Enabling Agile & Effective Care for Patients Anywhere

Across the entire continuum of healthcare

caregility

ISO 27001
CERTIFIED
by schellman

HIPAA
Compliant
Verified by Pivot Point Security

Today's healthcare landscape is evolving at a breakneck pace and healthcare providers are struggling to keep up. Escalating treatment costs, rising chronic disease cases, increasing aging population, and shrinking clinician-to-patient ratios are driving healthcare providers to seek better ways to deliver patient care.

Telehealth has emerged as a leading way to overcome many of these challenges. By shortening the time and distance between patients and their care teams, telehealth is enabling faster, more efficient and effective care while reducing costs. Multiple members of a care team can now see, interact, assess and treat patients in any location and from anywhere, raising the level and quality of care.

The Caregility Platform is a flexible and diverse visual communications platform enabling unlimited telehealth programs through a comprehensive single solution.

It supports care programs in:

- inpatient acute care
- intensive care/step-down units
- emergency/urgent care
- long-term acute care
- skilled nursing facilities
- rehabilitation facilities
- outpatient/retail clinics
- patient home

INTRODUCING CAREGILITY'S VIRTUAL CARE PLATFORM

A Clinical Collaboration and Communications Ecosystem

The Caregility Platform is a comprehensive, HIPAA-compliant communications platform which connects all patient and clinician environments into one universal network. Attached to the network are Caregility's Access Point of Care Systems which are video-enabled and located wherever patients or clinicians are: in hospitals, post-acute facilities, outpatient clinics or homes.

The Platform facilitates clinical collaboration and communication around all aspects of patient care. It is always on and available whenever and wherever the doctor needs to see and treat the patient. Whether used for continuous or intermittent patient monitoring, ad hoc patient check-ins, assessments, interventions, scheduled specialty consults, care team coordination and planning, or managing patients through transitions of care, the platform enables any telehealth program.

As a single, universal, purpose-built platform, the platform's interface and experience for both the clinician and the patient is consistent across all telehealth programs. The Caregility Platform is easy to embed, manage, and support, all while ensuring high availability. Gone are the days of trying to support and manage multiple siloed video solutions with different interfaces for each telehealth program. The Caregility Platform eliminates the lack of interoperability and serviceability of those disparate solutions.

The combination of multi-purpose hardware and software components provides a scalable and cost-effective solution to help you sustain a long-term telehealth strategy, in any setting.

Acute **Rehabilitation** **Skilled Nursing Facility** **Urgent Care Clinic** **Workplace Clinic**

ED

ICU **Long Term Care** **Patient Home**

CAREGILITY ENABLES TELEHEALTH PROGRAMS

Access the care continuum

Today's healthcare providers follow and manage many different clinical workflows when providing care, often in chaotic hospital environments. Increasingly they are turning to telehealth to enhance and expand access to patient care. Caregility's platform video-enables many of those workflows, enhancing their effectiveness through better clinical collaboration and communication.

Visual Care Coordination and Communications with patient monitoring in the ICU

Whether supporting a centralized TeleICU command center or offsite Intensivists providing on-demand coverage for nights and weekends, our platfrom provides 24/7 video connectivity directly into patient rooms. Connecting to a wall-mounted access point of care system (APS), clinicians have a full range of options to interact with the patient environment through the iConsult application, far-end camera and audio controls, bookmarks for camera positions, camera brightness settings, night vision, and more. Clinicians can easily add other participants to a video consult, including other members of the clinical care team, family and interpreters, as needed. In addition, bedside clinicians can request remote clinical support through an on-demand button.

Visual Care Coordination and Communications with Step down units, Telehospitalists, Telesepsis, and Rapid Response

The platform provides video connectivity to Acute patient rooms to facilitate care coordination and visual rounding, assessment, intervention and consultation. The same iConsult application provides the same experience for the clinicians joining Acute rooms as ICU rooms.

The Caregility Platform supports Telestroke Programs

Caregility provides video connectivity for remote neurologists assessing patients for stroke. Connecting directly to a wall-mounted or mobile cart APS, the neurologist has a full range of options to interact the patient through the iConsult application, including far-end camera and audio controls,

camera brightness settings and more. The platform integrates with any existing TeleStroke encounter application through a simple API set. The neurologist can connect to any APS from any location from any device to ensure rapid assessment, intervention and care.

The Caregility Platform Supports Scheduled Virtual Visits or eConsults

The Caregility Platform provides video connectivity for virtual visits, inpatient as well as outpatient, scheduled or on-demand. The iConsult application has links for other clinicians to join a consult on the fly. Routine monitoring of patients can quickly be escalated into an on-demand consult with the specialist or care team member needed. Scheduled eConsults are launched from within EMR or clinical encounter applications. The same clinician interface and controls are accessed through the EMR or encounter application, giving a consistent experience across all use cases.

THE CAREGILITY PLATFORM'S APPLICATIONS
For effective and agile care

iConsult — A clinician interface and controls application for two-way video/audio communications and collaboration, synchronizing timely and effective care for patients. The clinician uses iConsult to access the wall-mounted or cart patient APS, giving them full control over the camera, speaker and microphone in the room, as well as the ability to add other participants into the call, including specialists, family and other care team members. The same iConsult interface is used across all telehealth programs that utilize two-way video/audio communications.

iObserver — Continuous patient observation for use cases like fall prevention, clinical deterioration/rapid response, seizure monitoring, overflow capacity management, and more. iObserver gives the observer the ability to continuously monitor patients through one-way video with the option of switching on audio (listening and speaking) in the patient room. The observer can also notify with an

in-room alarm sound and/or a text to floor staff as well as escalate to a two-way video call if needed. Once in a two-way video call, other remote care team members can be brought in over video to assess and intervene with the patient.

The Caregility Platform supports continuous patient observation.

Our platform provides 1-way video observation, 2-way audio and escalation to 2-way video through its iObserver application. iObserver can be used for virtual sitting of patients with fall or self harm risk, as well as patients that need visual monitoring for rapid response or deterioration watch. The software allows for continuous visual observation for extended periods of time for up to 12 rooms on a single screen. The observer has multiple options for intervention and interaction with the patient to assess what is occurring and redirect patient activity.

Visual Enablement for Interpreter Services

The platform provides video connectivity for interpreter services. Through the simple API set, the iConsult application has integrated with several interpreter companies so that interpreter services can be initiated straight from within the iConsult application. Through a dropdown window, the language and type of interpreter are selected and brought into the live video call within seconds.

Caregility Connect — Clinical integrations and interoperability. Leveraging the platform's simple API set, Caregility offers connect integrations with multiple EHR and clinical applications. These Connect modules ensure that a common video communications platform is used across different EHR and clinical applications within a health system.

Caregility Connect also provides two different kinds of interoperability connections: (1) standards-based interoperability with monitoring and management and far-end camera controls and (2) medical device interoperability for use with remote patient assessments.

CAREGILITY'S ACCESS POINT OF CARE SYSTEMS (APS)

Video-enabled endpoints in front of patients

Wall-mounted APS family	Mobile Cart APS family

CAREGILITY PLATFORM PORTAL

High Availability, Management, Reporting and Analytics

The Caregility Portal provides the necessary infrastructure and support to make the Caregility Platform and all connected Access Point of Care systems manageable and highly available. The portal also provides comprehensive utilization reporting and analytics.

High Availability — Purposed built design for healthcare, the Caregility platform and APSs are reliable for every day, 24/7 utilization. The Portal provides continuous proactive monitoring of the platform and APSs to ensure that all systems are working. When/if a problem is found, automatic alerts are displayed in the Portal dashboard and sent to Caregility's 24/7/365 video network operations center to remote triage and repair within minutes. Maintaining high availability of the platform and all APSs is critical to the success of patient care provided through telehealth programs. Any down time, no matter how short, is a disruption and delay of patient care.

Manageability — Health systems implementing multiple telehealth programs utilizing APSs spread across multiple sites need a way to easily manage their video communications platform and estate. The Caregility Portal simplifies the setup and provisioning of services, locations, user accounts and APSs, making it easy to scale across large deployments. Administrators can easily add/remove/update/organize user accounts and APSs. Simple, intuitive tools are available to manage, update or troubleshoot APSs such as remote rebooting, hanging up stuck calls, switching to maintenance mode, conducting a factory reset, adjusting hardware and software settings and updating software.

Utilization Reporting and Analytics — Health systems need to run utilization and performance reports to measure the success and return on investment of their programs. The Caregility Portal provides a wide range of reporting and analytics options, including automated and customized, from historical calls and performance to capacity management to uptime and program adoption.

THE CAREGILITY PLATFORM'S KEY FEATURES

Universal, Versatile, Reliable and Secure.

- **Cloud-based Platform** — highly scalable, enabling all different telehealth programs

- **iConsult** — Secure remote clinician access from anywhere

- **iObserver** — unique video workflow for continuous patient observation

- **CaregilityConnect** — Using simple API sets for clinical integrations and interoperability

- **Portal** — The necessary tools to setup and manage users and room systems

- **High Availability** — Highly reliable design with proactive monitoring/alerting and response

- **Access Point of Care Systems (APS)** — Purpose-built designed wall-mounted or mobile cart systems

- **Reporting and Analytics** — Usage, performance and successful program analytics

Over 30 Years of Video Experience:

- Cloud Services
- UC Solutions
- Managed Services
- Professional Services
- Staffing
- Media Services

Eight Years of Experience in Clinical Environments

- Telehealth Solutions
- Cloud Services
- Healthcare Video Endpoints — carts and wall systems
- Healthcare software and services
- Consulting

Supporting:

- 45 Health systems including 850 hospitals
- 9,000 access points of care systems across the U.S.

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Contact us

Caregility North America
81 Corbett Way
Eatontown, NJ 07724
1-732-413-6000
1-866-836-8463

About Caregility

Caregility (**www.caregility.com**) is a clinical collaboration and communications company moving the access point of care closer to the patient. Leveraging its eight years of experience in clinical environments, Caregility's core offering, the Caregility Platform, is a purpose-built ecosystem for the entire healthcare continuum. The Caregility Platform provides secure, reliable two-way audio and video communication designed for any device and clinical workflow, in both inpatient and outpatient settings. Today, Caregility supports 6,500 access points of care systems across the US. From ambulatory/acute/ICU/post-acute care settings to virtual care operation centers to patients in the home, Caregility is helping transform patient care delivery. For more information, visit Caregility **www.caregility. com**. Follow Caregility on Twitter: **@caregility**.

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