

# Making the Move to MilkTracker: The Top 12 Questions Behind the Decision

## 1. Does having a current contract prevent me from changing to a new system?

**No.** AngelEye Health will work with you to transition your facility to your new IRIS CameraSystem. We can go live with our technology before your existing contract expires or, if you prefer, at the end of your existing contract. We will coordinate with you to make the process as seamless as possible, minimizing service disruption. It is helpful to know exactly when your current contract expires so we can help you plan the timing of your move to AngelEye.

## 2. How long does it take to convert from one system to another?

Our average timeline is approximately 16-20 weeks following the receipt of your purchase order, and based on the availability of hospital resources. After the initial project kick-off call, we schedule routine 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 your team by providing clinical templates and technical workbooks to help support your team in completing deliverables in a timely manner.

## 3. How does MilkTracker integrate with the Electronic Health Record (EHR)

MilkTracker is capable of integrating with the EHR in multiple ways. While some of our integrations are optional, most of our hospital partners are fully integrated. Two optional integrations are described below:

- **Flowsheet Integration:** as a patient's feed is scanned in the administration workflow in MilkTracker, we can send the key data points pertaining to that feeding back to the EHR (typically the flowsheet).
- **Order Integration:** Active feeding orders can be automatically pulled from your EHR into MilkTracker, allowing users to validate them during feed preparation and administration.

## 4. Can we go-live with MilkTracker in parallel with an Electronic Health Record (EHR) transition?

Yes, AngelEye has extensive experience coordinating MilkTracker go-lives alongside EHR implementations. The earlier we're brought into the process, the more effectively we can support key EHR build decisions that impact MilkTracker integration. If an EHR transition is on the horizon, it's never too early to begin discussing feeding management.

## 5. What is the process for the AngelEye team to learn about our existing workflows and how we currently manage feeding practices, since we already have a system in place?

At the start of the project, AngelEye deploys a team of clinicians on-site to conduct a comprehensive gap analysis and workflow assessment. During this visit, our team meets with all stakeholders involved in milk and formula management to capture current processes, identify workflow nuances, and establish a strong foundation for implementation.

# Top 12 Questions - Continued

## 6. Will my existing scanners, devices, and printers be compatible with MilkTracker?

Implementing MilkTracker requires minimal hardware, allowing many hospitals to leverage their existing resources. Thermal label printers, 1D/2D scanners, and gram scales are key components needed to support a successful implementation of MilkTracker. While mobile devices can enhance clinical efficiency, they are optional and not required for system functionality. We are glad to share printer and scanner recommendations with your team.

## 7. What does training look like for clinical staff?

Training for clinical staff during a MilkTracker implementation is designed to be comprehensive, hands-on, and customized to the hospital's specific workflows. The goal is to ensure that all users—from nurses and dietitians to milk technicians and lactation consultants—are confident and competent in using the system before go-live.

## 8. How are families involved in MilkTracker?

Families - especially mothers - play an active and important role in infant feeding through MilkTracker's family application. This is where mothers can log pumping sessions, monitor inventory, review pumping trends and analytics, set reminders to pump and increase milk production, and access support from lactation through a two-way messaging portal. This application is translatable into 70+ languages.

## 9. How will our families be educated about MilkTracker during the transition?

As parents are enrolled in the system, they will receive informational content introducing them to the AngelEye application. These are customizable templates that your team can tailor as needed. Additionally, parents will have access to an embedded help center, which provides user guidance and resources directly within the application. This application is translatable into 70+ languages.

## 10. What does this transition cost?

AngelEye recognizes the investment you've already made in technology to support patient safety. We're pleased to offer special pricing options to support your transition. Additionally, you can be confident that with MilkTracker, there are no added fees for future software updates.

## 11. How are upgrades to MilkTracker handled?

MilkTracker is cloud-hosted, allowing upgrades to be deployed seamlessly to our hospital partners, not requiring downtime or interruptions in patient care. Upgrades occur regularly and at no additional cost, as we always want our hospital partners to be on the safest, most up-to-date version of MilkTracker at all times. This commitment helps ensure feeds remain accurate, consistent, and aligned with evolving best practices.

## 12. What type of service and support can I expect post-implementation?

Keeping your system up and running is our top priority. At AngelEye Health, we understand that both staff and parents rely on their AngelEye services to be available when they need them. AngelEye's dedicated, US-based support specialists are available 24/7 to provide real-time assistance. We post unparalleled response times, answering most service requests within 6 hours. In addition, our Customer Success team is also available to ensure the success of our hospital partners by sharing best practices and supporting clinical leadership to maintain appropriate staff adoption and satisfaction. This customer success team will meet with you on a regular basis after implementation.