

>>> NEWSLETTER <<<

SIMPLY STATED

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ANNOUNCEMENTS

>>> NURSE SIMPLY

Welcome to our first edition of "Simply Stated". You may have noticed a theme emerging from Vitalchat if you've been speaking with any of our team or following us on LinkedIn. We've been talking about what it means to "nurse simply".

Vitalchat's simple virtual nursing solution outmatches the chaotic reality often seen during work days that are anything but predictable. Our mission is to help nurses finally spend more time caring for patients and managing their team's workload without adding more to their plate. Additionally, we realize how important it is to simplify the workday for all stakeholders - caregivers, IT, administration, and patients. This means:

- Helping to make the most of the precious resources you do have
- Continuing to evolve and offer a virtual solution with patient care front and center that is the most efficient platform around
- The most flexible and scalable integration in healthcare
- Seamless integration into existing infrastructure

Running a hospital is more complex than ever. Caring for patients can feel overwhelming. "Nurse simply" is our commitment to leveraging simple innovation to make it easier than ever to care for patients and seamlessly integrate into existing infrastructure.

➤➤➤ VITALCHAT “NURSES SIMPLY” AT THE ATA



This year's ATA Nexus 2024 on May 5-7, 2024 in Phoenix, AZ is grounded in the realities of telehealth while committing to coalescing the collective wisdom of industry leaders who will move tech-enabled care into the future.

Vitalchat is excited to be part of the discussion and to lead important and specific conversations specific to virtual nursing and the critical success factors that will make it a pivotal component for managing healthy patients and healthy organizations.

In addition to discussing what it means to “nurse simply” at our booth (914), Dr. Alan Pitt will be leading an important and engaging panel session: “Beyond Walls: Designing the Hospital Room of the Future and Virtual Care's Pivotal Role”.

Taking place on Sunday, May 5 from 4:40-5:30 PM at Location N224, the esteemed panel will give all who attend an opportunity to better understand, from both a strategic and practical perspective, how innovation will drive the hospital room of the future, where technology, including AI, catalyzes transformative care delivery, “fostering better outcomes for patients and providers alike.”

In addition to Dr. Pitt, panelists include:

- Dr. Sarah Pletcher, VP and Executive Medical Director, Strategic Innovation at Houston Methodist
- James McElligott, Executive Medical Director, Center for Telehealth at MUSC
- Dr. Alfredo Morales, System Director of Virtual Care at North Mississippi Health System

We hope to see you there and our Booth 914. Reserve your seat today: [reserve here](#)





HIGHLIGHTS

»»» PATIENT FOCUS – SETTING THE STANDARD FOR PATIENT PRIVACY AND CONFIDENCE

A survey of 65 patients revealed that approximately one-fourth expressed privacy concerns when using telemedicine services.¹

Although telehealth visits with a clinical provider provide the same level of privacy as face-to-face meetings, telehealth technologies can create privacy concerns with some patients regarding the security of health information and discussions.

Driven to address this critical issue, the Vitalchat team, under the leadership of Ghafran Abbas, Co-founder and Chief Technology Officer, developed a groundbreaking lens, featuring Smart Glass. This innovation allows the glass to appear transparent when used and opaque when inactive. As such, it provides additional reassurance when the camera is deactivated.

Set for launch this summer, this innovation (patent pending), allows for two distinct indicators for 100% privacy assurance during virtual nursing visits. Abbas explains, “The optical, high-quality mobile camera instinctively repositions when not in use while the fixed camera, similar to your phone, becomes opaque to identify when not in use. These visual indicators are important for patients to feel their privacy is always top of mind.”

Vitalchat’s goal is to make patients, nurses, and the extended team as comfortable and confident as possible, throughout every interaction. This objective applies to privacy and security, as well. This difference is another example of Vitalchat’s commitment to “nursing simply” – straightforward integrations with significant benefits.

1. Houser SH, Flite CA, Foster SL. Privacy and Security Risk Factors Related to Telehealth Services - A Systematic Review. *Perspect Health Inf Manag.* 2023 Jan 10;20(1):1f. PMID: 37215337; PMCID: PMC9860467.

“These visual indicators are important for patients to feel their privacy is always top of mind.”

GHAFRAN ABBAS
CTO, VITALCHAT



TRENDS & INDUSTRY



CMS UPDATE: STATE MEDICAID AND CHIP TELEHEALTH TOOLKIT

CMS recently released an updated “State Medicaid and CHIP Telehealth Toolkit”. It identifies specific policies to be addressed by states to allow wider adoption of telehealth services. In doing so, Americans will more easily access, electronically and virtually, important healthcare services.

The updated toolkit addresses benefit flexibility, financing, workforce, managed care, and quality reporting. In addition, it outlines strategies for delivering specific services via telehealth to different populations.

An additional focus on telehealth strategies is an important step toward improving health equity, providing services to specific populations, including children and youth, and delivering maternal and behavioral health services.

Among the telehealth service modalities covered are:

- Two-way, real-time audio/video, and multi-person video calls
- Audio calls only
- Asynchronous communications - contact between two parties that does not require real-time interaction
- Remote Patient Monitoring

The full updated toolkit is available at:

<https://www.medicaid.gov/sites/default/files/2024-02/telehealth-toolkt.pdf>

Contact Vitalchat to learn more and discuss how virtual nursing drives real results for patients, nurses, and caregivers.





“Nurse simply means thinking about innovation from the ground up. That means assisting directly through innovation and hands-on as part of the team.”

ALAN PITT, MD
CEO, VITALCHAT

SIMPLE THOUGHTS



DON'T TAKE IT FOR GRANTED - TIPS FOR GETTING THAT GRANT

We think a lot about what a "day in the life" is for the nurses, doctors, caregivers, administrators, and patients we serve. That means trying to help with those things that may not seem directly related to virtual nursing but may be critical for your team.

We know you and your team are completely committed to evolving your telehealth infrastructure for improved patient care. Now comes the not-so-fun part – acquiring funding.

First, it's critical that you and your colleagues plan appropriately. Witting a winning grant takes preparation. Think of it as taping off your room before painting – it may take more time than you prefer, but it significantly impacts the result.

That means a well-thought-out plan to get funding that will make it clear why your grant application deserves funding more than the other options. And, remember - grants aren't that different then caring for patients.

The numbers matter. That means data. Whether it's statistics, population data, or quantifiable outcomes data specific to your request, numbers speak volumes.

Now that you have a plan in place supported by data, here are a few tips for framing a healthcare grant proposal that gets noticed...and awarded!

- Whether for research or to provide better patient care, make sure you are clear on what compelling and impactful results you are expecting to obtain.
- Ensure that a clear outcomes basis (scientific, efficiency, etc.) is established.
- Make it clear how the proposed work will be leveraged – the more scalable the better.
- As the saying goes – no need to “boil the ocean”. More focus means more based in reality and that's a good thing. As long as we are quoting, remember what Leonardo da Vinci said: “Simplicity is the ultimate sophistication”.
- Innovation is key. Perhaps you are seeking a grant that falls into a common category but that doesn't mean how you plan on integrating, scaling, etc. is the same as everyone else. Make sure to be clear about why your plan is a winning one.
- That being said...don't skip on the details. Make sure that any reviewer questions can be answered as much as possible in your proposed plan.
- Highlight your team's expertise to succeed at what you wish to accomplish (and for the inputs provided to the grant).
- Confirm the proposed time and effort of study team members are sufficient.
- Patients! Don't forget to explain why this is better for your patients (and you're your staff).
- Supporting literature – don't forget to cite where it makes sense.