Access TeleCare®

Delivering Ideal Patient Encounters

CLINICAL EXCELLENCE THROUGH TELEMEDICINE

ACCESS CART 4.1

- HD Pan/Tilt/Zoom Camera
- Apple® iPad®
- 24-inch Apple® iMac®
- No-click launch
- Sturdy shelf for charts
- Flat cleanable surfaces
- Wired keyboard and trackpad
- Wi-Fi hotspot with FirstNet data plan
- Digital stethoscope
- Three-sided handlebar
- Antimicrobial coating
- Hot-swappable components
- Uninterrupted power supply
- Small, rugged footprint
- Hospital-grade reel casters with brakes
- Isolation transformer with medical grade power cable
- 2-year warranty

Data Protection and Security Come Standard at Access TeleCare

Access TeleCare's Telemed IQ platform and telemedicine cart are HITRUST certified.

Access TeleCare®

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At Access TeleCare, we know that telemedicine is so much more than a cart. We know what really matters is the quality of the interaction between clinician and patient. But, we also believe that technology can enhance that interaction. Our telemedicine cart is just one part of the expertise and technology that makes Access TeleCare the leading acute care telemedicine company.

Access TeleCare was founded by doctors who sought to add telemedicine to their practice and found the leading systems didn't work the way they wanted to - as physicians.

Inspired by surgeons making their own tools, we decided to create our own cart. Made from the most cost-effective and reliable components that mirror how we practice, the proprietary cart is HIPAA-compliant, clinician-tested, and supported by a 24/7 team of health IT professionals with a clinical sense of urgency.

Misguided telemedicine programs tend to focus only on the technology. Access TeleCare's programs are different. We use technology to break down geographic and temporal barriers to medical care.

Our technology highlights include:

Large Display
Our system includes the largest display on the market.

Easy Access
No-click nurse access and 1-click physician access.

U.S.-Based Support
Rapid and thorough response when support is needed.

Reliable. Access TeleCare delivers 99.999% up times for acute care.

Layers of Redundancy. Access TeleCare offers multiple modalities to reach the patient, regardless of power or network failures.

Robust. Access TeleCare creates the highest quality patient experience while minimizing burdens for care teams and IT staff.

Easy to use. Access TeleCare provides an intuitive platform for staff, patients, and physicians and minimizes the barriers and frustrations of delivering care online.

Adaptable. Access TeleCare's cart can be deployed in the most state-of-the-art facilities as well as those lacking current and modern upgrades.

Supported. Access TeleCare's programs are supported with a clinical sense of urgency.

Self-healing, Self-alerting Carts

Access TeleCare employs a proactive model to technical support. Our telemedicine support representatives don't wait for problems to occur. They proactively monitor the fleet of carts to catch issues ahead of time, and wherever possible, resolve remotely so onsite staff and remote physicians can concentrate on providing care. Our proactive, automated monitoring solutions, redundant workflows, and other processes ensure 99.999% uptime and maximum availability for patient care.

We detect problems before they occur and, more importantly, before they affect care delivery.

We employ these proactive measures through a combination of device management, AI, predictive analytics, automated alerting, and self-healing configuration. Our carts can reset automatically to an optimal configuration state when they detect anomalies. For items not resolved by the system itself, this automation also serves to proactively alert the support team, with the required documentation, who then investigates and resolves. In the rare event an issue cannot be resolved remotely, support staff inform clinicians the cart is not telemedicine-ready and guide staff to an alternative solution.

Technical Support with a Clinical Sense of Urgency

With telemedicine for acute care, from acute stroke and critical care to Code Blue management and cardiology, support must be administered with a clinical sense of urgency. With Access TeleCare's programs, the technical support staff is accountable to the clinician, because minutes literally matter. For example, in the case of acute stroke, "time is brain," meaning delays in care compromise neurological outcomes. Support must be well-organized with immediate responsiveness.

Access TeleCare's world-class support for time-sensitive telemedicine includes:

• Coverage by U.S.-based telemedicine support representatives specifically trained for telemedicine and understand the need to effectively communicate with medical personnel under sometimes stressful clinical conditions.

• 24/7/365 coverage through a single phone number, which is on the desktop of every cart at the start of shift to each physician.

• Call-to-resolution times of under 4 minutes whenever possible.

• Proactive remote monitoring and system performance analysis, including monitoring the automated multi-point cart check at intervals ranging from every 30 seconds to every 15 minutes based on feature criticality.

• Proactive outreach to each Access TeleCare physician on shift, along with guidance for using contingent measures to connect.

• Staffing by health IT professionals with previous work experience at FEMA, GE Healthcare, Abbott Laboratories, TSA, Siemens, Cisco, Fujitsu, the U.S. Army, and the National Guard.

• Routine, remote monthly maintenance including all patch management and system updates.
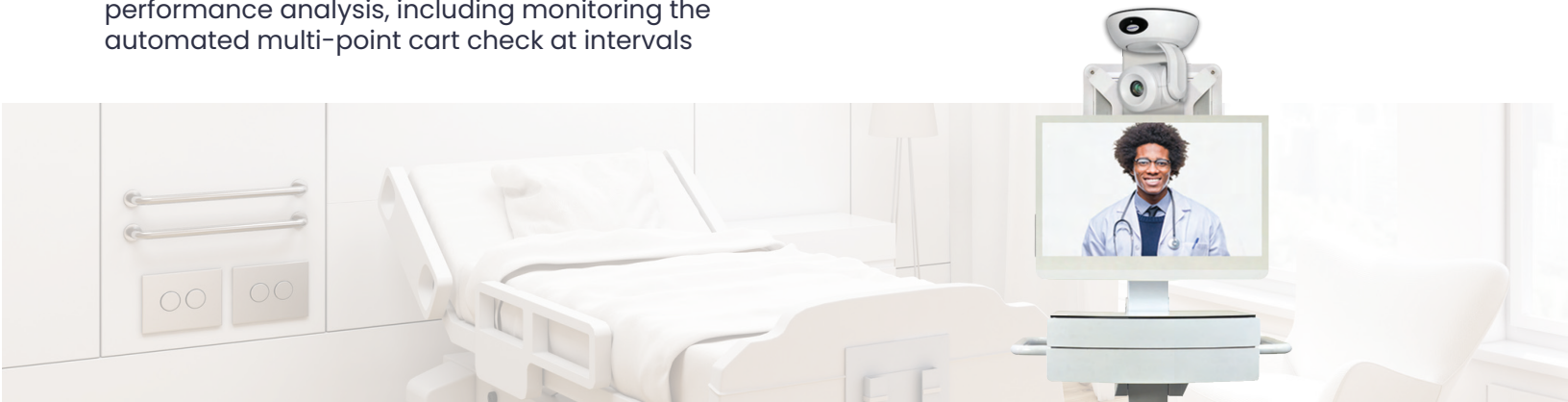
Technology Support

In a dynamic, rapidly changing clinical environment associated with a moving telemedicine cart, it is not a matter of if technology will fail, it is a matter of when it will fail. Those issues could be anything from loss of Wi-Fi connection to forgetting to plug the cart in after the encounter.

Access TeleCare consistently monitors the fleet and deploy automated, on-device alerting capabilities. This alerting allows our team to focus on critical support tasks and reduce risk across the telemedicine systems. In many cases, our team has provided simple support as an integrated part of the team. From proactively calling a hospital to tell them the cart is at 24% battery power and needs to be plugged back in to reminding a nurse who is new to the hospital how to toggle the audio to help a physician use the stethoscope. We aksi have taken steps to ensure the entire fleet is on optimal Wi-Fi networks, using a standard configuration, with no down time.

Hardware and Software Support to Minimize Downtime and Reduce the Burden on Hospital IT

Access TeleCare hardware support includes:

- U.S.-based real-time phone or video assistance with service requests 24/7/365

- All return merchandise authorization (RMA) requests, paperwork, and logistics, including providing shipping labels and packaging instructions

- Remote supervised installation via phone or video for hotswaps, upgrades, or replacement part installation

- Advance replacement units for defective or damaged components

- Onsite spares are available for parts provided a secure storage area and designated point of contact
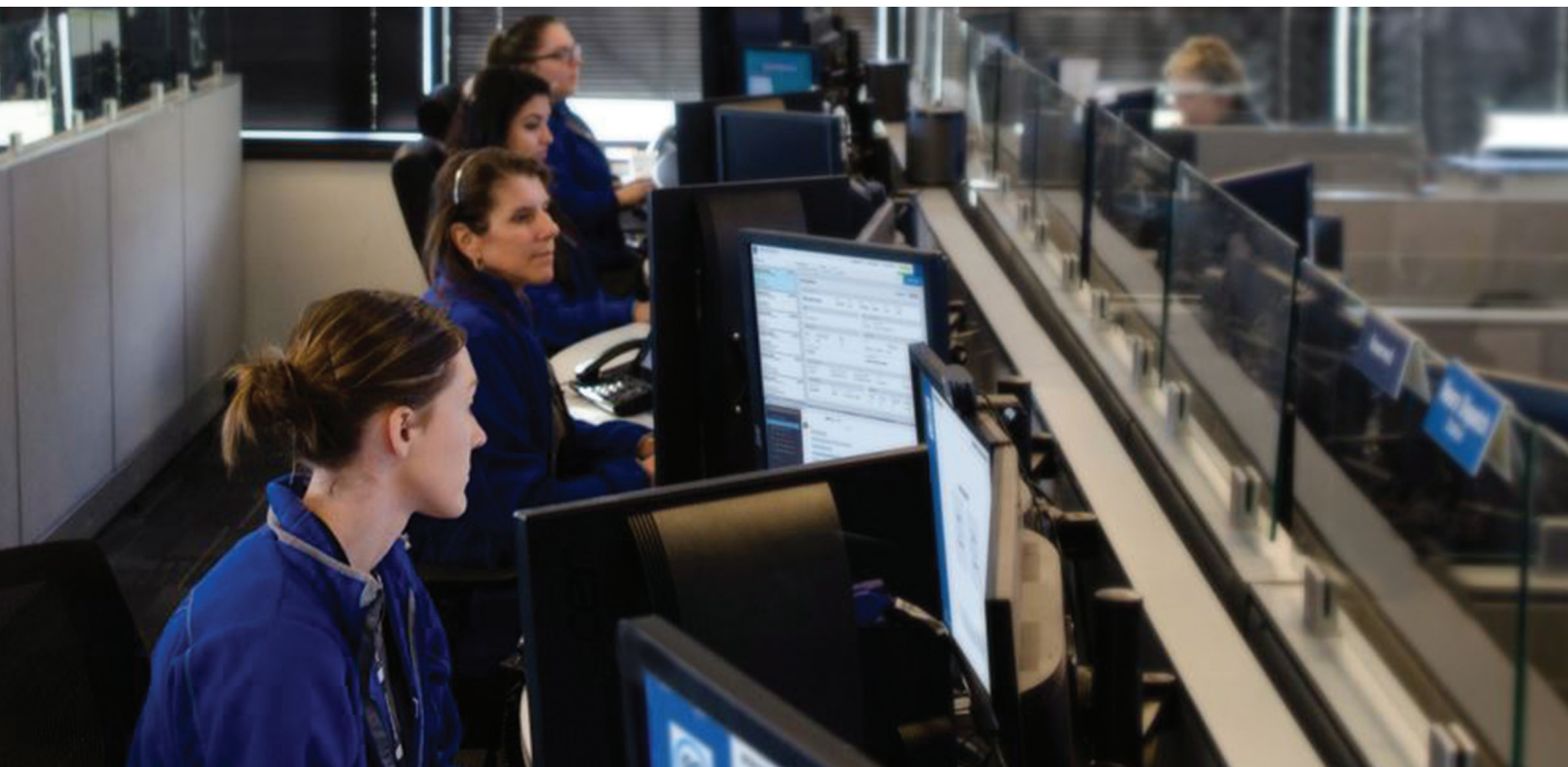
Our telemedicine support teams handle initial troubleshooting but, in some cases, may require hands-on assistance from onsite staff. For example, staff may need to reseat cables, power cycle a device, or conduct a visual inspection. If these troubleshooting efforts do not resolve the issue and a replacement unit needs to be shipped, Access TeleCare handles all logistics and paperwork. Onsite staff receive the replacement unit, participate in supervised installation, and send back any defective product to Access TeleCare.

Reliability
2-YEAR WARRANTY

Access TeleCare offers a 2-year warranty, during which time should a defective electronic component or peripheral be found (not due to damage), a free advance replacement unit will be expedited to the facility.

To minimize clinical down time for damaged components (not a manufacturer's defect), Access TeleCare also offers the advance replacement program to any facility under an active telemedicine support services contract. After troubleshooting, if it is determined that a damaged unit needs to be replaced, Access TeleCare will expedite a replacement unit to the facility.

Access TeleCare software support includes:

- U.S.-based real-time phone or video assistance with service requests 24/7/365

- Remote installation and updates of all system applications, to include operating system, security monitoring, vulnerability scanning, alerting, and core telemedicine functions.

- Routine, remote monthly maintenance including all patch management and system updates

About Access Telecare

Access TeleCare is the largest dedicated, single source provider of acute care telemedicine. We enable hospitals and other healthcare organizations to advance access to care, deliver measurable patient outcomes, and improve organizational sustainability through our provider-initiated telemedicine solutions.

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