

To: U.S. Department of Health and Human Services

From: Fred Eberlein, Founder & CEO, ReliefInsite.com LLC

Regarding: Request for Information on Improving Health and Accelerating Personalized Health Care Through Health Information Technology and Genomic Information in Population-and Community-based Health Care Delivery Systems

The business of **ReliefInsite.com**™ is *secure online pain management services*.

ReliefInsite.com (“ReliefInsite”) is an innovative patient-centric digital pain management service that is best described as an “*interactive pain diary*.” The ReliefInsite service empowers patients who are managing physical and/or emotional pain to securely document their condition for a variety of purposes that include:

- More effective communication with their doctor(s) that is critical in diagnosis;
- Tracking medication/treatment effectiveness and overall outcomes;
- Making early detection of drug interaction;
- On-going monitoring of the patient and their condition.

ReliefInsite provides pin-point visual assessment tools, that produce easy-to-read and actionable information for healthcare providers.

Researchers and clinicians of pain management have long realized that, because of its subjective nature, the best means for assessing patient pain is through self-reporting instruments, like pain diaries.¹ Traditional paper diaries have many limitations that are overcome by the ReliefInsite service.

- Paper diaries are not time stamped. This is often a point of concern for clinicians because it is difficult to verify when patient entries were made. ReliefInsite overcomes this as all entries are time stamped and verifiable.
- The results of paper diaries cannot be automatically digested into graphs, charts and reports to produce a longitudinal perspective of the patient’s condition. ReliefInsite overcomes this by providing a real-time reporting module that consists of report templates and ad hoc reporting tools that the patient can print and bring to his/her doctor or securely share online with their doctor, family members and friends.
- Because of the inherent nature of paper-based information it is difficult, if not impossible, to use paper diaries as a basis for action as a patient’s condition is monitored. This is overcome with ReliefInsite as alerts can be created to signal to a patient and his/her healthcare provider(s), that specific action be taken if, for example, pain or activity levels fall outside pre-defined parameters.

This next generation pain diary provides a secure online means to compile high-value data that patients can dynamically share with their doctor, family members and friends. This information enables healthcare providers to assess outcomes on either an individual or group level to improve therapies that lead to condition improvement for patients with pain. ReliefInsite goes further by providing a permission-based community – a social network and blog for patients. This enables patients to share treatment experiences as well as increase knowledge of advancements in care. ReliefInsite delivers an *essential service* needed to address challenges of shifting responsibility to patients to track their health history.

¹ M. Jensen PhD. et.al. 1998; D. Turk PhD. 2000; C. Whitten MD. et.al. 2005

ReliefInsite is a breakthrough in patient-centric healthcare because it enables patients to compile higher quality data and review immediate analysis, unlike current methods that use paper-based handwritten diaries, which must be manually reviewed by physicians already stretched for time. ReliefInsite delivers what approximately 75 million Americans need to manage their pain condition, health, and recovery.

The following illustration provides a conceptual overview of how the ReliefInsite interactive pain diary service works.

For more details visit the ReliefInsite website at: www.reliefinsite.com or contact me at fred@reliefinsite.com or call 518.632.4507.



I appreciate the interest shown by the Department of Health and Human Services and thank you for issuing the RFI. I hope you find the information provided herein of interest. We look forward to hearing from you.

Take care,

Fred Eberlein
Founder & CEO
ReliefInsite.com LLC