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?
- ❑ 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 distruption 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?

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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 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 capabilites 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 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.

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