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Enovation Zaurus

Digital consulting rooms and
digital assistants.



Digital consulting rooms

The digital consulting rooms are the central hub from which almost all Enovation Zaurus solutions operate. It basically is the digital variant of the healthcare provider's consulting room where they can have digital consultations with patients via video calls or chat.

During the video calls, participants can share their screens or make notes on a whiteboard.

Multidisciplinary team meetings (MDTMs) with colleagues are also no problem: the consulting rooms allow for a maximum of 100 participants who can join a conversation at the same time.

The consulting rooms are also very accessible: they can be accessed from multiple devices, to ensure that participants can join in via a desktop, laptop, tablet or smartphone. Furthermore, creating an account is optional for those who require care: when needed, they can gain access to the consulting room without registering via a unique link with an access code.



Digital assistants

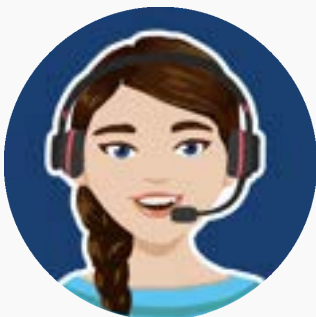
The Enovation Zaurus digital assistants are available 24 hours per day, 7 days per week for your healthcare organisation. They are actually advanced, smart chatbots which operate from the digital consulting rooms, often in combination with a live chat window.

We develop custom assistants according to the specific needs of your organisation. Each assistant has specific tasks. We would like to introduce some of our current assistants below to give you an idea of the various options:



Lucas - the digital assistant for consulting rooms

Lucas creates digital consulting rooms and ensures that those who require care can participate in a video consultation safely and easily without creating an account.



Laura - the digital walk-in consultation

Laura manages the queue for the digital walk-in consultation hour or the digital service desk via a live chat window. She connects the patient with the available healthcare providers.



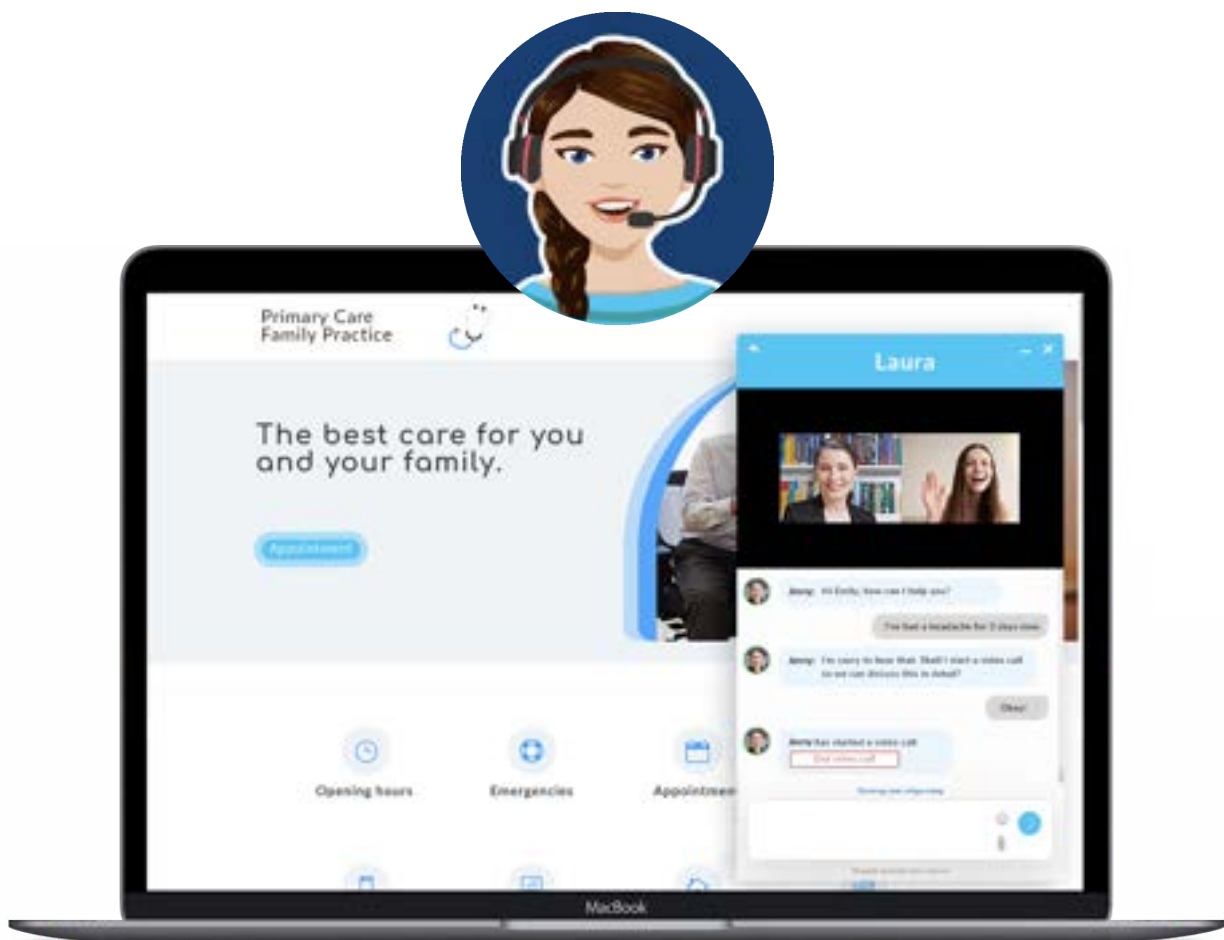
Siggie - the custom assistant of Mentaal Beter

Siggie supports the Digital Practice of Mentaal Beter, a mental health care organisation. He creates the necessary consulting rooms with the therapists and support staff for each individual client.

Live chat and the digital service desk

Many healthcare organisations improve their service level by also assisting patients via a live chat window on their website. The live chat functions as a digital service desk. When visiting the website, the patient can easily ask a question. Healthcare providers respond from a digital consulting room via chat messages and have the option to continue the conversation via video call.

Contact requests are first accepted by digital assistant Laura, who manages the queue and, when possible, refers patients to available healthcare providers.



The Smart Glasses app

Apart from the regular mobile apps for the digital consulting rooms, Enovation Zaurus also has a Smart Glasses app.

Healthcare providers can use the Smart Glasses app to stream video and audio to one or more colleagues, who can observe the situation or case remotely and offer support where necessary. The main advantage of using smart glasses to do this is that the healthcare providers have their hands free while they work.

This type of remote assistance ensures that expert support can be offered very quickly without requiring any extra travelling time for the specialist to come and have a look. It also stimulates the professional growth of employees.

Smart glasses are especially useful to support healthcare providers in training, provide wound care at the patient's home and in the operating rooms (OR) of hospitals.



Integrations

Where possible, new systems and work methods should become an integral part of the existing care process. Enovation Zaurus offers various options to integrate the digital consulting rooms into central care systems such as an EHR or EMR or to other care-oriented software.

Our generic video integration acts as a solid, basic integration that requires minimal effort to implement. This integration can create unique URLs for every video consultation, which can be made available from your EHR. The video calls don't operate via the Zaurus apps, but via a separate consulting room interface with the logo of your organisation.

Our Realtime/REST API can be used for a more extensive, custom-developed integration. Your organisation will then have the option to use the Zaurus apps and allow patients to receive a reusable account.

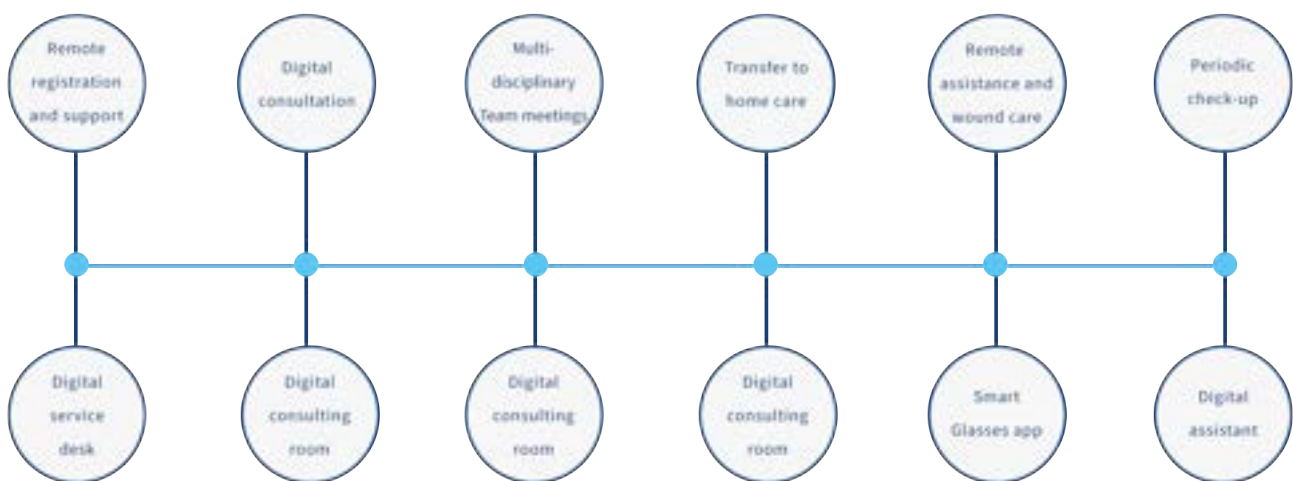


For every step during the patient journey

Enovation Zaurus firmly believes that digital communication solutions for healthcare must meet a number of basic requirements to be future proof:

- All communication must be secure at all times and the privacy of all stakeholders must be guaranteed;
- Healthcare organisations must be able to rely on the highest availability levels to guarantee continuity of care;
- Solutions must support the work process of the healthcare provider as well as possible.

The Enovation Zaurus solutions are specifically developed for the healthcare industry. They are continuously optimised and expanded to be deployed at various moments during the patient journey. This is how we are working together with healthcare organisations towards a hybrid healthcare system in which almost every step in the patient journey has a digital alternative or is digitally supported.



Fully integrated in the Electronic Health Record

Training and support

Enovation Zaurus adheres to several core values to achieve good results. One of these values is:

Customers first - your success is our success.

We set great store by assisting our clients in using our products whenever this is necessary. That is why we offer various (online) training sessions to teams (generic and tailored courses) and our support is of the highest quality.

Our support portal includes various manuals, videos and other materials and our support team is available when personal support is needed.

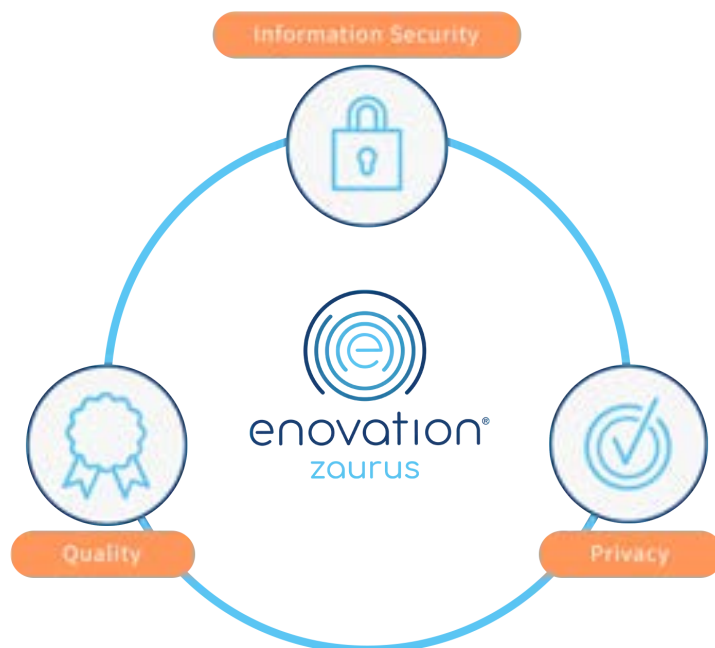


Certifications

External, independent checks are performed by, amongst others, internal and external auditors and pen tests are performed by competent and reliable parties to guarantee and demonstrate that Enovation Zaurus complies with all relevant information security, privacy and quality standards.

External audits are carried out to demonstrate that we comply with the following standards:

- The ISO 27001 standard for information security;
- The additional ISO 27701 privacy standard;
- The ISO 9001 quality standard.





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care to connect

Enovation has been the market leader in healthcare communication for over 35 years. The company facilitates information exchange within and between healthcare organisations and between healthcare organisations and patients. Enovation uses its own innovative SaaS solutions, supplemented with solutions from partners. The solutions are based on (international) standards and can be seamlessly integrated into existing processes and healthcare information systems.

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