



InTouch Health

Founded in 2002, InTouch Health is a provider of Remote Presence technology that allows a user to be in two places at once. The company has over 60 employees and is headquartered in Santa Barbara, California.

OBJECTIVE

A doctor's time is precious so any new technology that can improve a physician's availability for patients is good medicine. To that end, InTouch Health developed a Remote Presence Robotic System (RP-7) that doctors can use to provide personal patient care without having to physically be on site. The hospital side of the system features a mobile 5' high RP-7 robot with a 15" flat screen display for a head. The doctor securely connects to the RP-7 robot via the Internet and employs two-way video and audio to have conversations with staff and patients in real time.

Previously, the solution was only available when physicians could access a wired Internet connection or via a Wi-Fi hot spot. The goal was to give doctors more geographic freedom to use the system remotely and still maintain personal attention with their patients.

InTouch Health also saw a need for a better connectivity method when demonstrating the RP-7 in hospitals.

SOLUTION DESCRIPTION

InTouch Health outfits each participating physician with a 3G wireless-enabled Laptop ControlStation equipped with a camera and joystick. Doctors then insert EV-DO wireless cards into their laptops to gain connectivity through the Sprint Mobile Broadband and Verizon Wireless BroadbandAccess networks.

"Now these doctors can access the RP-7 virtually anywhere — in their house, at a vacation home or while traveling — even if there is no Internet connectivity," says Michael Chan, executive vice president of sales and marketing for InTouch Health. "Using 3G technology, our doctors don't have to be able to connect to an established wired network or a Wi-Fi hot spot, which gives them greater freedom and flexibility."

The first use of EV-DO laptop connectivity was from a doctor's farm, recalls Chan. "The doctor just put the wireless card in his laptop and appeared in front of patients, even though he was 50 to 60 miles from the hospital. Now he could do his daily rounds even if he wasn't able to drive into the city. And if there was an after-hours need for more contact with nurses or patients, he could be available at a moment's notice."



INTOUCH HEALTH

www.intouchhealth.com

COMPANY

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OBJECTIVE

- Give doctors the freedom to use the company's Remote Presence Robotic System from anywhere they may be and maintain personal attention to their patients
- Establish instant connectivity for in-hospital RP-7 demonstrations

SOLUTION

- Sprint Mobile Broadband and Verizon Wireless BroadbandAccess (EV-DO)
- InTouch Laptop ControlStation: laptop, camera and joystick
- EV-DO wireless cards and Wi-Fi routers
- RP-7 robots

RESULTS

- Improved patient satisfaction by making their personal physicians more available day and night
- Bolstered patient care by allowing doctors to interface with nurses and patients when sick or traveling
- Enhanced physicians' quality of life by reducing their driving time and allowing them to do rounds and interact with patients from the comfort of their home or vacation spot
- Brought connectivity for RP-7 in-hospital demonstrations that did not rely on using the hospitals' networks.

From the nurses' point of view, RP-7 gives them more face time with doctors. "At one of the participating hospitals, most of the physicians live 30 to 45 minutes away from the hospital," Chan notes. "Remote Presence enables all of these doctors to connect with nurses and patients with more frequency. Many doctors do morning rounds in person. Then they beam in later to do nighttime rounds, which allows them to see patients through different stages in the day."

Sales teams also benefit from the 3G solution. Connecting to the hospital network for Internet access often proves problematic. Now, an

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EV-DO card installed inside a Wi-Fi router allows the company to create an impromptu, Internet-ready wireless hot spot for in-hospital RP-7 demonstrations.

RESULTS

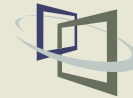
Early feedback is very positive according to Chan. "Patient satisfaction is high because they can see their doctor one or two more times a day instead of talking with an attending physician who may not be as familiar with them or their case. When their doctor's face is on screen, people say they forget they're talking to a robot."

Physician satisfaction is high, too. "Remote Presence is one more technology resource that can extend their reach, improve response time and give them some welcome time away from the hospital without sacrificing care," explains Chan. "Or if they're driving someplace, they can connect right from the car thanks to 3G's mobility."

Over 120 robots are already in the field, a majority of which are in the U.S. As its sales force gets bigger, InTouch Health anticipates the number of installations to grow significantly thanks to EV-DO. In fact, many InTouch executives are becoming early adopters of 3G as well, notices Chan. "It gives both the executives and the doctors one more solution for connecting."



3G A-List Awards



INTOUCH HEALTH®

InTouch Health is a 2007 winner of the 3G A-List Award in the Healthcare category.

The 3G A-List Awards recognize the leading builders of successful wireless data solutions based on 3G CDMA (CDMA2000 1X, UMTS/HSPA, and EV-DO) technology. **To learn more about the A-List, please visit www.3galist.com**

SUPPORTING PARTNERS

The A-List also recognizes supporting partners for their enabling role in assisting with these wireless data deployments.

