TeleHealth Solutions
When Life and Business Depend on It

Fixed and mobile endpoints, end-to-end solutions, and support services
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Yorktel offers video communication services to support true end-to-end TeleHealth encounters. Stay focused on delivering patient care while Yorktel handles all the technology by managing the system design, implementation, and maintenance, and by monitoring ongoing availability of the entire telemedicine deployment across a large and disparate network of health facilities and practices.

Manage Emergency Care when Time is of the Essence
Keeping a healthcare facility running optimally while increasing the quality of patient care doesn’t usually equate to also cutting costs. But with Yorktel TeleHealth Solutions, you can actually improve operations and life-saving patient care, with the added benefit of increasing the facility’s bottom line.

How Vital is TeleHealth?
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 is rapid, resulting in greater efficiency, improved patient care, reduced waiting times, and cost savings.

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 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.

Increase revenue with a successful TeleHealth program:

- 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.
- Expand the reach of your healthcare network through remote services, growing the size of your patient population.
- 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.
- Reduce physician time traveling back and forth between facilities, freeing up time to see more patients while also improving physician life/work balance.
How Does Yorktel Telemedicine Work?

The success that Telemedicine can bring to your healthcare facility is the result of 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 telemedicine encounter

- **Connectivity**
  - Network
  - Wireless environment
  - Authentication
  - Security
  - Bandwidth
  - Quality of service

- **Equipment**
  - Carts
  - Battery
  - Video codec
  - Camera
  - Speaker
  - Microphone
  - PC
  - Monitor
  - Medical devices
  - Network connectivity: wired or wireless
  - Tablet/smartphone/laptop

- **Encounter Management**
  - Scheduling
  - Clinical workflow
  - User interface
  - Medical device connectivity
  - Integration with EMR
  - Capturing patient data
  - Multi-party connections
  - Far end camera control

- **Back end Infrastructure**
  - Video conferencing infrastructure
  - Firewall traversal
  - External IP addresses
  - Security
  - Privacy

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 endpoints. These services include:

- Proactive monitoring
- Network connectivity
- Configuration management database and asset management
- Software/firmware updates
- Usage/diagnostic/metrics reporting
- Incident management
- Remote help desk and triage
- Hot swappable 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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