everbridge™

Everbridge CareConverge

Secure clinical communication and collaboration that delivers secure, timely, patient-centered care.

Healthcare is an increasingly complex and collaborative system with hospitals already operating at near maximum capacity daily.

Everbridge's CareConverge, a closed-loop, secure collaboration product is core to creating an efficient communications hub. The solution enables time and resource-constrained providers to manage capacity and deliver quality patient care in less time, while exceeding compliance standards and patient expectations. More than 1,300 hospitals worldwide rely on Everbridge daily to build hospital resilience.

Highly scalable, reliable and secure, the CareConverge provides an instant way to connect all members of a patient's care team through a single platform. The CareConverge's product options are tailored to your unique workflows and requirements to address both daily, non-emergent and high-acuity emergent clinical cases. The triple-encrypted messaging system also ensures that all communications are HIPAA-compliant, guarding patient privacy.

Daily, Non-Emergent Clinical Care: CareConverge Collaborate

CareConverge is designed to address the operational challenges that impact the daily effective delivery of care, creating seamless, integrated workflows that deliver faster response times and better patient outcomes, leading to greater patient satisfaction and improved cost-efficiencies.

Whether collaborating with lab, radiology, or initiating a tele-consult with an on-call doctor, the solution secures the many daily touchpoints and interactions between multiple staff members across multiple hospital sites and schedules.
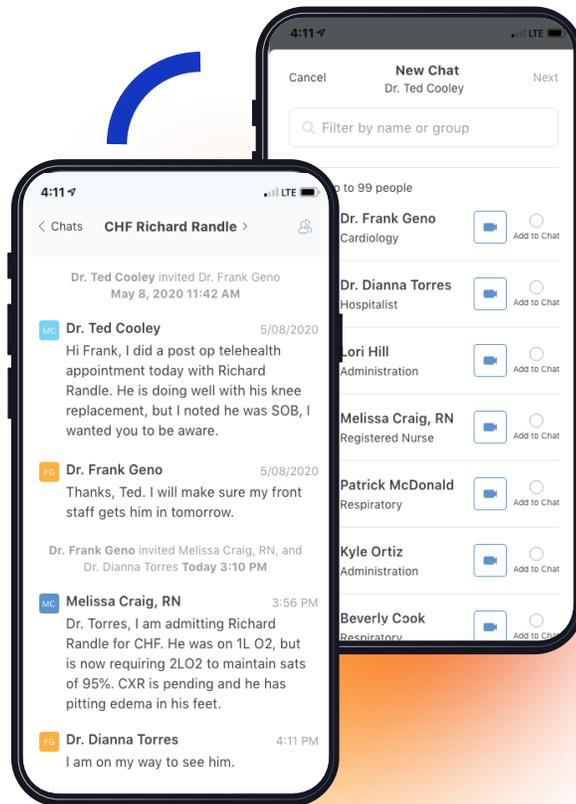
Secure voice, text, image, and video sharing capabilities enable clinicians to coordinate with staff whether on-site or off-site, while single sign-on enables instant access to multiple locations from a single account. Clinicians can easily join activity streams and conversations taking place at various hospital sites and filter notifications by priority. Built-in filters also enable staff to collaborate with colleagues based on role, name or location.

Hospitals and healthcare systems leveraging CareConverge have seen a

62%

improvement in door-to-doctor time

- Custom and private chat channels ensure sensitive/privileged conversations remain between authorized members.
- Clinicians can easily join activity streams and conversations.
- Patented smart routing engine includes quite and forget, multi-modal delivery, and escalation for faster response times.

- Built-in filters enable staff to collaborate based on role, name or location.
- Seamlessly add single or multiple contacts in bulk.
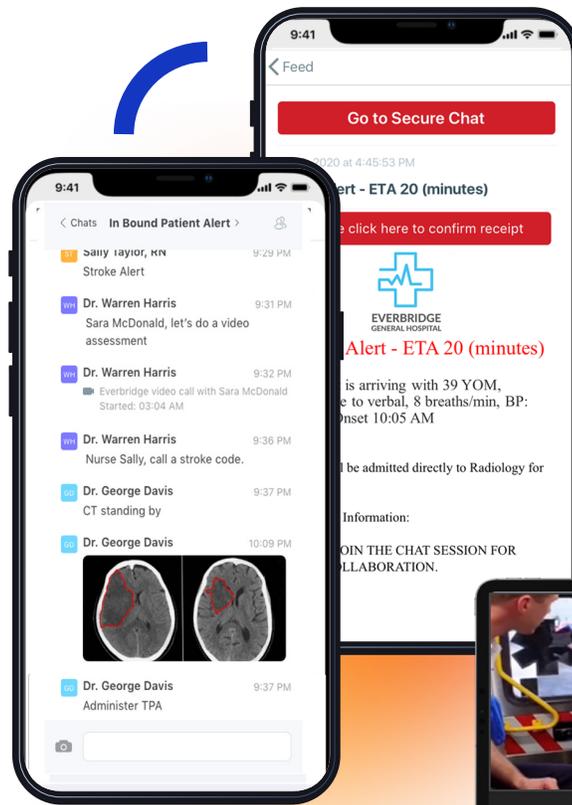
Emergent Clinical Care: CareConverge Respond

When an emergent clinical issue occurs, whether a high-acuity patient case like stroke, STEMI, or traumatic injuries, CareConverge helps teams adapt and respond, safeguarding the continuity of services and ensuring the best patient outcomes. For emergent clinical cases, every minute of delayed patient care can have a significant impact on patient outcome and recovery.

CareConverge enables staff to quickly send code alerts, coordinate care with clinicians, and speed patient transfers from exam room to lab, inpatient floors or other facilities. The solution helps automate workflows to ensure responses and escalations, matching workflows to staffing and on-call schedules and logging those interactions in an auditable way.

The solution targets messages to recipients, not devices – ensuring that urgent messages are read and responded to while providing access to real-time data and collaboration. On-call clinicians can be located quickly, early triage and routing of patients to the best facility and real-time specialty consult enables the rapid coordination and response to acute patient needs.

- Reduce length of stay and improve patient throughput.
- Improve clinical messaging and image sharing security.
- Enhance clinical team communication and collaboration.

- Early triage of patients and real-time specialty consult enables rapid coordination and response to acute patient needs.
- Group chats allow anyone added to the group to view the entire chat history.
- Securely attach images, video, and audio.

- Patented smart routing engine ensures priority alerts are quickly addressed.
- Activate code teams through priority push alerts.

Dynamic, Real-time Collaboration

Real-time communication and collaboration across multiple devices and modalities includes:

- Mobile scheduling reaches entire care team on and off-site, based on roles, location and availability

- Single sign on for instant access to multiple sites with secure voice, text, imaging and video sharing

- Touch ID and pinless activation of a group chat with options to add videos, images

- Timestamps inform when messages have been received and read

- 24/7/365 live customer support, dedicated account management, and proactive usage and service plan reviews

Secure, Scalable, Reliable

The industry's most reliable, secure, communication and collaboration platform to safeguard your information:

- Highest standards of security including SOC3, FEDRamp, NIST, FISMA compliance

- Serving more than 1,300 hospitals with 2.8 billion messages sent in 2019

> Highly scalable, reliable and secure, CareConverge provides an instant way to connect all members of a patient's care team through a single platform.

Seamless Integration

Easy integration with your current enterprise architecture including:

- Active directory integration, single sign-on support, integration with phone systems, pagers, and other communications infrastructure

Results in Real-time

Hospitals and healthcare systems leveraging CareConverge worldwide have seen:

- Improved ED throughput by upwards of 19%

- More than 1.5-hour reduction in the length of stay from arrival to ED departure

- 62% improvement in door-to-doctor time

- Critical Code Activation in less than one minute

8 MIN
15.2M

NEURONS PER STROKE ASSESSMENT