



KEY BENEFITS

- **Education and guidance** reduces Family Member stress, anxiety, and anger. Increases comfort, confidence, and satisfaction.
- **Positively conditions** Visitor perception and feedback regarding care and delivery of services.
- **Reduces Clinician frustration** and stress related to educating family about ICU service milieu and rendering assistance.
- **Leverages Clinician efforts** to educate and assist patient family resulting in increased time for direct patient care.
- **FREE Online Evaluation** of our kiosk web based application and ICU STAT GUIDE presentation sample. Please email us your contact information or call anytime.

Self Service Touch-Screen Kiosk & Virtual Keyboard Or You May Use Your Own Desktop Computers



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Tough Industrial Grade Displays & Kiosks



- **CNTV 42"-55" Industrial Networked Displays**
- **Over 70,000 Hours Of Continuous Play Possible**
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Does Your ICU Need An Effective Family Care Program?

TRY OUR FREE ONLINE EVALUATION

FAMILY-CENTERED STRATEGIES FOR DISSEMINATION OF MEDICAL INFORMATION AND COMFORT CARE

- **Customized Branded Content**
- **Promotes Patient Healing & Family Satisfaction**
- **Leverage Clinician Efforts To Care For Family**
- **JCAHO Family Education Compliance**
- **Critical Care Family Needs Inventory**
- **Critical Care Family Care Satisfaction Survey**
- **One Way Web-to-Wireless Text Messaging Service**
- **ICU Family Care Program Resource Documents**
- **Self Service Kiosk Education & Resource Guides**
- **Custom Client Content Management System (CMS)**
- **Private Narrowcast Network Display System (CNTV)**
- **Program Eligibility Scoring & Printable Certificate**
- **24/7 Remote Ready Kiosk & Display Monitoring**



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NEW! HIPPA Compliant Outbound Only Wireless SMS and EMAIL Text Messaging



NEW! WEB TO WIRELESS TEXT MESSAGING
FAMILY UPDATES FROM THE ICU TEAM



ICU STAT GUIDE is a multimedia education product. Our offer consists of support information and educational content for ICU visitors and family members. We designed this product on the principals of sound research and practice.

Our web based application, kiosks, digital signage & content are available to assist any ICU department augment or establish an ICU Family Care Program; addressing Molter's et al Critical Care Family Needs Inventory (CCFNI) in addition to the Wasser Critical Care Family Assistance Satisfaction Survey (CCFAS).



We offer an affordable technology platform; consisting of one or more web based self service kiosks, featuring ICU STAT GUIDE Family Care web based application, one or more large industrial grade network displays & ICU Stat Guide display content.

ICU STAT GUIDE is designed to help your critical care team establish an ICU Family Care Program (ICUFCP) focused on family centered strategies for the dissemination of medical information and comfort care.

Client Controlled Kiosk Content Management System (CMS)

- REGISTRATION
- FAMILY INFO
- TEAM EMAIL
- DISCOUNTS
- TEAM WEBPAGE
- VISITOR POLICY
- FAMILY LIBRARY
- CUSTOM FAQ
- EMAIL
- RESOURCES

tered strategies for the dissemination of medical information and comfort care.

Your department manager or ICUFCP Administrator can easily control ICU Team user access, **customize the kiosk and display content for your visitors.** Our simple CNTV Kiosk Content Management System (CMS) is a web based interface accessible from any licensed internet connected computer in your network.

All CNTV Network Displays and interactive kiosk service assets are team tools working for you 24/7. They are especially valuable to ICU continuity of family care; in the middle of the night and week-ends,

when healthcare services may be staffed at lower levels or during extremely busy high census weekdays.

With ICU Stat Guide, families of critical care patients aren't left alone in your waiting room to worry & wait for a "helping hand." Compassionate, authoritative and credible information resources are immediately available to them.

As soon as a family "spokesperson" registers their record is immediately disseminated to all ICU FCP Team Members via Email. Appointed Team Monitors can immediately set about acknowledging, anticipating needs and preparing to assist each family. **FAMILY INFO record** displays all the information captured during the family member kiosk registration. Team members may instantly access their simple password protected three button web-site interface.

Outbound only transmission of acknowledgments, updates & requests can be sent via SMS Text Messages and Email. Just click on the family spokesperson's mobile number or email address, type your message, press "SEND." That's it! No emails and sender disappointments piling up in an unanswered inbox.

Family feel more free to rest between physician & RN education/meetings, patient visitation and care. Web to text ever surprise requests for physician's time. Auto dial/email insures HIPPA compliance.

Team & Family Communication Interface View Family Info, Send Text Messages & Email

HIPPA Compliant Communication

The screenshot shows a web interface for the ICU STAT GUIDE. At the top, there's a banner with the ICU STAT GUIDE logo and a 'Logout My Account' link. Below the banner, there are three main sections: 'FAMILY INFO', 'EMAIL', and 'SMS'. The 'SMS' section is active, showing an 'SMS TEXT EDITOR' with a text area and a 'SEND' button. Below the text editor, there's a 'Team Members' dropdown menu and a 'Mobile Number' input field. A note at the bottom states: 'Read: You may enter messages up to a maximum number of characters equal to <150>'. There are also links for 'Emerald Medical Service' and 'Show Archived Messages'.



Distinguish Your Brand!

CONTENT PACKAGE & NETWORK DISPLAY

- ICU STAT GUIDE Presentation (30MIN)
- FREE Public Service Announcements
- Web-based Control Console
- Centralized content management and distribution
- Supports RSS feeds Weather, News, Traffic, Time, Date

ICU STAT GUIDE Display Content Index

- Introduction
- What To Expect
- What To Do
- Waiting Room Policies
- ICU Team
- Visitation & Care Area
- Advanced Directives
- Social Services
- ICU Family Care Program
- Take Care Of You



Scan this QR Code to review the evidenced based clinical research behind ICU STAT GUIDE online.

FAMILY FOCUSED SELF SERVICE KIOSK

- ICU Family Care Program Registration
- Client Specified Content Management (CMS)
- Family Needs & Satisfaction Survey
- Self Serve Printing: Brochures, Coupons, Parking Pass
- State Specific Advanced Directives Ed. & Forms
- Links To Medical Information Websites
- Phone Directories & Way-finding Maps
- Sample Letters For Community Support
- Staff Directory, Biographics & Features
- ICU FAQ, Corp. Website, Branding
- Virtual Keyboard & Web Assisted Email



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