

# Choose Your Camera Partner with Confidence

---

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



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?
- What support is provided 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?
- How is feedback from end-users who have suggestions for updates or enhancements evaluated and incorporated? Please provide a recent example.
- Does the solution allow super-users access to robust staff and family engagement reports?

## Implementation and Support

- How are staff concerns about potential workflow disruption addressed?
- What type of project management support is available?
- Are resources and tools provided 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?

# Choose Your Camera Partner with Confidence

Continued



## 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 the platform support multiple patients within the same family (twins, triplets, etc.)?
- Does your solution easily convert into languages other than English?
- What translation service do you use?
- How many different languages are supported?
- What content is translated?

## Security

- Do individual family members receive unique login credentials or do all family members have to share the same login?
- Is two-factor authentication available?
- What processes and procedures are in place to ensure the security of data and the live-stream video?
- If messaging capabilities are available (text, photo, video), is this process HIPAA-compliant? Please provide detail.
- Is Penetration Testing conducted to identify and address potential vulnerabilities? If yes, at what interval are these audits conducted?

## Additional Functionality/Added Value

- Does the solution offer family messaging?
- Are there any additional services or functionality as part of the camera package?
- Are there any additional solutions or products that complement the camera system? Please provide details.
- Is there a mechanism to recognize donors in your solution? Does it provide links to support additional donations?
- Are there branding opportunities for the hospital 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.

LEARN MORE:

