

The Impact of Covid-19 on Patient-Provider Communication

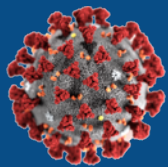
How has COVID-19 created communication barriers?



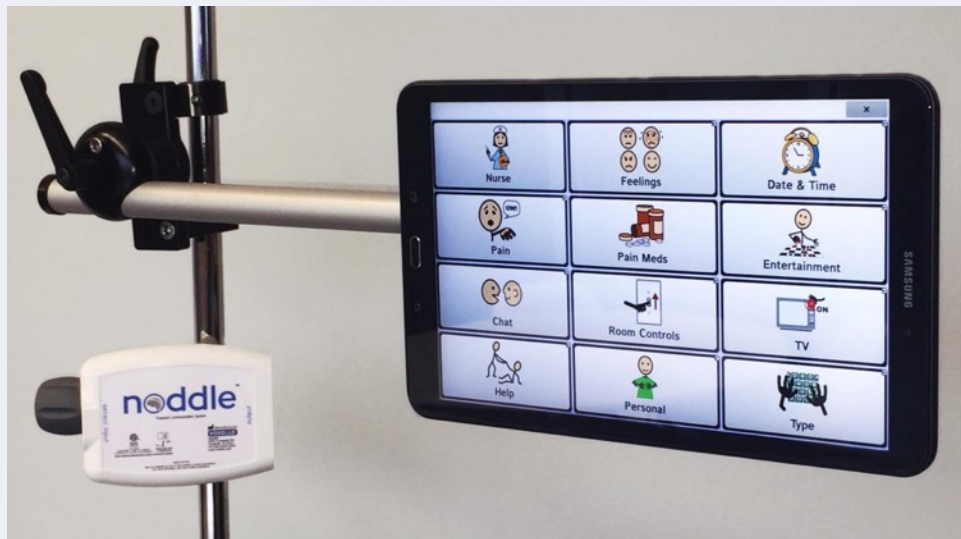
Respiratory symptoms require ventilatory support which renders patients unable to speak.

Also, infection control protocols result in:

- Need for use of personal protective equipment
- Reduced provider time at the bedside
- Fewer bedside consult teams (e.g. live interpreters and other healthcare providers)
- Visitor Restrictions



Voxello Mitigating the Impact of Covid-19 on Patient-Provider Communication



Voxello's Role

- noddle switch allows patients to use the nurse call system
- noddle-chat allows ventilated patients to communicate with medical staff - regardless of whether they can be at the bedside.
- noddle-chat allows ventilated patients to communicate with family members who may not be allowed at the bedside
- Bilingual noddle-chat allows patients with limited English proficiency to directly communicate with their healthcare providers

Sites Using Voxello Technology

- Univ of Iowa Hospitals & Clinics
- Boston Children's Hospital
- St. Louis Children's Hospital
- University of Wisconsin Health
- University of Cincinnati Health
- Craig Hospital
- University of Nebraska Medical Center
- Tampa General Hospital
- Iowa Veteran's Home
- Iowa City Veterans Administration Hospital
- Tampa Veterans Administration Hospital
- Children's Hospital of Philadelphia
- Providence Home Health, Oregon
- Massachusetts General Hospital*
- TIRR Memorial Hermann Hospital*
- Akron's Children's Hospital **

* Deployed but Delayed by Covid19 ** February 2021





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