

Re: COVID-19 and AngelEye Health

March 13, 2020

[Free Clinical Communication Solution](#)

Dear Colleagues:

AngelEye Health understands the unique needs and challenges faced in the Neonatal Intensive Care Unit (NICU) environment. Per the CDC's latest publication, *Steps Healthcare Facilities Can Take Now to Prepare for Coronavirus Disease 2019 (COVID-19) (March 6, 2020)*, the complete impact of COVID-19 outbreaks across the U.S. cannot be projected. However, all healthcare facilities can take steps now to prepare and safeguard patients, their families, and staff.

We are committed to supporting you, your team, and the patients and families you serve by offering our secure, HIPAA-compliant Clinical Communication Solution **FREE of charge for 6 months** as the Coronavirus situation continues to evolve. Our solution allows the care-team to send secure, HIPAA compliant, one-way communication updates (photo, video, text messages) to parents and guardians through any internet-enabled device and/or our free App. We have developed an **expedited implementation** workflow and education process for your staff.

How AngelEye Health's Clinical Communication Helps Safeguard Patients, Families, and Staff

- **Comply with the CDC's recommendation to utilize telemedicine technologies to minimize potential exposures of patients and staff to Coronavirus.** The CDC's latest recommendations to minimize exposure of Coronavirus 2019 (COVID-19) include relying on telehealth and telecommunication solutions to prevent families from potentially exposing themselves, patients, hospital personnel, or others to the virus.
- **Minimize fears and keep parents connected to their infants' care while facing potential disruption to everyday life that may affect their ability to visit their infants in the NICU.** Many might encounter transportation system disruptions, school closures, potential resource/supply shortages that leave parents and families in the difficult position of not being able to be present in the NICU.
- **Support quality of care and long-term outcomes of NICU patients by quickly communicating with parents and guardians.** Giving parents the ability to see pictures and videos of their infant while away from the NICU can support breastmilk production, attachment and bonding, as well as provide emotional support and comfort during times of separation.

How Clinical Communication Works

Our solution allows the care-team to send secure, HIPAA compliant, one-way communication updates (photo, video, text messages) to parents and guardians through any internet-enabled device and/or our free App. The solution makes it simple to share vital updates and memorable moments during this time of increased stress.

- **Text examples:** Updates on infant's status such as current weight, po feed accomplishments, changes in the care plan, the need to bring in more EBM.

- **Photo examples:** memorable moments such as during/after a bath, finishing a bottle, transitioning to a crib, picture of infant's weight on the scale.
- **Video examples:** brief video updates from the clinical team providing an overview of the infant's plan of care for the shift, introduction of nurse or other care team members, education such as g-tube or trach care, daily events such as working with OT/PT/SLP.

We are here, ready to provide any assistance you need to get this solution implemented in your hospital.

To set up a discovery call, please visit AngelEye's website [Free Clinical Communication Solution](#).

The AngelEye Health Clinical Team



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