



Transforming Telehealth

**Health Gorilla's Role in
Guard Dog's Success Story**

Overview

Guard Dog Telehealth is a nurse-founded organization dedicated to chronic condition management and preventive care. After decades at the bedside, co-founders Keli Heskett and Justine Hanna saw how fragmented health systems left patients, especially veterans, vulnerable to delays and preventable hospitalizations.

Their licensed nurses and nurse practitioners deliver telehealth-based care directly to patients, reviewing records, reconciling medications, and coordinating ongoing treatment.

To support this hands-on approach, Guard Dog partnered with Health Gorilla to gain on-demand access to comprehensive, interoperable patient records, empowering clinicians to deliver more informed and connected care.



A veteran died waiting for records. His cardiologist refused to see him until all his charts were available – but the VA was backlogged by years. With Health Gorilla, that doesn't have to happen again.

Keli Heskett
Co-founder, Guard Dog

The Challenge



Guard Dog's mission is rooted in preventative healthcare, but structural flaws in healthcare kept standing in the way.

"The system is broken," Guard Dog co-owner, Justine Hanna said. "Patients don't have time with physicians anymore, and information doesn't flow. That fragmentation leads to poor outcomes."

The consequences weren't abstract. Co-owner Keli Heskett, a veteran herself, recalled one patient case that continues to motivate their work:

"A veteran died waiting for records. His cardiologist refused to see him until all his charts were available – but the VA was backlogged by years. With Health Gorilla, that doesn't have to happen again."

This wasn't an isolated event for the owners. They both navigated family members diagnosed with cancer and saw first-hand—from the patient point of view—how difficult it was for specialty doctors to access the full medical history of their loved ones.



The Health Gorilla Patient360 Solution

Guard Dog evaluated multiple options, but Health Gorilla stood out for its ease of use, interoperability, and clinician-friendly design. "When we first saw Health Gorilla, it was the first time we'd seen everything in one place – something that simply didn't exist before," Hanna said.

They found the transition to be seamless, even without technical knowledge or experience.

"We were up and running with data by day two," Heskett said.

They found that they could navigate the platform with ease. Health Gorilla's sandbox environment allowed Guard Dog to test and tailor the solution to their workflows, while their developer connected directly with Health Gorilla's support team to ensure secure integration.





GUARD DOG CASE STUDY

Results & Impact

With Health Gorilla, Guard Dog can now:

Access comprehensive patient records instantly, instead of waiting weeks or months.

Prevent harmful gaps in care, ensuring clinicians have all the information they need to make safe, informed decisions.

Streamline workflows so staff spends less time chasing records and more time engaging patients.

Equally critical was the human partnership behind the technology.

“The relationship and support with the HG team is just as important as the technology,” Heskett said.

Guard Dog’s team praised the responsiveness and collaboration of Health Gorilla’s staff, crediting their relationship with Matt Camburn as a key factor in their satisfaction.

Implementation

Guard Dog’s implementation was fully remote, requiring no onsite presence. Health Gorilla provided a clear roadmap and immediate access to data, defying the long timelines they expected.

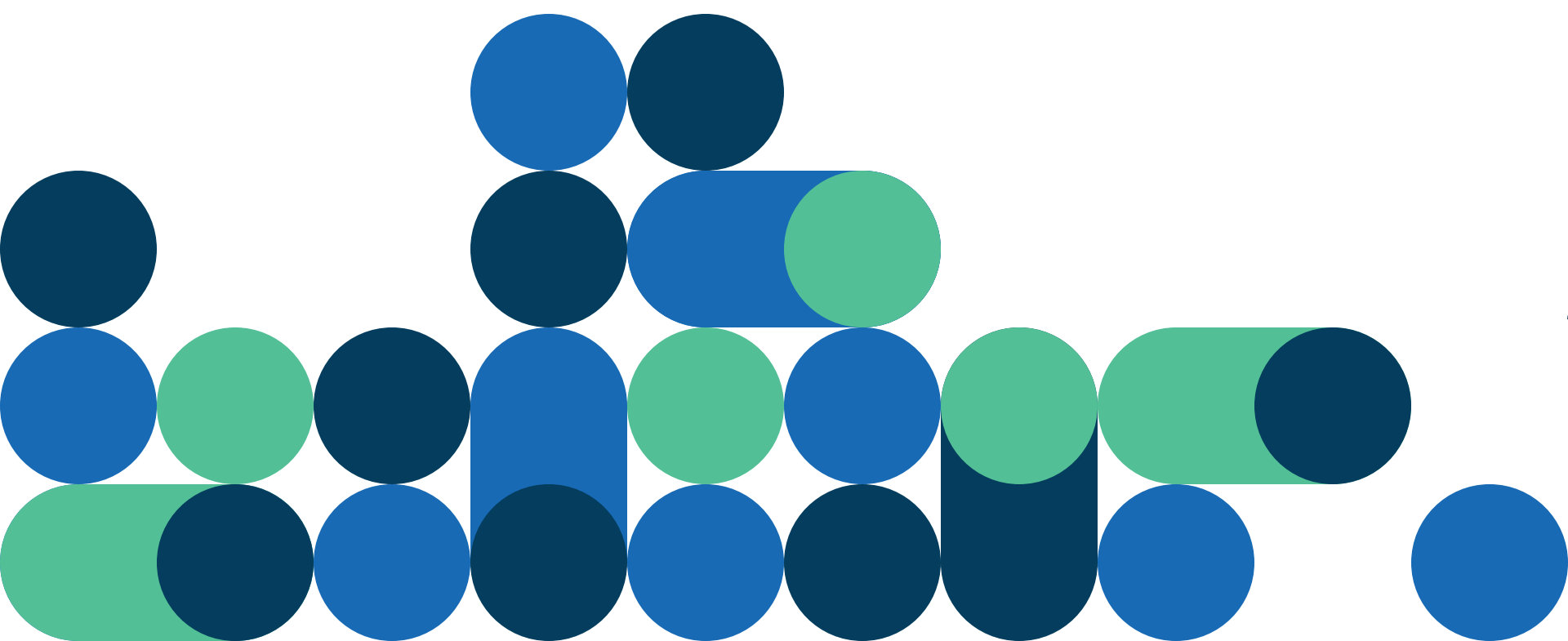
“Training staff takes 15 minutes — it’s the easiest thing we do,” Hanna said.

This efficiency allowed the founders to focus on what mattered most: helping their chronically ill patients get the right care, faster.



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*Justine Hanna
Co-founder, Guard Dog*



Looking Ahead

Guard Dog is now exploring additional use cases with Health Gorilla, from easier reporting workflows to better access to pathology data. They are redefining patient health by applying interoperable data to reduce readmissions, close care gaps, and extend support far beyond the hospital stay

“Imagine if helicopter transport teams had access to complete patient histories before arrival,” Heskett explained. “That’s the kind of future we’re working toward with Health Gorilla.”

**Reduce
admissions**

**Close
care gaps**

**Extend
support**

For Guard Dog Telehealth, Health Gorilla isn’t just a technology partner — it’s a shield that protects patients from the risks of fragmented care by delivering instant access to longitudinal patient data. Guard Dog is proving that when complete information is easily available, prevention is possible, and lives can be saved.

