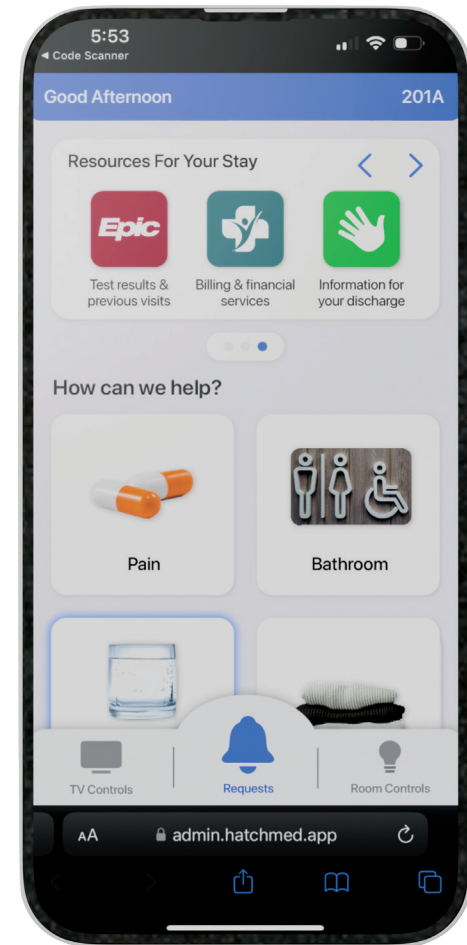
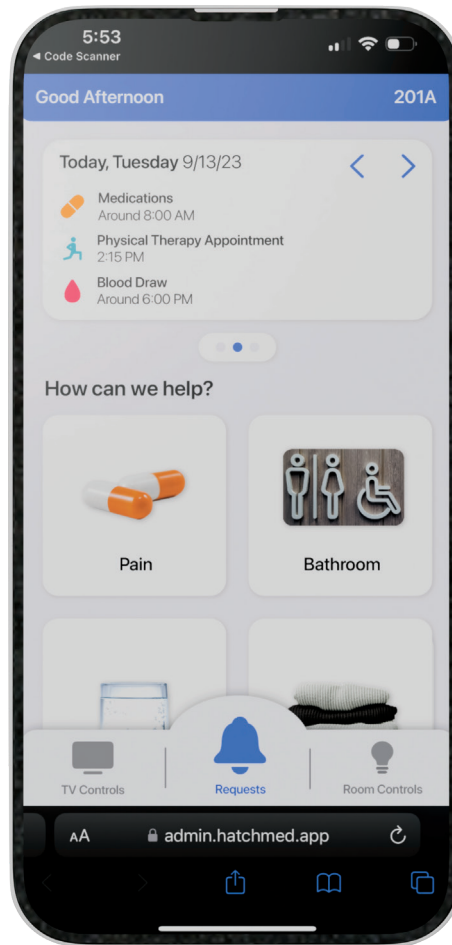
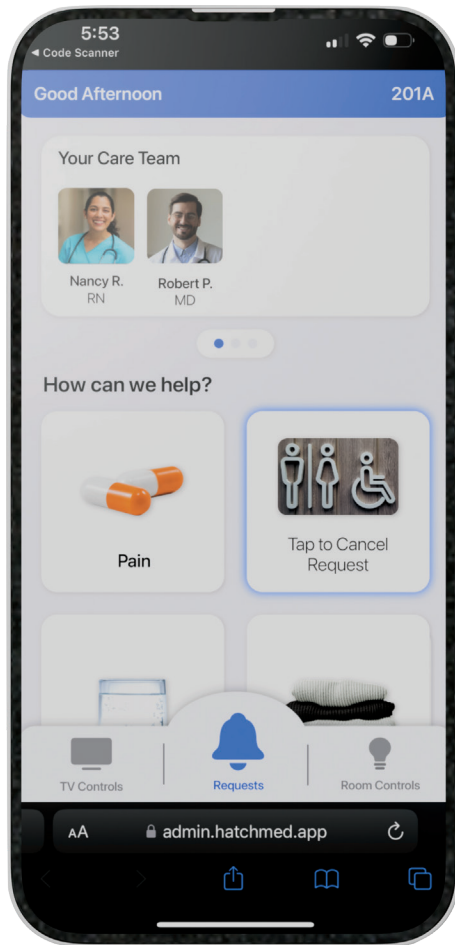


ComCierge BYOD

Home Screen



Personalized & customizable patient view with multi language support, EHR and nurse call integrated requests keep your patients informed and your care teams free from handling tech support



info@hatchmed.com

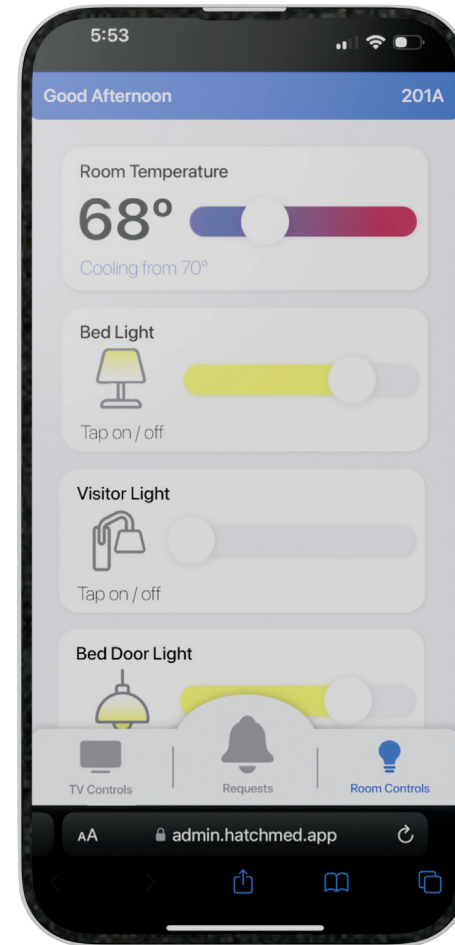
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844-428-2463

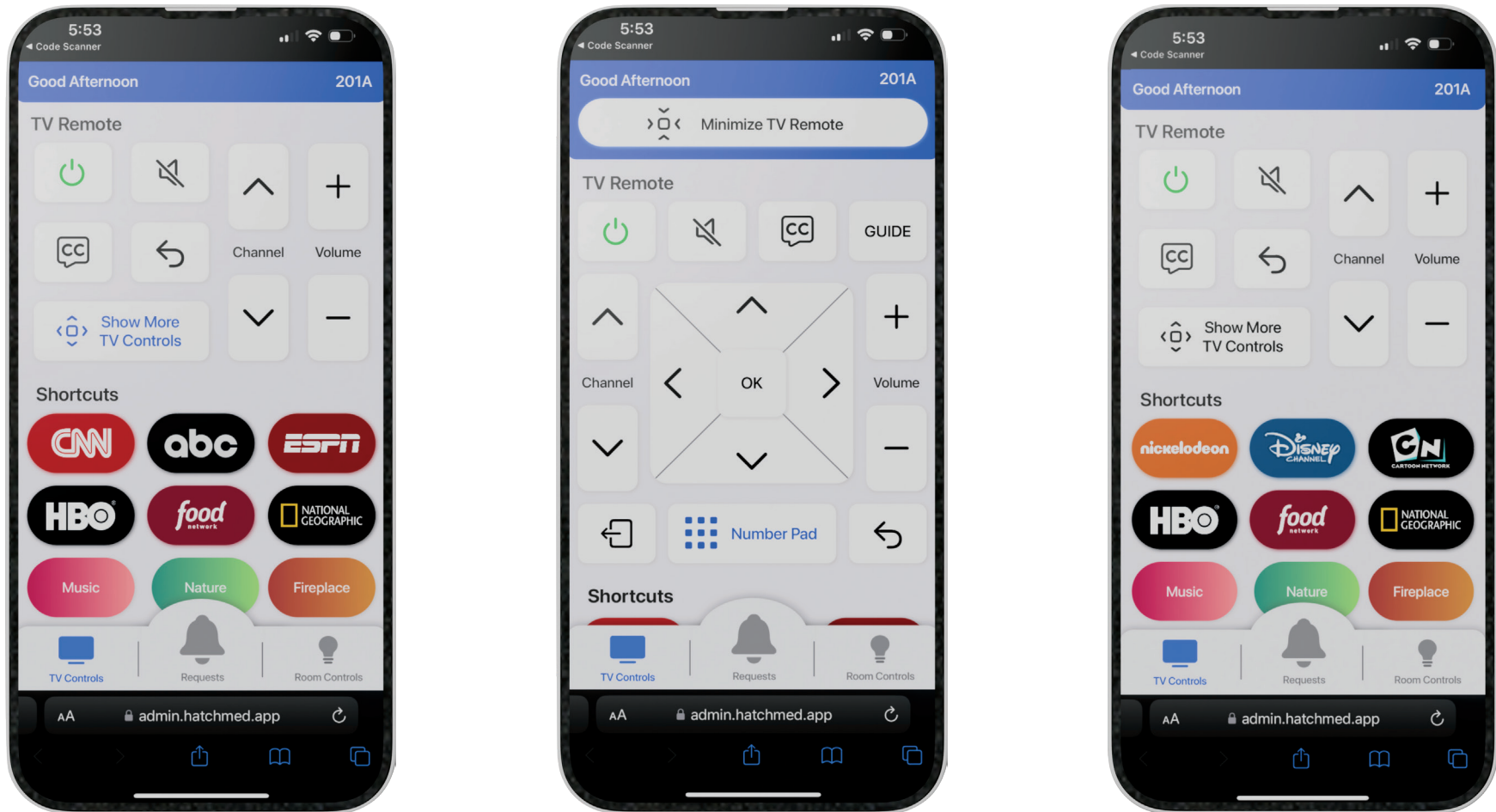
ComCierge BYOD

Room Controls



Upgrade any existing nurse call connected room controls with customizable scenes and daily routines. Optional API integration for enhanced controls

ComCierge BYOD TV Controls



Configurable remote for any TV model and patient engagement system with customizable shortcuts and hot buttons



info@hatchmed.com

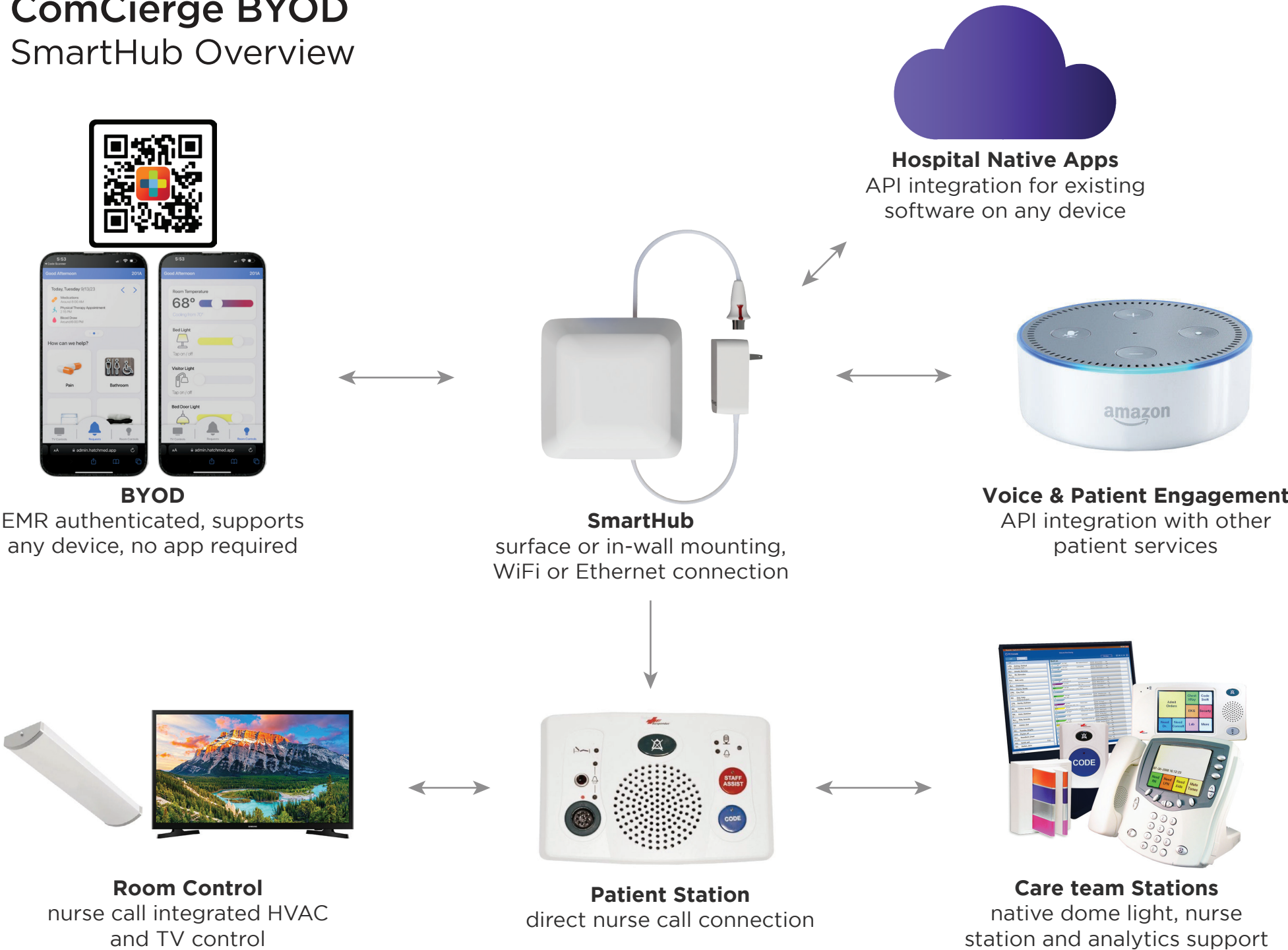
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SmartHub Overview



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FAQ & Tips

How does ComCierge connect to nurse call?

The SmartHub plugs into the same port that your pillow speaker plugs in to, and sends the same commands, all from the patient's tablet or phone - room and TV controls will work the same way as on the pillow speaker.

Can we still use the pillow speaker?

Yes, ComCierge can run alongside your existing pillow speakers using a splitter.

How does a patient access ComCierge on their own device?

Patients & family are able to scan a QR code or a use pre-admission link to access the web portal - no app download is required.

Is an EHR connection required ?

No - most ComCierge features do not require EHR, however it is required for personalized care features including care team & schedule displays, and other EHR-managed resources.

Where do the messages and requests go?

If a request can be placed on your existing pillow speaker (like Pain or Water), it will follow the same exact workflow - illuminating the dome light and displaying at the nurse terminals. All other requests can be sent to an app on nurse devices, or to your existing nurse workflow software.

Specifications

General Info

Mounting	On wall over 1 gang electrical box or in wall with 6" x 6" x 4" back box
Network (Wall Unit)	Wired Ethernet (100M 802.3u) or Wireless WiFi (2.4 GHz 802.11g)
Network (BYOD)	Patient's own cellular connection on their device or hospital Guest WiFi
Power Input	PoE or 12V plug-in power supply provided
Supported Nurse Call	Rauland R5 & R4, HillRom, West-com, Jeron, Critical Alert

Regulatory

Certifications	UL/cUL 1069 (nurse call) & FDA Registered Medical Device, Class 2 Exempt
Patents	US10863012B2 US20220066525A1

