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**FOR IMMEDIATE RELEASE**

**Yorktel Removes Historic Barriers to Telemedicine Adoption; Introduces All-Inclusive Univago HE™ Telemedicine Video Services Platform to Improve Patient Outcomes, Extend Reach of Care**

*HIPAA-compliant and ISO 27001-certified offering is the first and only telemedicine video platform-as-a-service that is purpose-built from the ground up to deliver versatile, reliable and secure clinical workflows*

Eatontown, NJ (September 5, 2017) [Yorktel](#) today unveiled [Univago Healthcare Edition](#) (Univago HE™), a transformative addition to its enterprise video services platform, built specifically for healthcare.

[Univago HE](#) is the first and only all-inclusive telemedicine video services platform that delivers the versatility, reliability and security vital to affecting widespread telemedicine adoption. Designed from the ground up explicitly for telemedicine applications, Univago HE™ has patent-pending technologies that ensure reliability and quality in every critical connection between patient and clinician, all with “touch-of-a-button” simplicity.

Univago HE is a fully managed subscription-based service comprised of everything needed to connect patients by video with remote clinicians, healthcare experts and family members. The platform includes comprehensive monitoring, hardware, software and licenses, intelligent analytics and clear reporting for healthcare providers.

According to Frost & Sullivan Principal Analyst for Transformational Health, Victor Camlek, “Univago HE represents an important breakthrough in the challenge to make Telemedicine a routine component of the provider workflow. It creates the foundation to build out a growing array of Telemedicine services that will serve the needs of providers to improve the outcomes for patients regardless of the current staffing levels and in-house capabilities.”

“The demands for telemedicine are growing, but the industry has not yet delivered at the rate we all expected a few years ago,” said Yorktel SVP of Healthcare, Peter McLain. “Clinician adoption and widespread utilization are held back by video conference room technology that is neither stable nor reliable enough for the clinical setting. The video technology at the core of telemedicine needs to just work 24/7, 365 days a year; it should fade into the background as clinicians focus on delivering patient care.”

“Every element of the Univago HE platform, from redundant data centers, to precision HD in-room systems, remote management tools and self-diagnostics, was designed and integrated

specifically to support versatile telemedicine workflows with the reliability that is critical for patient care,” said Yorktel SVP of Product Management, John Vitale. “Univago HE includes a library of APIs and SDKs that allow for broad interoperability between Skype for Business clients, WebRTC browsers and traditional video conferencing systems, as well as integration into many different clinical applications.”

Support for open standards and the inclusion of APIs and SDKs extend the value of the platform. Unlike the many closed, single-use systems in the marketplace, Univago HE can support multiple inpatient workflows such as patient monitoring in intensive care units (ICU), virtual rounding in acute units, stroke assessment, behavioral health, virtual sitter, interpreter services, and more.

Eliminating failures and improving the serviceability of in-room systems are among the major advancements reflected in the Univago HE platform. For example, the in-room system for the ICU is modular and designed for years of uninterrupted performance. If a module ever needed replacement, the entire system would be back up and working within minutes, rather than multiple days typical of other solutions.

“Univago HE changes the entire service model, switching from reactive to proactive,” added McLain. “Most video deployments for telemedicine, such as carts and wall systems, are supported with break-fix models that can take days to resolve open issues. That is far too disruptive to patient care and is not scalable. With our proactive model and advanced self-diagnostics, we find and fix problems within minutes, typically before a clinician ever notices.”

Every aspect of Univago HE is private, secure and adheres to the highest standards. Univago HE is HIPAA-compliant (independently verified by Pivot Point Security), ISO 27001-certified, and hosted in hardened, SOC2-certified data centers to provide total patient privacy and security critical to any telemedicine application.

The company plans to release future iterations of [Univago HE](#) extending beyond the confines of hospital walls to support applications for long-term and home health care.

### **About Yorktel**

Yorktel ([www.yorktel.com](http://www.yorktel.com)) is a leading global provider of video cloud and managed services for large enterprise, federal government, and healthcare customers. Founded in 1985 and with offices throughout the US and EMEA, Yorktel enables customers to successfully integrate video into their operations – from video conferencing to streaming, video event production, to digital signage. Yorktel designs, integrates and manages enterprise-wide video communications solutions. For more information, visit Yorktel online at <http://www.yorktel.com> or email [knowmore@yorktel.com](mailto:knowmore@yorktel.com). Follow Yorktel on Twitter: [@yorktelcorp](https://twitter.com/yorktelcorp).

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