


FreedomCare Increased ICU Bed Availability During the COVID-19 Pandemic

As COVID-19 spread rapidly across the globe, FreedomCare wanted to help doctors and hospital systems in their home state of New York. Recovering COVID-19 patients requiring oxygen concentrators needed lengthy hospital stays, creating a critical need for hospital beds.



12+

Readmissions to
the ICU prevented



20+

Patients discharged
from crowded hospitals



FreedomCare Partnered with SMS-Magic to Create a Remote Vitals Monitoring Program

New York City hospitals needed help freeing up ICU beds during the COVID-19 pandemic

New York City was unable to discharge patients who still needed oxygen level monitoring. These patients remained hospitalized simply due to the lack of home healthcare monitoring resources. As experts in the healthcare industry, FreedomCare sought an efficient way for caregivers to monitor patients' vitals at home and communicate them to hospital nursing staff.

FreedomCare used SMS-Magic to help patients recover at home

The free program used messaging surveys to collect patients' vital signs and share them with hospital staff. Patients and their caregivers responded to these automated surveys, and clinical nurses used this information to monitor their vitals. Freedom Care also identified emergency levels. If a patient's reported levels fell below the emergency levels, the system immediately notified nurses to take action.

- ICU hospital beds were freed up in New York City.
- Messages were sent every couple of hours to survey patient vitals.
- Vitals were shared with the triage nursing staff.

Automated Conversation

Hi Dan. This is FreedomCare.
Let's check your vitals.

Do you have shortness of breath?

No

What is your pulse oximeter reading?

89

About SMS-Magic

SMS-Magic powers conversational messaging for businesses around the world. We help sales, marketing and service teams win the trust of their consumers by building enduring relationships and a differentiated brand experience. For more than a decade, we have been a trusted messaging leader working with customers across many industries, including healthcare, service centers, real estate, higher education, staffing, wellness, non-profit, and more. Our customers range from small and mid-size businesses to large, global enterprises. SMS-Magic's commitment to our customers is this: We will deliver the most advanced, simple-to-use messaging platform available, so you can focus on the personal touch that sets you apart from your competition.



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