

SOLUTION BRIEF

Augmented Reality for Healthcare



Overcoming the challenges of medical device support is of high importance for healthcare providers. The impact of unnecessary downtime, scheduling difficulties involved with service, lack of sufficient medical devices expertise and skills, and need for improved regulatory compliance are factors driving requirements for more effective support and maintenance for medical devices of all types.

Key Challenges

Device Availability

Struggle to stay current with maintenance schedules, recovering from product failure and overcoming improper device handling.

In House Support

The in-house Health Technology Management (HTM) team does not always have the appropriate experience, documentation or must wait for a technician to arrive.

Certification Efficiency

Equipment users are being asked to perform complex and important calibrations and maintenance with little technical aptitude. Annual device certification requirements for vendors and healthcare providers require availability of experienced resources.

Device Complexity

Technician attrition coupled with long learning curves due to ever increasing complexity of the equipment, as well as the propagation of more med tech devices.

Meet CareAR

CareAR is an augmented reality (AR) visual support platform that enables Healthcare IT staff or medical equipment technicians to receive remote, real-time assistance and guidance from offsite experts and local self-solve and self-learning via their mobile device, tablet, or smart glasses.

CareAR Benefits



Instant Access to Experts

Augmented reality remote assistance increases efficiency with experienced support techs reducing mishandling and improving maintenance.



Effective Training

Remote assist and augmented reality self-solve guidance immersively engages HTM professionals with increased comprehension.



Regulatory Compliance

Visually verify maintenance processes and procedures and save image records for compliance in servicing medical devices and equipment.



Cost Savings

AR remote assistance and self-solve digital work instructions reduce service dispatches which lowers operational costs. Equipment uptime is improved by using AI computer vision for preventative maintenance and troubleshooting.

The CareAR Product Suite

CareAR® Assist

Instantly connect your field workers with remote expertise, enabling real-time visual collaboration.



See

View the service situation remotely from any location



Solve

Visually guide and collaborate for effective problem resolution



Save

Capture and share content in systems and with teams

AR Remote Assistance Tools to Make Anyone an Instant Expert

- Data Capture & Recording
- Analytics
- AR Annotations
- Screen Share
- SSO Support & Encryption
- ServiceNow, Salesforce Integrations, and more...

CareAR® Instruct

Enhance the field service experience with step-by-step, interactive work instructions.



Guide

Self-solve with step-by-step digital work instructions



Detect

Object detection with AI computer vision and machine learning



Verify

Visually verify step completion with state detection

AI, 3D, and AR Tools to Uplevel Your Instructional and Training Experience

- Complex Workflows
- 2D and 3D Content
- AI Computer Vision
- Intelligent Search
- Forms
- Integration to Ticketing Systems
- Analytics

CareAR® Experience Builder

Create your own step-by-step instructions including AI visual verification, natural language search, and 3D content. No-code required.



Create

Design pages with AR and AI tools and build workflows



Preview

Preview instructions in mobile, tablet, and desktop



Publish

Generate QR code and link to share with systems and teams

Enable Anyone to Create Advanced Digital Work Instructions

- Create custom workflows
- Generative AI
- Design visual verification experiences with machine learning
- Starter templates
- Analytics
- Diverse array of modules

Visually Resolve Issues Remotely With Enterprise Augmented Reality