

MEDSITTER®

A COMPLETE END-TO-END VIRTUAL PATIENT OBSERVATION PROGRAM

Program Includes

- Hardware and Software
- Clinical Training and Onboarding
- Tier 1 Technical Support

A Proactive Approach to Patient Safety

The Healthcare and Telehealth industries are constantly shifting. Changing care models, endless demand on resources, and the consistent need for cost savings continually dictate how healthcare organizations deliver care.

Traditional 1:1 in-room patient observation models have proven very effective in reducing patient falls and injuries; however, they are notoriously expensive and resource dependent to implement.

That's why MedSitter®, an IDS product, was designed to meet the ever-changing demands of your healthcare organization. Our product development team designed MedSitter® with their finger on the pulse of the needs of patients, families and clinical staff.

Telehealth Gold Standard

MedSitter is a cloud-based SaaS product that is hosted on a HIPAA-compliant infrastructure. This eliminates the need for costly server clusters that must be maintained by your IT department.

Mobility Made Easy

Our engineers recognized that a wireless monitoring solution is not truly wireless if tethered by cabling. For that reason, the MedSitter mobile cart was built with a rechargeable battery, therefore eliminating another potential hazard in the patient's room.

“WE HAVE HAD ZERO FALLS FOR PATIENTS THAT ARE PLACED ON MEDSITTER SINCE GO-LIVE IN NOVEMBER OF 2019!

KATHLEEN PEREZ
ADMINISTRATIVE DIRECTOR,
HUNTERDON MEDICAL CENTER



Making it Happen

Clinical Services

Cultivating a culture of patient safety throughout the facility is paramount to a complete patient safety program. MedSitter's clinical onboarding, education and training program – led by a team of RNs – assures a successful implementation.

Training and implementation are provided by experienced RNs in optional virtual and on-site sessions that include design, clinical education, and ongoing support. Monthly reports are sent that include platform usage metrics, staff performance, and corresponding advancements.

Data & Analytic Reporting

Reporting Services

MedSitter's data analytics and reporting features capture information critical for making informed decisions. Some of the data points include reason for admitting and discharging patients; event logs; number of alarms set off; and "Good Catch" reports. This enables organizations to make staffing management decisions and evaluate ROI.

Backing You Up

Support Services

Whether sun-up or sun-down, every MedSitter deployment includes the Platinum Plus Maintenance and Support package, which includes Tier 1 technical support from the 100% U.S.-based Customer Care Center team. The HIPAA-trained technicians are available to help 24x7 with helpdesk support issue as well as proactive management and monitoring.

The Platinum Plus package also includes software and hardware updates and upgrades to keep your systems and your teams running seamlessly. Most software updates are done without interruption in the background with virtually zero downtime.



Good for Caregivers

- Safely Monitor Patients
- Improve Staff Workflow
- Focus on Care



Good for Patients

- Quality Care Experience
- Effective Communication
- Something Else



Good for Business

- Minimize Risk—Reduce Falls
- Grow Satisfaction Ratings
- Lower Operating Costs



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MedSitter®

An IDS Product

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