



Major U.S. Healthcare Provider Protects High-Risk Patients from COVID-19 with Zyter ThermalAlert™

>The Challenge

A leading healthcare provider on the U.S. West Coast faced a new, critical challenge when the COVID-19 pandemic began to spread in early 2020. Besides preparing for a potential influx of cases, it was imperative for the two hospitals and lab facilities on the provider's main campus to protect their patient population. Most suffer from cancer, diabetes, and other significant diseases that put them at much higher risk for complications from COVID-19.

Hospital leaders quickly took proactive measures to make their facilities secure and COVID-free. They met with their physicians, nurses, surgeons, oncologists, research staff and the IT department to come up with a solution to identify and isolate potential COVID patients the moment they enter the hospitals and labs.

According to the Centers for Disease Control and Prevention, an elevated body temperature or fever is one of the first common symptoms of COVID-19. Therefore, hospital leaders began evaluating mass temperature screening solutions to handle the large volume of patients who enter the main hospital daily to check in for outpatient treatments or to be admitted for long-term care. Other main points of entry on the campus are the blood lab and the diagnostic lab.

Manually screening so many visitors and patients would be a slow process, requiring significant resources, potentially leading to delays in treatment and exposing staff. The healthcare provider believed the stand-alone Zyter ThermalAlert imaging system was a far better solution.

At a Glance

Client

Major U.S. healthcare provider on the West Coast focusing on care for patients with cancer and diabetes

Challenge

Ensure that two hospitals, labs, and other campus buildings are COVID-free to protect high-risk cancer patients and provide a safe workplace

Approach

Install the Zyter ThermalAlert smart imaging system for continuous, automated, highly accurate mass temperature screening at all main entry points to hospitals and labs

Results

There have been no COVID-19 outbreaks at the hospital campus and the provider has been able to continue scheduling critical elective surgeries; mass screening takes less time and requires fewer resources compared to individual screening, helping the bottom line

Product Spotlight: Zyter ThermalAlert

- A smart imaging system that supports automated, accurate mass temperature screening
- Scan up to 6 people in a group in less than one second with accuracy of $\leq \pm 0.5^\circ\text{F}$
- Images can be managed on a single computer, iPad or tablet
- Device-to-device 256-bit AES encryption as standard
- Standalone deployment within 48 hours



>The Approach

Zyter ThermalAlert is a smart imaging system that supports continuous, automated, highly accurate mass temperature screening. The system has the unprecedented ability to measure human body temperature (between 86°F to 113°F) of up to 6 people simultaneously within the temperature detection zone from a distance of up to 20 feet. Other solutions typically detect human body temperatures from a distance of only 1-6 feet. Stand-alone installation by a Zyter technician takes only 48 hours and includes immediate customer support through a dedicated 24/7 toll-free number and email.

Six Zyter ThermalAlert cameras are currently live at the main hospital campus. Two cameras operate 24/7 and cover the front and back entrances at the main hospital. An additional two cameras cover the front and back entrances at the second hospital. One camera monitors the blood lab, and one covers the diagnostic lab. At the latter three locations, security guards set up the cameras during normal business hours at 6 a.m. and shut them down at 10 p.m. Security staff also provide support to the nurses in case any issues arise during the mass temperature screening process.

Nurses manage and monitor a customizable dashboard on the ThermalAlert terminal that displays optical and thermal images, as well as body temperatures. The system alerts the nurses if one or more persons entering the building are identified as having a fever. The nurses then redirect any individual with an elevated temperature reading for additional screening and a COVID-19 exposure assessment. Persons deemed at risk are given a COVID-19 test and are sent home to quarantine for 14 days. They are not allowed back into the hospital campus until they test negative.

Hospital staff and employees are also screened daily using the ThermalAlert system when they arrive for work. In addition to ensuring the utmost vigilance, the system's contactless temperature screening capabilities have dramatically reduced the likelihood of becoming infected for screeners and security guards. In contrast, administering in-person temperature scans using a handheld device is not only slower, but also poses significantly higher risk to staff.

The Zyter ThermalAlert platform stood out from other thermal imaging systems because of its capability to seamlessly integrate with the hospital's Epic Electronic Health Record (EHR) software and all third-party applications.



>The Results

The Zyter ThermalAlert platform stood out from other thermal imaging systems because of its capability to seamlessly integrate with the hospital's Epic Electronic Health Record (EHR) software and all third-party applications. The flexibility and compatibility with existing systems, plus a rapid 48-hour deployment, satisfied the healthcare provider's requirements for a quickly implemented and cost-effective solution. Since implementation, ThermalAlert has helped the hospital campus remain free of a COVID-19 outbreak.

The hospital campus has also benefited from the time saved and the reduced number of caregivers and screening stations that would have been required for manual temperature screening. Extra security personnel also would have been needed for crowd management and ensuring social distancing while waiting in line. In addition, it takes at least 30-40 seconds to manually screen an individual, while the Zyter ThermalAlert cameras can scan up to 6 people in a large group in less than one second with accuracy of $\leq \pm 0.5^{\circ}\text{F}$.

Perhaps best of all, ThermalAlert has given the hospital campus and wider community a feeling of safety and trust. Workers feel safer coming to work each day, as do patients and visitors to the campus. Despite the pandemic, the healthcare provider has been able to remain open and continue critical elective surgeries.



For More Information

To learn more about Zyter's ThermalAlert solution or to arrange a product demonstration, please contact +1 (301) 355 7760, sales@zyter.com or visit www.zyter.com.

>About Zyter

Zyter delivers a wide range of digital health products for providers, payers and patients that span telehealth, home health, remote patient monitoring, care management, as well as the insurance claims lifecycle. Zyter's products improve clinical operations and patient outcomes while reducing healthcare costs by enhancing interoperability, communication and collaboration. The company's cloud-based, 5G-ready platform also supports IoT/smart technology and thermal imaging solutions. In 2020, the company won more than 50 awards for its products including Best Health Care and Medical Innovation as well as Company Innovation of the Year. Founded in 2017, the privately-held company is based in Rockville, Md. For more information, please visit www.zyter.com.