

Top 10 Questions

From Our Camera Conversion Partners

1. Does having a current contract prevent me from converting to a new system? No, AngelEye Health will work with you to get your facility transitioned to a new system as soon as possible. We can go live with our technology prior to your existing contract expiring. If you prefer to transition from one platform to another at the end of your existing contract we can coordinate to do so as seamlessly as possible, minimizing disruption of service. It is helpful to know exactly when your current contract is due to expire.

2. How long will families be without service? AngelEye Health understands the importance of keeping your families connected so we will do our best to minimize downtime and ensure a smooth transition from one camera system to the other. Families can anticipate approximately one hour of downtime, and we can coordinate the best time and day of the week to ensure minimal interruption for both families and your team.

3. How long will it take to convert from one camera system to another? Our average conversion timeline is approximately 8-12 weeks depending on the availability of hospital resources. After the initial project kick-off call, we schedule 30-minute weekly clinical and technical calls to ensure the projected go-live target is reached. Our team understands that you are busy; we take some of the heavy lifting off of your team by providing clinical templates and technical workbooks to help support your team in completing deliverables in a timely manner.

4. How will I be supported throughout the implementation process? Once we go through the sales process and receive a Purchase Order, AngelEye will introduce you to a Project Manager who will coordinate your facilities' project kick-off call. Our implementation team includes a Project Manager, a Clinical Specialist, and a Technical Lead who will work hand in hand with your team throughout the implementation and go-live process. Your local AngelEye rep will also be available to support you.

5. Which key stakeholders will need to be involved in the implementation process?

We recommend involving the following internal team members to ensure a smooth transition:

- Project Manager (if there is not an assigned Project Manager, the primary clinical contact or IT contact can be the main point of contact.)
- NICU Manager and/or Unit Director
- Clinical Super User(s)
- Nurse Educator
- Network Admin
- Biomed/Clinical Engineering
- Security/Firewall _____

6. How much will the conversion cost? AngelEye Health acknowledges that you've already invested in technology to keep your families connected so we provide a trade-in credit for existing cameras. We are happy to create a quote for your facility based on the solutions you have an interest in and any custom mounting needs.

7. Do you have additional resources to support my efforts to convert camera systems?

Yes! We have a Foundation Guide with tips and tricks to successful fundraising as well as links to foundation and grant opportunities. Our Clinical Team is available to partner with you in building a business case to present to your executive leadership and create buy-in.

8. How much time should I anticipate for staff training? You can anticipate one hour of super user training and thirty minutes for end-user training prior to go-live. All training is supported by numerous educational sources and modalities to ensure implementation success. Our goal is for your team to feel confident and competent to utilize the camera technology as well as consent and set clear expectations for families.

9. What type of ongoing service and support can I expect? We have a dedicated Customer Relations Team and 24/7 Support Team to address any needs that arise from staff or parents. Our Clinical Team is also available to support our hospital partners' future success through sharing best practices and supporting clinical leadership in ensuring appropriate staff adoption and satisfaction.

10. How will I know that the AngelEye technology is making a difference in my hospital?

AngelEye has the ability to easily report on the usage of our platform as well as administer survey questions to parents. This makes it simple for our Clinical Team to collaborate with you in identifying objectives and interpreting the data for quality improvement initiatives applicable to your department.



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