Modernizing Care Delivery for Better Outcomes

Telehealth and edge AI are fueling a new era of innovation to enable smarter, faster patient care.

Caregility: Connecting Care Everywhere

Enterprise telehealth, telemedicine, integrated virtual care... whatever you call it, today it's all part of modern healthcare delivery. Telehealth is fueling a new era of collaborative care innovation, bringing bedside teams, remote support, and AI together to enable faster, smarter patient care.

By integrating AI and remote resources into care models across the continuum, health systems are empowering staff with new collaboration tools, addressing evolving patient expectations, and future-proofing care delivery. This care transformation is creating a more effective and compassionate healthcare system that benefits patients and providers alike.

Patient and Provider Benefits

Improve Patient Outcomes

- Empower, inform, and involve patients and family caregivers throughout the care journey
- Introduce a workforce multiplier to improve patient safety and coverage
- Seamlessly access advanced decision support and clinical devices during interactive sessions
- Identify signs of patient deterioration earlier to accelerate intervention
- Improve patient access with tools that eliminate geographic barriers to care
- Enhance health equity by bringing virtual interpreters into patient engagement

Modernize Clinical Processes

- Enable collaboration between registered clinicians inside and outside your health system
- Introduce remote experts to support inexperienced staff
- Extend remote care roles to retain seasoned nurses who may otherwise leave or retire
- Reduce staff burnout by redistributing tasks to remote clinical support resources
- Keep clinicians in their native environment with a direct connection to EHRs and other integrations

Drive Operational Excellence

- Improve patient experience as reflected in HCAHPS scores
- Reduce adverse events, readmissions, and patient length of stay
- Enable continuous innovation across the care continuum with AI-ready telehealth edge devices
- Centralize and remotely manage your collaborative care programs and devices
- Attract tech-savvy patients, clinicians, and partners to set your organization apart

Caregility Cloud™ - One Foundational Platform, Endless Possibilities

At Caregility, we help healthcare organizations seamlessly scale telehealth and AI at the point of care to reinforce bedside teams, drive efficiency, and improve patient safety, communication, and experience.

Developed with the future in mind, Caregility Cloud™ centralizes your virtual care programs on a single, flexible platform that's robust, reliable, HIPAA compliant, and AI-ready. Recognized as the Best in KLAS Virtual Care Platform (non-EMR) for three consecutive years, Caregility Cloud™ has been carefully designed by experienced clinicians and healthcare technology experts to deliver telehealth services that enhance care delivery across all your care settings, from the hospital bedside to the patient's home.

Where We Help

ER and ICU

Acute and Post-Acute

Outpatient and Home

Clinical Transformation Through Collaborative Care

The Caregility Cloud™ platform combines intelligent care applications, hospital-grade telehealth edge devices, seamless integrations, and cutting-edge AI capabilities to empower your care team with bidirectional, video-enabled patient and provider engagement at every patient's bedside. This allows staff to bring remote clinical support and AI capabilities into any clinical workflow, transforming care models to a modern era of continuous innovation and 360° coverage that supports:

- Remote Nursing
- Tele-ICU
- Virtual Visits
- Tele-Stroke
- Hospital-at-Home/Remote Monitoring
- Multidisciplinary Rounding
- Continuous Patient Observation/Sitting
- Emergency/Triage Services
- Specialty Consults
- Hospice/Palliative Care Visits
- Behavioral Health
- Many more programs

Collaborative Care Programs

Virtual Observation

Continuously observe at-risk patients to accelerate the speed of clinical intervention.

- Monitor patient room activity for risks like falls, elopement, and more
- Ensure staff safety with a second set of eyes
- Cost-effective alternative to 1:1 in-room patient sitters

Remote Nursing

Simplify care communication, resources, and tasks between the remote and bedside care teams.

- Eliminate time finding a device, an interpreter, or requesting assistance
- Offer just-in-time mentoring, coaching, and training at the bedside
- Build relationships with patients, families, and the bedside care team with two-way audio/video
- Provide a co-pilot for patient safety and support

Inpatient Virtual Engagement

Bring patients, care teams, interpreters, and family together at every bedside.

- Empower patients with virtual access to their care team, family, and interpreters
- Improve the discharge process by sharing information every day, not just at discharge
- Involve the patient family in post-care planning to improve patient outcomes

Virtual Visits and Consults

Support virtual visits with patients at home and clinical reach in post-acute care settings.

- Ensure patient access regardless of geographic barriers
- Extend multidisciplinary care to rural, community, and home locations
- Easily perform virtual consults with home health, post-acute facilities, clinics, and more

Examples of Real-World Impact

- $1.7M in annual cost savings with Virtual Observation
- 20X growth in acute telehealth utilization from 2021 to 2024
- 20% improvement in patient satisfaction with Virtual Nursing
- 45 minutes back to bedside RNs for each virtual admission and discharge
- 9.5% reduction in time to patient discharge

> We're in the process of building a new inpatient facility and every bed will be wired with Caregility technology. And the funny thing is, it was an easy sell to hospital leadership because they understand the importance of hybrid care and balancing staffing demands. I just think hybrid care is the new standard.

- Innovation Director at a Leading Health System

How We Help

Smart Programs and Remote Fleet Management

Our first-of-its-kind administration portal eliminates telehealth silos, centralizing collaborative care operations on a single, versatile platform that simplifies program and device fleet management.

Management: Our cloud-based solution supports proactive telehealth device fleet monitoring, with self-healing devices and remote troubleshooting functionality to help you identify and address issues before they become a problem.

Analytics: Assess collaborative care program performance by location, device type, and end-user. Analyze data on patient interventions and clinical response times to inform program optimization initiatives.

Reporting: Filter and trend usage data by user, facility, unit, device, time period, alert type, and more. Trending allows managers to evaluate program adoption, engagement, high usage periods for staffing, call drops/abandonment, and overall program effectiveness. Data can be exported to a customer's own data warehouse.

Clinically Informed Applications

Our intuitive software, purpose-built with clinicians for clinicians, supports one-to-one and one-to-many patient and clinician engagement. Easily transition from a multiple-patient observation session to an independent consult to intervene in patient needs or support bedside staff. Bring the patient's family and language interpreters into calls to support care planning – no app download required. Send one-click SMS and email invites to a secure virtual room that disappears when the session ends.

iConsult Application

iObserver Application

Focused Patient Visits

Securely consult with patients independently or collaborate with care teams, remote specialists, interpreters, and family members via one-click access.

Example Use Cases: Tele-ICU, Tele-Stroke, Remote Nursing, Multidisciplinary Rounding, Specialist Consults

1-to-Many Continuous Patient Observation

Virtual observers and nurses can simultaneously observe up to 16 patients on a single window to reinforce coverage and support patient safety initiatives.

Example Use Cases: Virtual Sitting, Remote Nursing, Virtual Behavioral Health

Intelligent Telehealth Devices

Our intelligent telehealth devices feature edge processing and support a variety of patient acuity settings. Every Caregility device is self-healing, proactively monitored, and remotely managed to ensure reliability and minimize disruption to patient care.

Adaptive: Our AI-ready, dual-camera telehealth edge devices simultaneously support multiple virtual care workflows, integrating with monitors and Interactive Patient Consoles in the patient room to keep costs and footwall impact small.

Mounted: Hard-wire your telehealth systems to ensure ultimate reliability.

Mobile: Adopt mobile carts for the flexibility to leverage telehealth wherever you need it.

Registered Smart Devices: Our device-agnostic platform also allows you to register tablets and legacy systems to maximize resource use.

Connected Care Ecosystem

The Caregility Cloud™ Connected Ecosystem includes a broad array of telehealth integration partners, from leading technology innovators to clinical service providers. Together, these solutions help you improve patient and clinician experience, health outcomes, and operational efficiency across the healthcare continuum.

EHR Integration: Caregility Cloud™ offers deep integration with multiple Epic modules, along with API-based integration with other EHRs, such as Oracle Health (Cerner), keeping your clinical teams in an environment they're familiar with.

Interactive Patient Console (IPC): Reduce solution sprawl and centralize patient room technology with IPC integration.

Clinical Decision Support (CDS): Integrate CDS resources into collaborative care sessions to amplify clinical insight.

Connected Care Devices: Augment what care teams can accomplish remotely with digital health device integrations, such as Bluetooth stethoscope, exam camera, otoscope, etc.

Interpreter Services: Support patient health equity and language access with virtual remote intepreter services live in a video call.

Clinical Service Providers: Bring in outsourced clinical support to offset staffing challenges during patient surges.

Key Telehealth Edge Device Features Include:

- Wide angle 5X view and up to 40X zoom
- Multi-streams for simultaneous workflows
- Beaming speaker / microphone array
- Night vision with an infrared light bar
- Integrated alert buttons at the bedside
- Far-end camera and audio controls
- Bookmarked camera positions
- Content and screen sharing
- Clinician mobile app for access to wall systems and carts
- AI-ready edge computing with GPU built in (select models)

Responsible Health AI

Introduce AI tools that enhance clinical insight and are scalable across multiple locations and clinical tasks. Our adaptable platform allows AI technology to run entirely on telehealth edge devices in the patient room, eliminating the need to stream patient audio/visual data to the cloud. We also support integration with cloud-based, third-party AI capabilities.

Augmented Observation: Our native computer vision AI analyzes visual information to detect patient fall risks and alert caregivers accordingly.

Vitals Trending: Provide contact-less collection, trending, and monitoring of thousands of vital signs per patient per day.

Vitals Scanning: Use trans-dermal scanning AI enhancements to remotely assess patient blood pressure and heart and respiratory rates during virtual visits.

Ambient Listening: Remotely monitor patient room acoustics to detect patient or staff distress issues and device alarms.

Ambient Documentation: Easily capture structured and non-structured notes for providers and clinicians via ambient listening to simplify time to document.

Professional Services

Lean on our experience and lessons learned to avoid common pitfalls. Our consultative professional services connect you with clinical and technical experts with decades of real-world experience working in and with more than 85 leading health systems to stand up virtual care command centers and telehealth programs that are changing patients' and clinicians' lives.

Clinical Services:

- Clinical Program Roadmap
- Clinical Design Workshop
- Remote Nursing Assessment
- Staff Training & Virtual Best Practices
- Change Management Strategy

Technical Services:

- Network and Security Assessment
- Wireless Assessment
- Workstation Design
- Room Readiness Assessment
- Technical Training