

»»» NEWSLETTER «««

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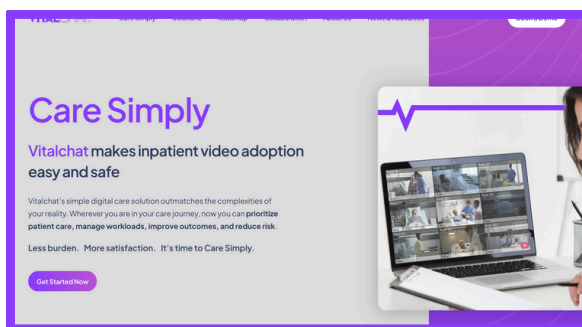
SIMPLY KEEPING YOU INFORMED.

ANNOUNCEMENTS

»»» A FRESH LOOK

A New Design and Clearer Communication for Vitalchat's Online Home

Vitalchat is thrilled to announce the upcoming launch of our refreshed website at www.vitalchat.com! This revamp is more than just a design update; it aligns directly with our mission to **simplify and enhance care for all through digital solutions that are easy to integrate, use, and scale.**

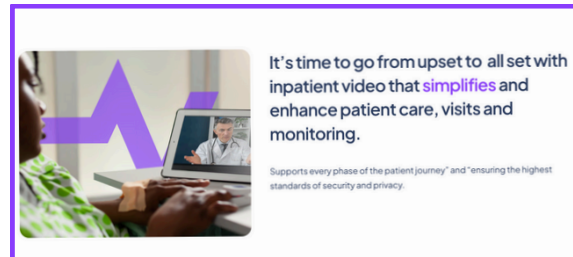
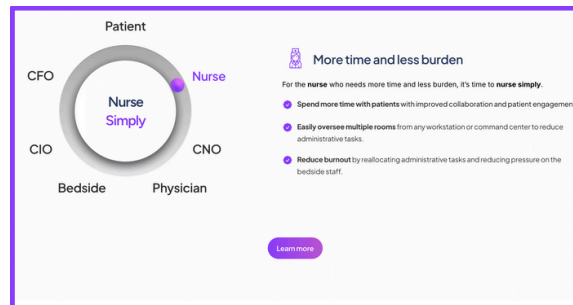


You might wonder how a website refresh ties into our mission. The answer is simple: **a user-friendly digital experience is essential for supporting everyone who works to support patients.** We recognize that clear communication and easy access to information are critical. Our goal is to ensure that our website reflects the simplicity of our offerings and the clarity of our approach.

A FRESH LOOK (CONT.)

What to Expect from www.vitalchat.com:

- **User-Friendly Design:** Enjoy a streamlined layout with organized navigation that makes finding what you need easier than ever.
- **Concise, Relevant Content:** Whether you're looking for information about our team, technology, or innovations, our content will be straightforward, engaging, and informative.
- **Secure, Compliant Outreach:** From learning more about virtual nursing, our organization, on through a secure way to reach us, any information you provide stays safe with us.



As we launch our new website, we invite you to share any and all of your feedback and ideas with us. We aim to ensure www.vitalchat.com is a true resource for updates, information, and clarity. Share your thoughts with us at info@vitalchat.com

Stay tuned for our official launch announcement later this month! We can't wait to share our new look and design with you.



VITALCHAT RECEIVES SOC 3 CERTIFICATION: A MAJOR MILESTONE IN SECURITY AND TRUST

Vitalchat is proud to share that we have recently achieved SOC 3 (System and Organization Controls 3) certification, a further commitment to security, availability, integrity, confidentiality, and privacy.

SOC 3 is an audit report that provides a public summary of an organization's security controls, evaluated against the American Institute of Certified Public Accountants' (AICPA) Trust Services Criteria (TSC). This certification is a significant achievement, confirming Vitalchat's dedication to maintaining the highest standards in protecting client data and ensuring operational transparency.

The SOC 3 audit focuses on five critical TSC areas:

1. **Security:** To ensure the protection of systems and information
2. **Availability:** To verify that systems and data are available for use as intended.
3. **Integrity:** To confirm that data is processed accurately and completely, without corruption or tampering.
4. **Confidentiality:** To safeguard the protection of sensitive information.
5. **Privacy:** To assure that personal information is collected, stored, used, disclosed, and removed in compliance with relevant privacy standards.

Our SOC 3 certification required that we underwent a rigorous, independent audit and assessment with respect to our security protocols. For our clients and partners, this helps provide an additional level of confidence regarding our security framework and commitment to safeguarding data and privacy.





HIGHLIGHTS

➤➤➤ FOCUSING ON THE “RESPONSE” IN RESPONSIBILITY

We've all experienced it—waiting for support we didn't anticipate when planning our day, only to be stuck in a seemingly endless ticket queue. At Vitalchat, we prioritize a "people-first" approach, ensuring no inquiry lingers. Responsiveness is a core value we are proud to be recognized for.

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As Director of County Health and Engagement, Jason Zibert's top priority is ensuring patients have access to critical health services and programs. Integration isn't a one-time event; it requires ongoing responsiveness.

Benson, a small rural area about forty-five miles from Tucson, is a smaller hospital but the needs of their patients are no less critical. In fact, addressing factors like access and adherence to treatments can be even more of a challenge than at a community hospital, and certainly a larger urban center. That's why Jason and Benson Hospital depend on quick resolutions so they can focus on what really matters – patients.

Take, for example, their Telehealth rheumatology program. Previously, patients had to travel fifty miles to Tucson and face a six to twelve month wait for an appointment. Jason and his team worked with Vitalchat to implement a virtual nursing program. This solution now enables two to three times more patients to be seen without the need for travel or long wait times. This improvement has significantly increased access to care within the community, while also building a local referral base, resulting in better patient care and an additional revenue stream for the hospital.

Similarly, with their cardiac rehab Telehealth program, Benson Hospital faced a high drop-off rate, with up to 70% of rehab patients missing appointments due to travel challenges. Vitalchat partnered with Jason's team to expand access for cardiac patients, offering services four days a week. The program, now running two sessions weekly, has made a substantial impact on patient outcomes.

And this is just the beginning. Recently, Benson Hospital collaborated with Vitalchat to integrate a safety and fall prevention program, which has already reduced the number of patient falls.

Addressing patients' needs virtually is one thing. Efficient integration, however, requires both responsiveness and responsibility. That's the true value of Vitalchat's "Care Simply" approach

“What often gets overlooked is the importance of responsiveness during integration. Among all the factors that can make an integration smooth or challenging, the level of responsiveness from your partner can make a significant difference in both efficiency and employee satisfaction.”

JASON ZIBERT
DIRECTOR OF COUNTY HEALTH AND ENGAGEMENT
BENSON HOSPITAL, BENSON, AZ





HIGHLIGHTS

»»» AI IS NOTHING WITHOUT “HI”: HUMAN INTELLIGENCE

“The people and patients we serve should never be an afterthought. That’s why we are always focused on how technology serves humans—and not the other way around.” - Alan Pitt, MD

More than just an abbreviation for "hello," Vitalchat takes “HI,” or “human intelligence”, seriously. While AI continues to generate buzz across industries, Vitalchat remains equally focused on the human element behind the technology. We believe that the value of artificial intelligence (AI) is amplified only when it’s combined with human intelligence (HI).

What does this really mean for us?

At Vitalchat, HI represents the high-touch experience that defines everything we do—from initial concept development to ongoing support, feedback, and innovation. In today’s fast-paced, tech-driven world, it’s easy to become enamored with innovations that promise simplicity but may actually add complexity. That’s why, for every new idea, co-development, solution, or escalation, we always ask two essential questions: **“What problem are we solving?”** and **“Can we make it simpler?”**

In healthcare customer support, "high touch" means providing a personalized, hands-on approach to patient and client engagement. This style of support focuses on direct interactions, building strong relationships, and delivering tailored solutions. Unlike automated or impersonal service, a high-touch approach ensures that patients and healthcare providers receive dedicated attention, quick responses, and a deep understanding of their individual needs.

At Vitalchat, we integrate HI into every aspect of our team and solutions to achieve:

1. **Quality Personalization** – Crafting interactions and solutions that go beyond just addressing needs; they also factor in personal preferences and specific circumstances.
2. **Proactive Engagement** – We don’t wait for problems to arise. Our team actively anticipates issues and resolves them early, ensuring a smoother experience for all.
3. **Empathy and Trust** – True empathy and long-term trust are built by real people, especially in healthcare, where personal connection is critical.

As our founder, Dr. Alan Pitt, has said: “The people and patients we serve should never be an afterthought. That’s why we are always focused on how technology serves humans—and not the other way around.”

AI is rapidly becoming a ubiquitous part of how things get done, especially in healthcare. But at Vitalchat, we believe that who helps get things done will always matter. Listening, support, and care are irreplaceable aspects of healthcare that can only come from human beings—people dedicated to the same cause. That’s the essence of our philosophy: **Care Simply.**

TRENDS & INDUSTRY

➤➤➤ TELEHEALTH AWARENESS WEEK HIGHLIGHTS THE CRITICAL ROLE OF VIRTUAL CARE

The American Telemedicine Association's (ATA) 4th Annual Telehealth Awareness Week (TAW) was September 15-21. With a spotlight firmly on the critical role of virtual care in today's healthcare landscape, this year's theme emphasizes the importance of an omnichannel care model—integrating both in-person and virtual services to enhance patient outcomes and accessibility.



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Throughout the week, participants were able to:

- Engage in a series of national and regional events aimed at exploring Telehealth's role in modern care.
- Participate in discussions and workshops that showcase innovative practices, share educational resources, and elevate the voices of patients and healthcare professionals

Don't fret if you may have missed it, though. You can find out more here: <https://telehealthawareness.org/>

And, in case you missed our [last newsletter](#), we shared some important highlights from our time at this year's ATA Nexus 2024 meeting, where virtual nursing and the essential factors for transforming healthcare were central themes.

The discussions at Nexus align seamlessly with the goals of Telehealth Awareness Week, reinforcing the importance of adapting healthcare delivery to meet the needs of a diverse patient population.

➤➤➤ UPDATE ON TELEHEALTH LEGISLATION: A PUSH FOR EXTENDED FLEXIBILITIES

There's promising news from Congress as efforts gain momentum to **extend the regulatory flexibilities that significantly expanded the use of Telehealth** in healthcare.

Originally established during the COVID-19 pandemic, current Bipartisan legislation has been drafted to propose prolonging these Telehealth flexibilities for an additional two years beyond their current expiration at the end of this year. The House Ways and Means Committee unanimously passed the Preserving Telehealth, Hospital and Ambulance Access Act (H.R. 8261) in May.

Introduced by Representatives David Schweikert (R-Ariz.) and Mike Thompson (D-Calif.), the proposed legislation recognizes the vital nature of having Telehealth available for both Medicare patients and physicians as a routine part of care, as well as ensuring that technology is available to enhance medical practices by making tools like AI and EHR systems more beneficial for doctors rather than burdensome.

TELEHEALTH LEGISLATION UPDATE (CONT.)

The Preserving Telehealth, Hospital and Ambulance Access Act seeks to extend the following essential flexibilities through 2026 to include:

- Allowing Medicare patients in urban, suburban, and rural areas to continue to access Telehealth services without needing to visit a physical healthcare facility.
- Allowing all Medicare beneficiaries to receive Telehealth services from their homes or any location with a telecommunications connection.
- A moratorium on the requirement for an in-person visit within six months of receiving the first telemental health service.
- Continued authority for providers to offer Telehealth consultations via audio-only methods.

Stay tuned for more updates!



ALAN PITT, MD
CEO, VITALCHAT

“This is a perfect time for nurses and their support teams to focus on several key strategy priorities to enhance patient care, improve team dynamics, and prepare for the upcoming year.”

SIMPLE THOUGHTS

➤➤➤ GETTING A JUMP START ON 2025

As we enter the final quarter of 2024, and before we ask “what happened to this year?”, now is a time when many of us start thinking about planning for the year ahead.

With respect to Telehealth, and especially virtual nursing, we have taken the opportunity in past newsletters to write about the importance of having an “extended team”, understanding who your internal “committee” is, and even the importance of acquiring funding sources such as grants.

In the 4th quarter, this is a perfect time for nursing teams and their support teams to focus on several key strategy priorities to enhance patient care, improve team dynamics, and prepare for the upcoming year. Here are **some important areas to consider today to get a confident start for 2024:**

Patient Care, Quality, and Safety

- Review and analyze data on patient outcomes, readmission rates, and infection control.
- Discuss patient safety strategies to minimize errors and enhance reporting systems.
- Review how patient feedback is gathered and how it can be used to improve care.
- Discuss strategies to enhance patient understanding of their health, care management, and treatment plans.

SIMPLE THOUGHTS (CONT.)

Staffing and Workforce Management and Health

- Evaluate current staffing, especially nursing needs as hospital goals include growth, and where virtual nursing can help serve as an extension to your team.
- Identify initiatives to retain talented staff, such as recognition programs or professional development opportunities.
- Assess the effectiveness of Telehealth services and identify opportunities for improvement.
- Prioritize programs focused on mental health and wellness for the nursing team.

Professional Development, Training, and Education

- Create categories and areas where additional training or education is needed to stay current with best practices.
- List opportunities to support new nurses through mentorship and orientation programs.
- Assess and ensure all team members are comfortable using new technologies and electronic health record systems.

By addressing these priorities, nursing teams can strengthen their operations, enhance patient care, and foster a positive work environment as they move into the new year. That's a strategy to Care Simply.

