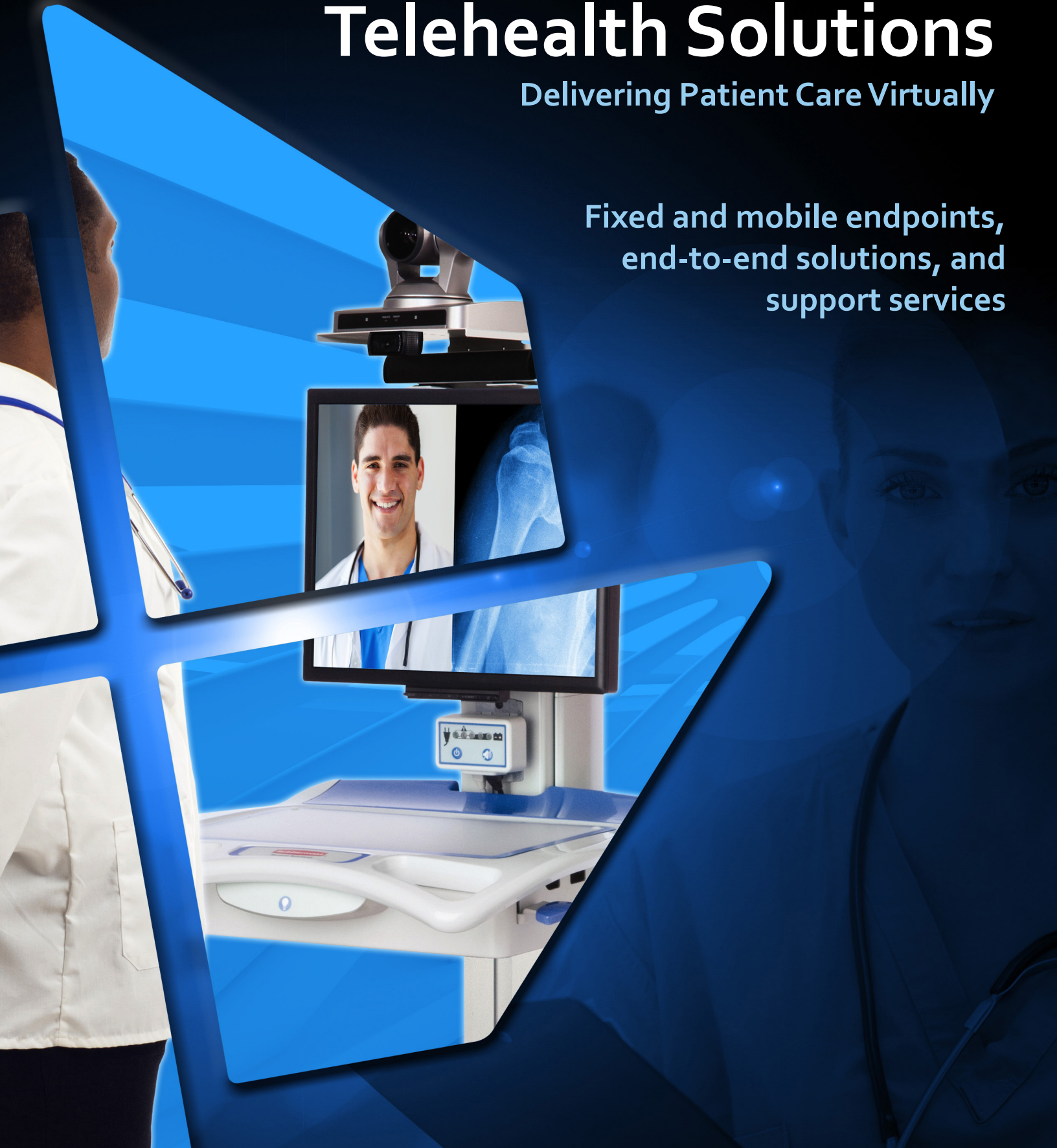




# Telehealth Solutions

Delivering Patient Care Virtually

Fixed and mobile endpoints,  
end-to-end solutions, and  
support services





Improve patient outcomes while decreasing costs with a successful Telehealth program:

- Increase the speed to care as well as the speed to diagnosis and recovery by bringing the specialty care to the patient, saving costs and improving outcomes.
- Save patients time and expenses as they can stay at a local facility and have remote specialist assessments or consultations, instead of traveling long distances for the same care.
- Reduce physician time traveling back and forth between facilities, freeing up time to see more patients while also improving physician life/work balance.
- Expand the reach of your healthcare network through remote services, growing the size of your patient population.

# Telehealth Solutions

## Delivering Patient Care Virtually

### Fixed and mobile endpoints, end-to-end solutions, and support services

Yorktel offers video communication services to support true end-to-end Telehealth encounters. Stay focused on delivering patient care while Yorktel manages all the technology. Yorktel designs, implements and maintains the equipment required for telehealth encounters, as well as monitors the entire telehealth network ensuring that it is available when and where patient care is needed.

### How Vital is Telehealth Becoming?

Whether located in a congested urban area or a rural, sparsely populated region, facilities are under continual pressure to improve the quality of care for patients, control costs, and increase revenues. Telehealth services can enable clinicians to evaluate, consult, diagnose, and treat patients remotely for many conditions. The return on investment comes with greater efficiency, improved patient care, reduced waiting times and cost savings.

### Accelerating the Delivery of Care

Telehealth networks enable clinicians to connect directly with patients over video, shortening the wait time to see a doctor. Multiple specialists can join the same call, giving immediate consultative input into patient care decisions. This faster access to clinicians accelerates the diagnosis of problems and the implementation of care plans, improving patient outcomes.

### When Every Second Counts

Clinicians can be working to diagnose and treat a patient within minutes of the patient arriving at the hospital. Diagnostic images are simultaneously accessed by the physician from home or a remote location, either via PC, telepresence system, or other hospital in-network. A course of action can be determined immediately and executed locally. The need for a hospital transfer is reduced or eliminated.

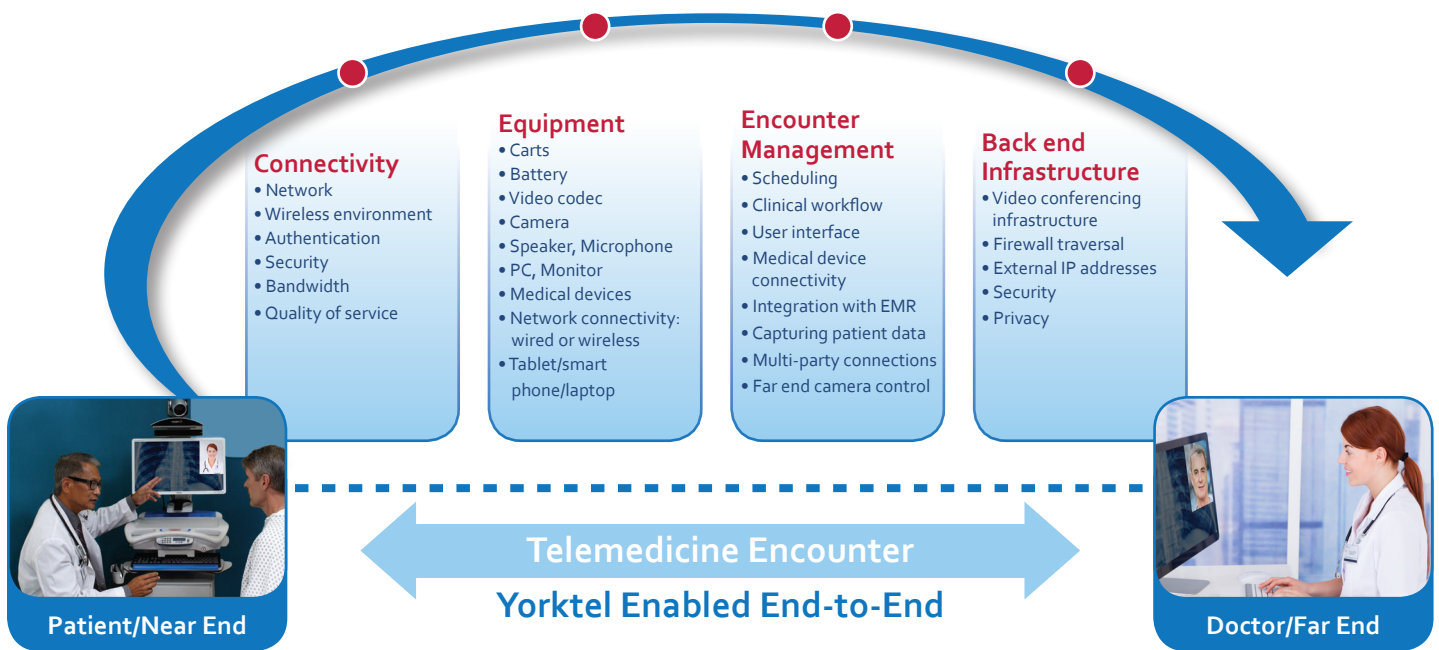
For consultative meetings, instead of having multiple specialists travel to attend a meeting where their participation is a fraction of the overall meeting time, video can be used to accomplish the same task, increasing efficiency, reducing costs, speeding up the delivery of care, and improving outcomes.



## How Do Yorktel Telehealth Solutions Work?

A successful implementation of a Telehealth network at your healthcare facility requires multiple innovative, proven components that work together for your benefit. The best-in-class network, firewall, bandwidth, signal strength, connectivity, hardware, software, and medical devices all need to work together effectively—and for success. You should be able to count on consistent, reliable performance, with acceptable availability and reliability standards.

### Components of a Telehealth Encounter



### It's all in the Details

Yorktel's End-to-End solutions include the following:

- Redundant and optimized network infrastructure connectivity with reliable crossover and disaster recovery
- Streamlined and simple-to-use patient endpoints
- Clinical workflow-friendly applications

- Proactive monitoring and preventive management
- Swappable endpoints for rapid repairs
- Effective training and instant help desk support
- Standards-based video supporting interoperability
- Multi-party conferencing support
- UL 60601 certified cart-based solution

### Fixed & Mobile Endpoints

Yorktel has a wide range of mobile and fixed endpoints that can be customized to match the clinical use case. Building out and installing these endpoints include the physical hardware (mobile cart or wall mounted systems) with technology hardware (codecs, cameras, monitors, speakers, microphones, PCs, keyboard/mouse, etc.), peripheral medical devices (if required), and the software to manage the telemedicine encounter.



## High Availability and Managed Services Features

Managed Services and VNOC monitor the health of the Telehealth network and all of the carts and wall systems. These services include:

- Proactive monitoring
- Preventative Maintenance
- Network connectivity
- Configuration management database and asset management
- Software/firmware updates
- Usage/diagnostic/metrics reporting
- Incident management
- Remote help desk and triage
- Spare units and/or spare parts
- Next business day parts replacement and onsite service

Yorktel offers a range of managed services and service level agreements that can be customized to the client's specific needs.

### Yorktel Professional Services:

- Develop user adoption and training to accelerate usage and improve the ROI on the Telehealth investment
- Review and document ROI and TCO models for a video deployment in your organization
- Perform detailed review of workflows, user types, existing solutions, networks, infrastructure, and preferred forms of collaboration to recommend the solutions to support current and future needs
- Complete solution assessment, architecture, and technology selection



### About Yorktel

Yorktel is a leading global provider of UC&C, cloud, and video managed services for large enterprise and federal government customers. Founded in 1985 and headquartered in New Jersey, with offices across the US, UK, and France, Yorktel enables customers to successfully integrate video into their operations — from video conferencing to video event production, on premise or in the cloud. Yorktel designs, integrates, and manages enterprise-wide unified communications solutions.

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