

1. Detection: Our detection system identifies radiology incidental findings with 95% accuracy

2. Characterization: Advanced language models verify and characterize each finding, providing detailed information about location, size, and clinical significance

3. Status: Provider notes are compared against incidental finding characteristics to determine whether the findings was disclosed, not disclosed, previously known, or had interval changes that require additional disclosure.

How many alerts can we expect?

For every 100,000 ER visits with standard imaging rates, you can expect approximately 12-15 alerts per day. This manageable volume can typically be handled by existing after-care or quality teams without overwhelming your staff.

Who reviews the Vital Guard alerts?

A licensed clinician should review and sign off on findings—ideally an Advanced Practice Provider (APP) or physician, though registered nurses may be appropriate depending on your facility's protocols. This work is typically performed by staff already involved in quality callbacks, after-care teams, or care navigation roles.

Is this an emergency alert system?

No. Vital Guard is designed as a worklist that can be reviewed at convenient times—daily or every other day. It does not generate pop-ups in your EHR or require immediate attention. Think of it as a structured way to manage important but non-emergent follow-up communications.

How do clinicians access Vital Guard?

Clinicians access Vital Guard through a secure web application, just like your EHR or messaging systems. Simply double-click the Vital icon and log in using single sign-on with your existing EHR credentials. No additional passwords or complex logins required.

Can one person manage Vital Guard for multiple facilities?

Yes. The platform is designed to allow a single user to manage alerts across multiple hospitals or clinics within a health system, with easy sorting between different facilities.

How does patient outreach work?

Vital Guard offers two streamlined outreach options:

SMS Text Message: Send HIPAA-compliant text messages directly to patients through the platform, allowing them to respond and engage with their care plan.

Phone Call: Make calls directly from the platform with integrated documentation tools to track your conversations.

The system guides you through proper disclosure, ensuring patients understand the finding, its clinical significance, and the importance of follow-up.

What information does Vital Guard provide about each finding?

For each patient alert, you'll see:

- Patient demographics and visit information
- Imaging study details (type, date, location)
- Specific finding description with measurements and interval changes
- Whether the finding is new for the patient
- Whether the finding was documented during the visit

- Whether follow-up was recommended
- In-line highlighting on the original radiology report

How does Vital Guard ensure proper documentation?

The platform helps you document all required elements of the standard of care:

- Disclosure of the finding to the patient
- Patient's understanding of the finding and its clinical significance
- Communication of follow-up recommendations
- Patient's understanding of follow-up timeline

This comprehensive documentation protects both providers and patients while improving care quality.
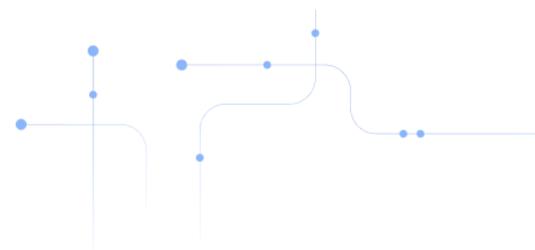
Does Vital Guard schedule follow-up appointments?

While Vital Guard facilitates patient communication and tracks who needs follow-up, actual appointment scheduling typically remains with the patient's primary care provider or specialist, consistent with current standards of care. Or add Vital Access to help automate follow-up scheduling.

How does Vital Guard integrate with our existing systems?

Vital Guard receives the same clinical information from your electronic health record that you do—including radiology results,notes, and other documentation. No manual clinical data entry is required from your team.

What about false positives?

Vital Guard uses a multi-stage detection system specifically designed to minimize false positives. Any uncertain findings can be escalated through your clinical team (RN → APP → MD) for expert review.

How does this meet regulatory and legal requirements?

Vital Guard helps you meet and exceed current standards of care by:

- ✦ Systematically identifying findings that might otherwise be missed
- ✦ Ensuring proper patient disclosure and documentation
- ✦ Tracking follow-up recommendations and timelines
- ✦ Creating an auditable record of patient communication

This is especially important as malpractice caps are removed and statutes of limitations are extended for cancer-related conditions.

What makes Vital Guard different from manual review processes?

Unlike manual review, Vital Guard:

- ✦ Reviews 100% of cases with radiology reports
- ✦ Reviews 100% of provider notes & discharge summaries for disclosure
- ✦ Rarely misses a finding due to fatigue or distraction
- ✦ Provides consistent, structured documentation
- ✦ Tracks completion status across your entire system

Can we customize the workflow for our facility?

Yes. Vital Guard is designed to work within your existing quality and after-care team structures. You can establish escalation pathways and review protocols that match your facility's preferences and staffing models.

What training is required?

The platform is intuitive and designed for easy adoption. Clinicians can begin using Vital Guard effectively after a brief demonstration and orientation session. Ongoing support is available from the Vital team.

How do we get started with Vital Guard?

Contact Vital (Vital.io) to schedule a demonstration and discuss implementation at your facility. Our team will work with you to integrate Vital Guard seamlessly into your existing clinical workflows and virtual desktop environment. We also provide retrospective analysis to see what impact Vital Guard would have on your health system.

MESSAGES   now

Deborah, we would like to notify you of a finding from your imaging results, click here: https://vit.al/i/kHas97NQ

Vital Guard™