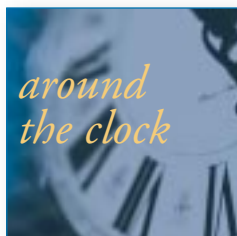




WHAT IS MERCY SAFEWATCH?



patient rooms to a centralized intensive care unit (electronic ICU). This electronic ICU is staffed around the clock by physicians who specialize in critical care medicine, called intensivists, and highly trained nurses. Using computers, in-room audio and video connections and high speed data lines, the Mercy SafeWatch specialists provide an additional level of support to our patients' physicians and the bedside care team.

HOW DOES MERCY SAFEWATCH SUPPORT THE MEDICAL CARE TEAM?

Information on vital signs, medications, blood test results, x-rays and other information from bedside monitors is transmitted continuously to the Mercy SafeWatch center. Powerful computer systems help the

Mercy SafeWatch is an innovative telemedicine program that connects our critical care

team recognize early changes in vital signs to recommend corrective actions. The Mercy SafeWatch team can have a two-way conversation with nurses and doctors who are in the room, as well as with the patient. The patient also can be viewed by the Mercy SafeWatch team, if needed, through the use of a special in-room camera.

WHO MAKES DECISIONS ABOUT MEDICAL CARE?

The patient's physician is the ultimate decision-maker in the care provided. Because the patient's physician and the Mercy SafeWatch



team discuss the patient's medical status and treatment plan daily, the intensivist may modify

treatment according to the plan when the patient's physician is not present in the hospital.

HOW IS THE PATIENT'S PRIVACY PROTECTED?

We take special care to be sure that each patient's health information remains private. Information access is limited to those with hospital authorization, and no information is released to anyone other than those providing medical care. No recording

is made from any camera or microphone, and Mercy SafeWatch doctors and nurses only view patients when necessary to see how they are doing. When the camera is turned off, the camera lens is turned inward

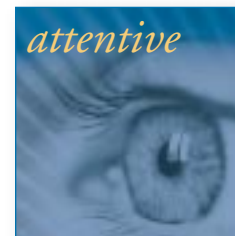


toward the wall. An audible signal (like a doorbell) sounds when the two-way

microphone in the room is turned on. Patient information sent to and from the Mercy SafeWatch center is scrambled (encrypted) as it travels across the data lines, then unscrambled when the information arrives so that the authorized physicians and nurses can read it.

HOW DO PATIENTS BENEFIT FROM MERCY SAFEWATCH?

Studies have shown that excellent ICU care can be further improved by adding an extra layer of experienced ICU physicians and nurses utilizing the Mercy SafeWatch alert technology. Mercy SafeWatch allows us to extend coverage by these specially trained doctors and nurses throughout our hospital system. Small



changes can be identified through the continual monitoring and trending of vital signs,

resulting in quicker interventions and reducing clinical complications. Because the patient's overall care is enhanced, it can also cut down on the time spent in the critical care unit.





**MERCY SAFEWATCH:
SUPPORTING THE ON-SITE
CARE TEAM**

Although new technology is used to assist medical care, a warm human touch remains a key element. Mercy SafeWatch will never replace the sense of caring and face-to-face communication with doctors and nurses that are so important to ensuring the best possible outcome. Rest assured that the on-site medical team always will be present and available to provide our critical care patients with immediate attention.



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ADVANCED TECHNOLOGY,
ENHANCING PATIENT SAFETY AND CARE

WHEN IT COMES TO THE
HEALTH AND WELL-BEING OF
OUR PATIENTS, THE SISTERS
OF MERCY HEALTH SYSTEM IS
ALWAYS STRIVING TO ENHANCE
THE QUALITY OF CARE WE
PROVIDE. OUR MOST
CRITICALLY ILL AND INJURED
PATIENTS BENEFIT FROM A
TECHNOLOGY ADVANCEMENT
THAT ALLOWS THEM TO BE
MONITORED 24 HOURS A DAY
BY DOCTORS AND NURSES
SPECIALLY TRAINED IN
ANTICIPATING AND
RESPONDING TO
SMALL CHANGES IN
THEIR CONDITION.
WE CALL THAT PROGRAM
MERCY SAFEWATCH.

