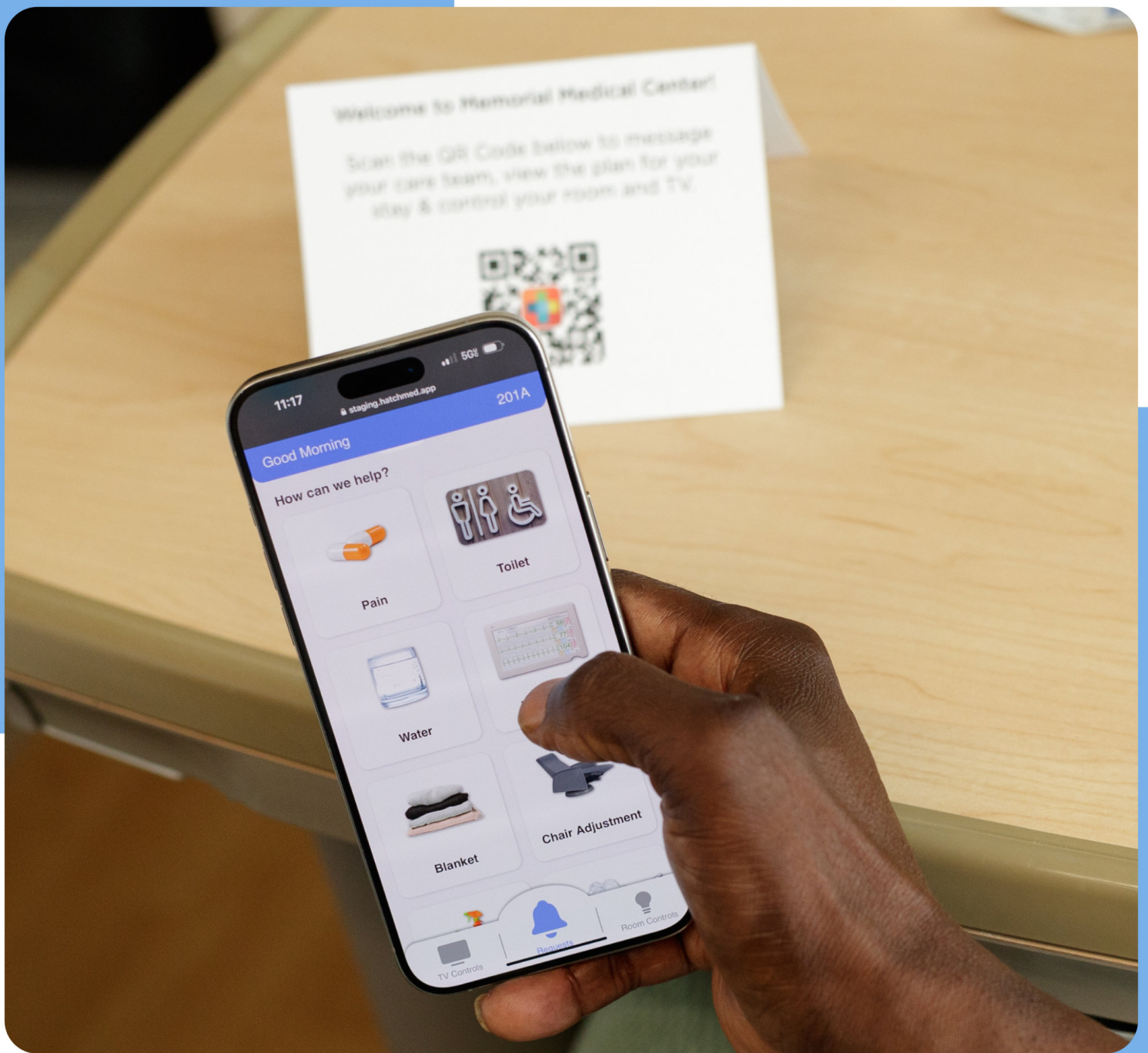




ComCierge
by HATCH+MED

**The Digital
Pillow Speaker.**



ComCierge BYOD

**Every blanket request.
Every channel change.
Each one used to interrupt a nurse.**

ComCierge BYOD

Patient requests.

Straight into the nurse call system.

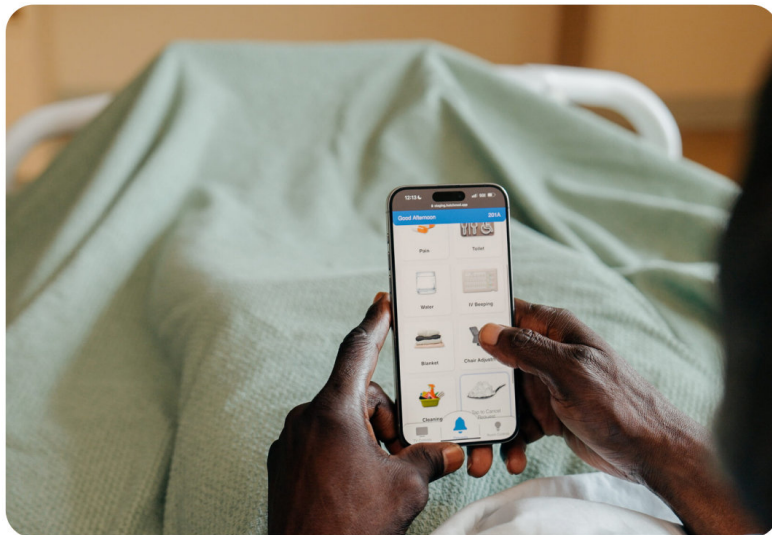
Patients used BYOD for requests the pillow speaker has no button for, spread evenly across categories. Every request routes natively into your existing nurse call system, preserving the same dispatch, alerts, and reporting. Calls arrive pre-tagged so nurses walk in knowing what to bring.

One unified call stream.

Water, blanket, pain, bathroom.

Patients tap what they need and it flows into the nurse call system exactly like a **pillow speaker press**.

Configurable per unit.



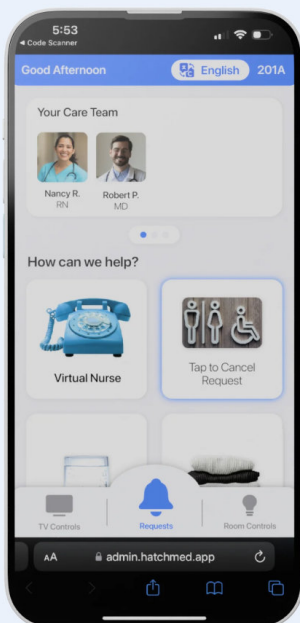
NURSE CALL SYSTEMS



Hillrom



critical alert



Virtual Nursing: care without the red button.

A direct line to the care team without leaning on the call button for every small thing. ComCierge integrates with your virtual nursing platform and the full nurse call stack: when a call connects it auto-switches the TV input, brings the nurse on screen, and returns the patient to their show when the visit ends.

ComCierge BYOD

Room controls.

Directly in patients' hands.

A standard pillow speaker exposes a handful of room functions. With access to temperature, lighting zones, shades, and scenes, patients used all of them, fine-tuning the room without asking a nurse for the small adjustments.

01

Lights.

Overhead and reading lights, dimming, and lighting zones.

02

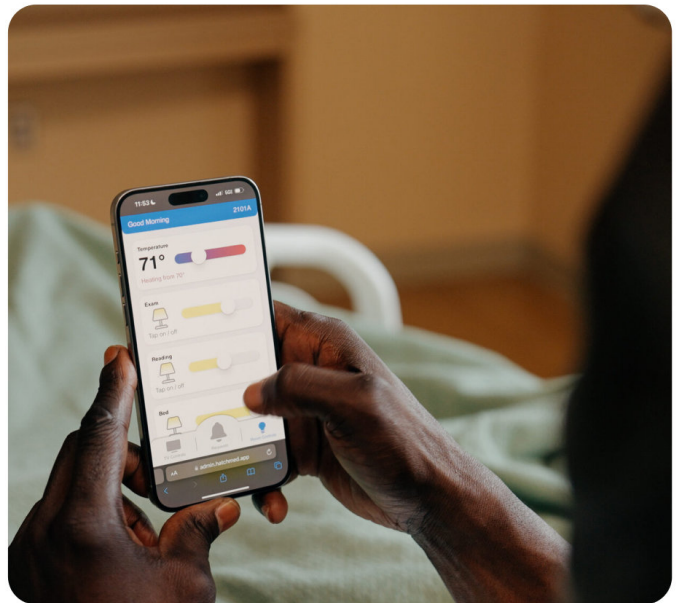
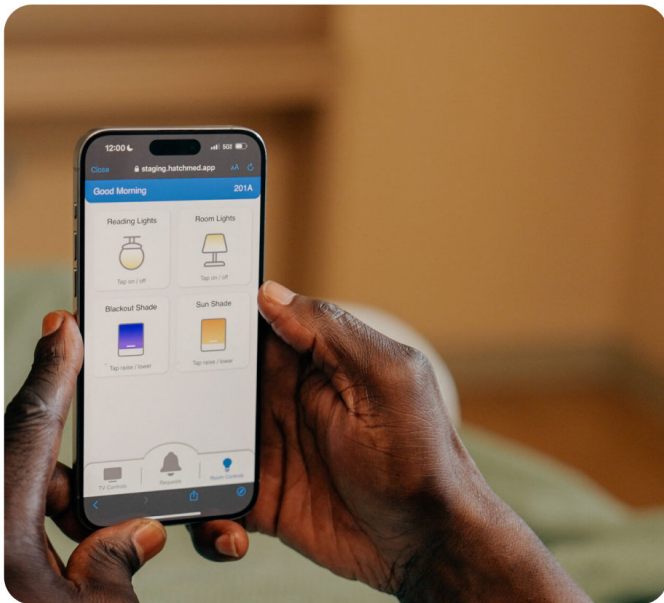
Temperature.

Room temperature from the bed, without calling a nurse for a small change.

03

Shades and automations.

Shades and preset scenes, where the hospital's building system exposes them.



BUILDING MANAGEMENT



SIEMENS



ComCierge BYOD

A smarter remote.

On a device patients already know.

The in-app guide outpaced direct channel-number entry more than ten to one. Patients used channel shortcuts, volume, and one-tap macros to land on what they wanted without asking a nurse to find a station.

01 Channel shortcuts.

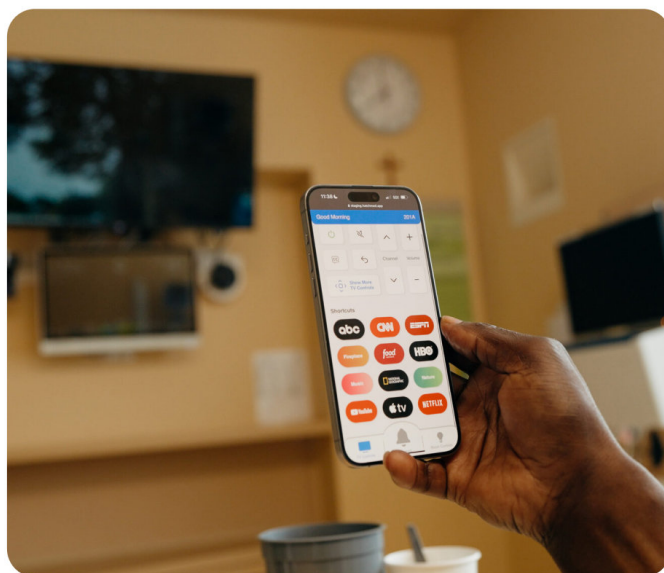
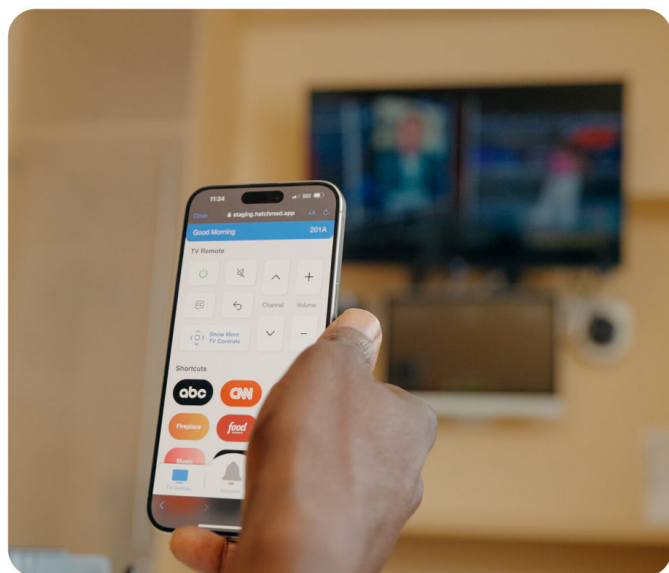
The in-app guide, instead of typing channel numbers.

02 Volume.

Volume and mute from the patient's own phone.

03 One-tap macros.

Preset actions and custom channel lineups, set up per hospital.



TVs & ENGAGEMENT



Get Well



ComCierge BYOD

Scan. Connect. Control.

Patient control in seconds, no nurse assistance required. The hospital's existing infrastructure does the rest.

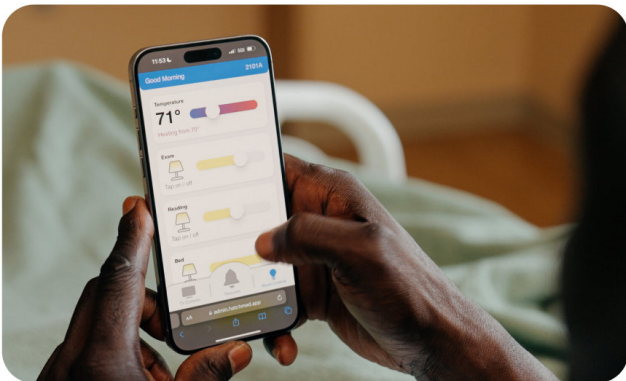
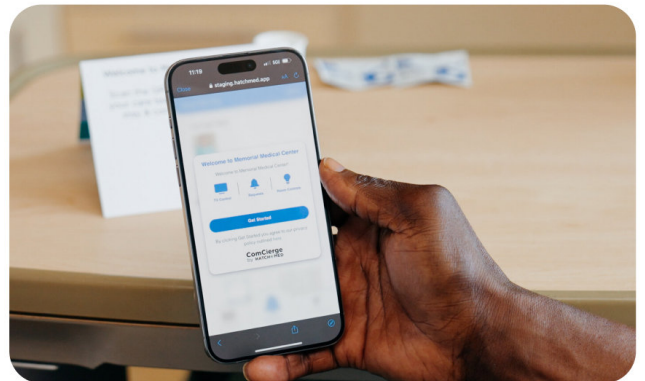


01 Scan the QR code.

Posted in the room, on the TV, or in the admission packet. Any phone the patient brought works.

02 Open the web app.

No download. It logs in through the hospital record and loads in the browser in seconds.



03 Take control.

Lights, TV, temperature, shades, and nurse requests, all from the patient's phone, live to the room.



Scan to try it now.

Live demo, personalized to a sample hospital. Nothing installs on your phone.



ComCierge BYOD

Feels like magic. Here's how.

HighLightX is the nurse call smart hub that makes BYOD work: one small device in the same port your pillow speaker uses, bridging the room nurse call, TV, and building systems to the cloud. It supports Responder 5 today. BYOD is also available for Hill-Rom, Responder 4, Westcom, Jeron, and Critical Alert.

Plugs into the nurse-call port.

The same 9-pin connection your pillow speaker uses today. No rewiring in the room.

The pillow speaker stays active.

A built-in pass-through keeps it working. Both streams arrive as one call at the nurse station.

PoE or AC power.

One Ethernet cable for power and data, or a standard outlet plus Ethernet or Wi-Fi.

Also talks to:  Voice assistants  Native apps  Care dashboards  Dome light

ComCierge BYOD

What a year of usage proves.

Twelve months of platform telemetry from one customer hospital: 103 rooms, three units, layered on the existing nurse call system. The pattern was consistent. When patients can control their room and engage their care directly, they use it constantly, for things that would otherwise pull a nurse into the room or simply go undone.

363,000+

Patient-driven interactions in one year.

Every one is something the patient handled on a device they already knew how to use, without paging the care team to do it for them.



207,000+

Minutes given back to nurses every year.

Three minutes saved on every request a patient handles themselves.

\$150,000+

In nursing time saved annually.

Based on that volume at a \$45 hourly nursing rate.

Snack

Ice

Blanket

IV alerts

Cleaning

IV pain

Categories patients used.

All routed natively into your existing nurse call system.

100% of deployed rooms generated activity from the first weeks of go-live. Patients took control of what they could handle so nurses could stay clinical, and BYOD absorbed hundreds of thousands of small actions a year that used to either interrupt a nurse or never happen at all.

Source: HatchMed customer hospital telemetry, 103 rooms, March 2025 to March 2026. Excludes legacy pillow speaker presses. Time and cost figures assume three minutes saved per patient-handled request at a \$45 hourly nursing rate.

ComCierge BYOD

Questions we often get.

How does it connect to our nurse call system?

HighLightX is the nurse call smart hub and installs to the same port your pillow speaker uses. It supports Responder 5 today. BYOD is also available for Hill-Rom, Responder 4, Westcom, Jeron, and Critical Alert. Same wiring, same call types, same workflow.

What about patient data and EMR access?

ComCierge uses a limited ADT feed from your EMR strictly for authentication. It can then surface non-sensitive context like care team names, daily schedule, and discharge instructions. No clinical records, lab results, or diagnoses. Nothing is stored on the device.

Can we customize what patients see?

Fully. Every widget is modular and configurable per unit. Request buttons map to your department's actual call types, and room controls connect through API to your building management systems.

What if a patient does not want to use their phone?

The physical pillow speaker stays fully functional. BYOD is additive, a second option rather than a replacement.

Does the pillow speaker still work?

Yes. Both systems run through the same nurse call infrastructure. Nurses see one unified request stream whether the patient submitted by phone or pillow speaker.

How is access secured?

Access is tied to the patient's admission status through your EMR. Admission or transfer activates the session; discharge ends it automatically. Optional geofencing ends the session when the patient leaves the building. No app installed, no data stored, all interactions logged and audit-ready.



Embedded in Epic MyChart Bedside.

ComCierge surfaces directly inside the MyChart Bedside patient portal. No separate app, login, or training.

See it in your hospital.

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