Univago HE FAQs

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What is Univago HE?

Univago HE is the first and only all-inclusive telemedicine services platform that delivers the versatility, reliability and security vital to effective telemedicine adoption. Unlike other vendor's solutions that utilize Enterprise video conferencing hardware, the Univago HE solution has been designed specifically to address the needs of clinical workflows with the combination of a scalable software platform and unique purpose-built hardware devices.

Is Univago HE a product or service?

Univago HE is an all-inclusive service. A monthly subscription includes all managed services, software, licenses, monitoring, diagnostics, reporting and hardware - with no costly add-ons or licenses; future software releases and workflow applications also included.

Why is Univago HE offered as a subscription service?

By offering Univago HE as a service, Yorktel is able to provide healthcare organizations and patients with a cost-effective solution while delivering a higher quality of patient care and clinician experience. The inclusive nature of the service means that the continuing cycle of purchasing and upgrading associated with a hardware solution is broken. Not only is this more cost effective, it also illuminates hidden costs and provides peace of mind not possible with a capital purchase.

How is Univago HE licensed?

Univago HE is licensed on a per bed basis. There is no need to consider ports or virtual meeting rooms. An ICU & Acute subscription includes capacity for a consultation between clinician's and the patient room and up to 8 other participants such as specialists, translators or family members.

How is Univago HE priced?

Univago HE is priced as a monthly subscription per system deployed. The hardware, support and services are inclusive in the monthly subscription.

What does the Univago for ICU workflow subscriptions include?

For ICU workflows, the subscription includes the following elements:

- Cloud platform capacity
- ICU specific patient wall system
- Remote monitoring & management
- Access to Univago HE API/SDK
- 24x7 support via Yorktel helpdesk

- Clinician Webapp
- Access to future workflows
- Onsite spares @ ratio of 50:1
- Workflow updates & licensing

Can we perform our own hardware installations?

Yorktel offers a Univago HE Technician Certification program that is required to be completed by anyone performing an installation of the Univago HE system. Once certified, the technician may install and service systems.

How long does it take to install the patient's ICU or Acute room wall system?

An experienced technician can fully install a system in less than an hour. This time will vary according to the type of room construction, layout and access to services such as network and power.

Are spares available for the hardware component of the subscription?

For ICU, Yorktel will provide spare components at a ratio of 50:1. When a fault occurs and a component is swapped out, the customer must ship the faulty system back to Yorktel, who in turn will dispatch a replacement component. For customers subscribing to less than 50 systems, there is a spare system charge for each spares kit they require.

Who owns the hardware at the end of the contract?

Yorktel retains ownership of all hardware for the duration of the subscription. Upon cancellation, the hardware will be removed and returned to Yorktel.

How do we manage and monitor our Univago HE subscription?

When you sign up, you will have Univago HE Administrator accounts created for your tenant. This will provide your organization with full access to control every aspect of your subscription in one central admin portal. This portal also provides you with a monitoring dashboard to quickly check the health of your deployed systems.

What aspects of the service can we control?

Administrators will be able to deploy new room systems, gain status visibility of their deployed systems, as well as manage users and their permissions.

Customer administrators can create system configurations within the Administrator portal. Once the information has been setup in the portal, a technician can access the information while installing the system into a patient room. The technician simply identifies the location and room being installed and by using a QR code, the system will automatically retrieve its information from the cloud and auto configure itself.

For more information, see the Univago Administrator Guide.

What are the different roles & permissions?

- **Administrator** - The Tenant Admin role has full access to controls and settings for their company's subscription
- **Clinician** – The Clinician is the only profile, once authenticated and authorized, who can initiate and manage calls to patient room systems. Where more than one clinician joins a call, only the primary clinician has control
- **Patient** – The Patient is passive during the call process and there is no remote control or user interface for the patient room system available to the patient.
- **Technician** – The Technician is a role who is responsible for installing or servicing a patient room system. The toolsets presented to a technician are specific to these tasks
- **VNOC Technician** - Yorktel's VNOC (Video Network Operations Center) technicians have a full view of all customer systems and environments. The VNOC technicians are provided extensive tools to enable them to support customers who may be experiencing issues

Does Univago HE Support SSO (Single Sign On)

Single Sign On is not currently available today, but will be made available in a future release.

How does the patient use and interact with the ICU or Acute room system?

The system is designed to be passive and completely controlled by a remote clinician user. The ICU system has been designed around two specific scenarios:

1. Clinician initiated call – the clinician initiates a call to the patient room system to carry out observations or respond to an in-room patient request. In this scenario, the patient is passive as the room system automatically accepts the clinician call
2. In-room call request – a nurse or clinician may request a call from a remote clinician using a wall mounted button provided by the service. Once pressed, an alert is generated and sent to clinicians, who in turn will respond and place a call to the patient room

What does the clinician use to call into a patient room?

Clinicians can use the Univago HE web app on any PC running the Google Chrome browser V59.X or later. The web app The web app's simple design removes the technology barriers and allows users to focus on providing effective healthcare. Intuitive, on-screen widgets give the clinician full control of the session and can be moved or closed for personal preference:

- Real-Time Alerts & Notifications
- Full Room Camera Movement
- Pre-sets for Preferred Camera Positions
- Intelligent 'Speed Zoom' Settings
- Set In-Room Camera Brightness, Speed and Focus

- Night Vision Toggle for Low Light
- Clinician & Patient Audio/Video
- Quick Call to Remote Participants
- Snap-Shot for Detailed Still Images

How does the patient know when a call is being made to their room?

The clinician has the option to ring a virtual doorbell to alert the patient that a Clinician has called into their room. The doorbell chime is sound activated from the Clinician interface by clicking an on-screen icon. All participants in the call will hear the doorbell chime.

Can a Clinician call be placed into a patient room without disturbing the patient?

The Clinician has the choice of placing a call either in normal mode or privacy mode. In normal mode, the Clinicians audio and video are transmitted upon connection. In privacy mode the clinician's audio and video are turned off and a visible message is displayed on the patient room screen stating "Monitoring in Progress". The clinician can turn on their camera or microphone at any time during a Privacy Mode call.

How does the patient room enclosure function in low light conditions?

The ICU wall system features an infrared light bar. When light conditions in the patient room become too low, the clinician can initiate Night View from the Clinician WebApp. Once switched on, the infrared lights illuminate the patients room, proving the remote clinician with visibility even in total darkness.

Does the Univago HE service retain any patient information?

Univago HE does not capture or store any patient information. The service only has concept of location, hospital, room and bed. Patient information and identity remain anonymous to the service. The service is HIPAA compliant and ISO27001 certified; hosted in hardened SOC2 certified datacenters. The platform also was built with patent pending technology specifically designed for telemedicine for stronger patient privacy.

We already have a display in ICU rooms; can we utilize this display with the Univago HE service?

No, the Univago HE Wall System for ICU has been designed as an all-in-one solution that combines everything you need in one system that can be mounted in the room. This allows us to provide a higher level of reliability and service.

What is the optimum height for the patient's ICU and Acute room enclosure?

The system should be installed at a height adequate for use in the specific hospital room to avoid all necessary obstructions. The ADA specified height requirement for devices that extend over 4 inches from the wall is 80 inches or 2.03 Meters unless a ledge or furniture below it prevents a person from walking directly under the system. For more information about ADA requirements, please visit: https://www.ada.gov/2010ADAstandards_index.htm

How do we clean the wall system?

The Univago Wall System requires minimal care and maintenance. To clean, simply use a dry soft cloth or duster on the enclosure and display. When necessary, the use of one of the approved cleaning agents listed below may be used to disinfect the system. Apply the cleaning agent to a soft cloth and wipe clean, do not spray cleaning agents onto or into the system, doing so may damage the system and void the manufacturer warranty.

Note: The display of the system, as well as the lens of the camera, may be susceptible to damage if a caustic cleaner that damages clear plastic is used. The manufacturer warranty will be voided if damage is done by use of disinfectants other than the approved listed below:

- CIDEX
- Viraguard
- Control III Disinfectant
- Germicide
- Caviwipes
- Dispatch Disinfectant Cleaner CLH69101
- Puregreen 24 Disinfectant

Who do we contact when we need help or have a system fail?

Administrators are provided full visibility of their estate through a comprehensive Administrator Portal that includes provisioning, status and reporting capabilities. 24x7 technical support with VNOC monitoring, and onsite spare kits are all included in your subscription. Spare kits are provided on subscriptions greater than 50 at a ratio of 50:1. Additional spare kits may be purchased if needed.

If you encounter issues and need assistance, please call Yorktel at:
1-866-300-0884 (Toll) or 1-732-982-4529 (Toll Free)