



**All-Inclusive. Versatile. Reliable. Secure.**  
Telemedicine Video Platform-as-a-Service.



# Improve patient outcomes, increase your reach and reduce the costs of healthcare services.

Rising costs, an aging population, expanding chronic illnesses and limited resources are all driving unprecedented demand for changes in delivery of care.



## Changing Delivery Care Models

**Personalized.** Patients are taking healthcare into their own hands with smart devices, apps, and on-line access. They expect easier access to healthcare services, when and where they want.

**Proactive.** Proactive monitoring of a patient's well-being identifies and addresses health issues before they become problems. Wellness and preventative medicine are emphasized among today's clinical professionals.

**Localized.** Patients are replacing tedious travel to doctors and urban hospitals with doctor consultations from their homes, workplaces or neighborhood clinics. Nearby community hospitals are also providing access to distant specialists remotely using Telemedicine solutions.

**Collaborative.** Clinicians with varying disciplines form teams to coordinate and deliver comprehensive care for patients. A virtual forum enables them to collaborate on the patient's medical care.

## Healthcare Re-Invented

Telemedicine is a leading catalyst for these new, emerging healthcare delivery models. The advent of two-way video communications brings the clinician back to the bedside from across town or the other side of the world. Patients can be monitored remotely or participate in doctor consults outside the office, and geographically dispersed clinician teams can collaborate in real time.

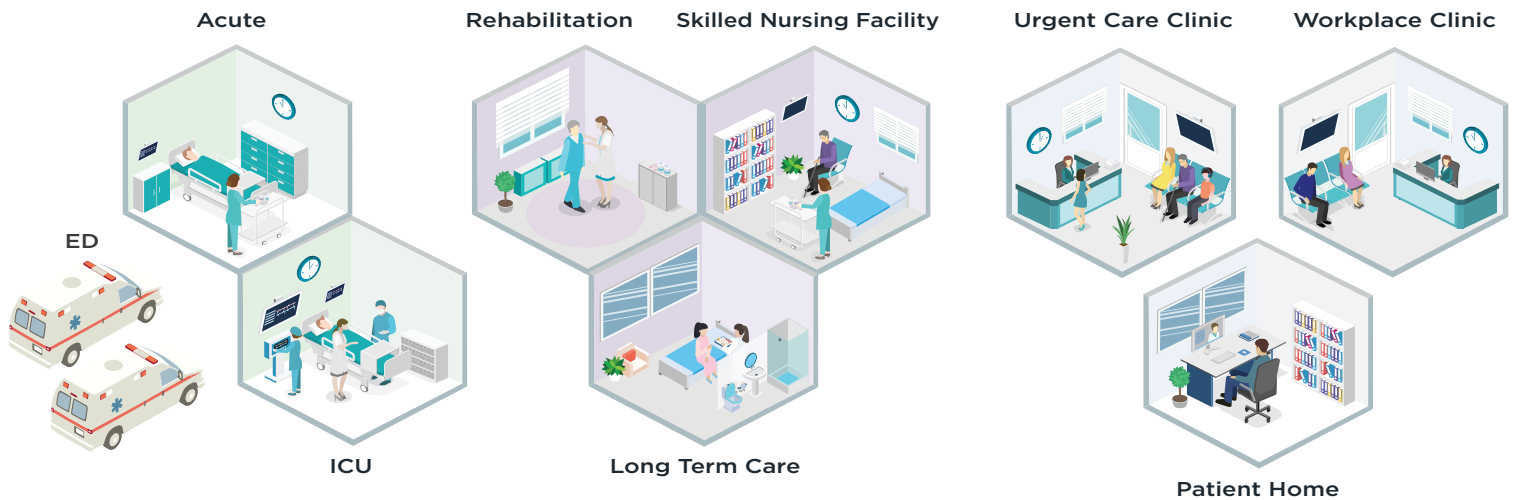
As reliance on telemedicine strategies expand, health systems require stable, reliable and scalable technology that just works so that clinicians can focus on delivering high quality patient care quickly and effectively.











# A purpose-built video services platform that delivers on the vital demands for effective telemedicine.

## All-Inclusive

Specifically designed for healthcare, Univago HE delivers everything you need to video connect patients with clinicians, healthcare experts, client teams and family members. Univago HE is an extensible platform that includes all managed services, software, licenses, monitoring, diagnostics, reporting and hardware with no costly add-ons or licenses. Ongoing service and support are included, too.



## Key Service Components

-  **Clinician App**  
Secure remote clinician access from anywhere for true BYOD
-  **In-Room System**  
All-in-one, medical-grade appliance: wall mounted or mobile cart
-  **Cloud Infrastructure**  
Highly scalable video platform enabling broad interoperability
-  **Monthly Subscription**  
Easy to budget, track and adjust; aligns expenses with patient services
-  **API SDKs**  
Simple workflow and 3rd party integrations
-  **Remote Monitoring & Management**  
Real-time visibility, pro-active alerts and interventions
-  **24/7 Support**  
Global support teams, always ready before you need them
-  **Low Daily Bed Rate**  
High value for all-inclusive service

## Versatility

Leverage a single video platform across multiple telemedicine workflows. Available APIs and SDKs allow Univago HE to integrate video with a wide variety of healthcare applications. As new integrations and capabilities are enabled for the platform, they are immediately available with your subscription.

Univago HE also provides the interoperability needed to scale across different environments and users. Group calls can include any mix of users on standards-based room systems (SIP, H.323), Skype clients, WebRTC browsers and phones.

## Reliability

Univago HE was built on the proven Univago™ video platform which supports millions of meeting minutes each month. The platform runs continuous self-diagnostics and is proactively monitored by Yorktel's 24/7 Video Network Operations Centers to find and manage faults remotely, resolving issues quickly. If hardware failures do occur, the system's modular design allows for spare modules to be swapped out in minutes and returned to full operation, minimizing any impact to your patients and clinicians.





## Security

Univago HE offers the highest levels of protection with protocols in place to ensure that communications are delivered securely and privately. The service is HIPAA Compliant (verified independently by Pivot Point Security) and built on an ISO 27001 certified globally distributed platform hosted in hardened, start-of-the-art SOC2 certified data centers. All logins are secured and authenticated before access is granted and all real-time audio and video media is encrypted. At no time is patient information stored by the service. For added session integrity, all sessions use randomized consultation ID's which are unique to every call and cannot be re-used.



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### About Yorktel

At Yorktel, we make complicated simple. For over 30 years, we've been the global managed services provider for some of the world's largest video communications networks. Our Continuity Managed Services portfolio includes staffing augmentation, technical support, maintenance, professional services, conference support and cloud-based hosting and bridging services. As part of our commitment to excellence, we have received ISO 27001 certification, the world's leading international standard for information security management, and numerous industry awards.

With tens of thousands of video rooms under management worldwide, we have the proven expertise and global reach to deliver an enterprise-quality visual communications experience to our customers every day, every time.