Choose Your Camera Partner with Confidence

How do you choose a bedside camera solution that best fits your unit's needs?

CameraSystem
Live-Stream Video & Messaging

Whether you're just starting to explore NICU camera solutions or have a system that is no longer serving your staff and families, evaluating solutions can be a daunting task. Our clinical team has put together a checklist to guide you through the process with ease and confidence. **Asking the following questions of each vendor you are considering will give you an 'apples-to-apples' comparison.**

Hardware

- ❏ How frequently is the hardware updated?
- ❏ What is the life expectancy of your hardware?
- ❏ What is the estimated downtime if hardware must be replaced or repaired?
- ❏ How is the camera mounted at the bedside?
- ❏ Does the vendor offer support to determine optimal mounting for our unit?
- ❏ How is the device powered, and are any additional data ports necessary?
- ❏ How is the streaming quality?
- ❏ Is an extended warranty available?

Software

- ❏ How much time does it take for staff to create and manage family accounts?
- ❏ What is the process for updating software, and how frequently is the software updated?
- ❏ Does the vendor allow and accept feedback from end-users who have suggestions for updates or enhancements? Please provide a recent example.

Implementation and Support

- ❏ How does the vendor address staff concerns about potential workflow disruption?
- ❏ What type of project management support is available?
- ❏ Does the vendor provide resources and tools to ensure successful implementation and adoption?
- ❏ Are clinical advisors available to speak peer-to-peer for support?
- ❏ What ongoing, post-implementation support is provided?
- ❏ Is technical support available 24/7?
- ❏ What type of ongoing education and training is provided?

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Ease of Use

❑ Are integrations available to improve efficiencies such as bed management and single sign-on?

❑ Who is responsible for managing family accounts and access?

❑ How easy is the hardware to maneuver and position?

❑ How does their platform support multiple patients within the same family (twins, triplets, etc.)?

❑ Does your platform easily convert into languages other than English?

❑ How many different languages are supported?

Security

❑ Do individual family members receive unique login credentials?

❑ Is two-factor authentication available?

❑ How does the vendor ensure the security of data and the live-stream video?

❑ How does the vendor ensure HIPAA compliance when sending messages (if functionality is available)?

Additional Functionality/Added Value

❑ Does the platform offer family messaging?

❑ Does the vendor offer any additional services or functionality as part of the camera package?

❑ Does the company offer additional solutions or products that complement the camera system?

❑ Does the vendor offer real-time feedback in the platform with surveys and questions?

❑ Does the vendor allow donor recognition with links for families (or others) to make donations?

❑ Does the vendor allow hospital branding in the software?

OUR PLATFORM SUPPORTS ALL YOUR FAMILY ENGAGEMENT NEEDS.

AngelEye's HIPAA-compliant Family Engagement Solutions support care team workflows and engage parents in their child's care plan to prepare them for a successful transition home. Implement them independently or as a comprehensive suite of solutions.

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