

HD Video Technology is Uniting Hospice Patients with Long-Distance Family Members

Tely Labs' video calling solutions help patients of Hospice of the Western Reserve connect with families during final phases of life

Cleveland, Ohio, and Redwood City, Calif. – May 14, 2013: As America's population ages, demand for high-quality hospice care is growing. Innovative providers are searching for new services that add to the well-being, comfort and peace of mind of patients and families. [Hospice of the Western Reserve](#), a nationally ranked non-profit hospice organization, has a new solution: telyHD™ video calling devices installed in 32 patient rooms at its new residential care facility, Ames Family Hospice House. The devices connect far-away family and friends with loved ones. In the patient's final stage of life, loved ones are able to be "virtually present."

Nothing replaces being at the bedside, of course, but when relatives live out of state or in some cases, overseas, that's not always possible. "Our families are so grateful to have video calling capability directly from their loved one's rooms," said Bill Finn, Chief Executive Officer, Hospice of the Western Reserve. "One of our patients used it to connect with his daughter in Abu Dhabi, who was unable to travel the long distance quickly enough to be with her father when his health declined. Thanks to the telyHD video calling appliance, the clinical care team was able to set up video calls so the patient's daughter could see him and interact with other family members she had not seen for many months."

The telyHD video calling system from [Tely Labs](#) is an award-winning, all-in-one device that includes an HD camera, four noise-cancelling microphones and processing technology to ensure a stable, secure video connection.

"The telyHD appliance makes it possible for individuals, businesses and organizations of all types to connect instantly, reliably and affordably," said Sreekanth Ravi, Chief Executive at Tely Labs. "Hospice of the Western Reserve has found a new way to use our platform to make a real difference to people's lives. We are particularly pleased that our solution is helping to provide extra levels of comfort for the Hospice's patients and the people who care about them."

"It's easy to install and set up," said John Dietrich, a member of the hospice's Information Services team. "We just plug them in and enter the patient's family's Skype™ contact." The telyHD's friendly on-screen interface and straightforward 7-button remote allows patients to connect simply and easily. Because telyHD is Skype certified, friends and families on the other end of the call can connect using any Skype enabled device, including laptops, smartphones or tablets.

"Our focus is on ideal patient care, so we're always looking ahead and thinking about new and innovative ways we can improve the quality of life for our patients and their families," Finn said. "Using technology to help families connect during the final phase of life is a gift that's hard to measure, but it's so meaningful. Being able to virtually visit with their loved ones brings peace of mind and eases the stress about not being able to be there in person."

About Tely Labs

Founded in 2010 by the successful entrepreneurial team of Sreekanth Ravi (President and CEO) and Sudhakar Ravi (CTO), Tely Labs is a pioneer in simple, secure and affordable video communication and collaboration systems that fundamentally change the way people communicate. The company's products are used extensively in Enterprise conference rooms, remote offices, SMBs and healthcare facilities worldwide. For more information on Tely Labs, visit www.tely.com.

About Hospice of the Western Reserve

Celebrating 35 years of service, Hospice of the Western Reserve is a nationally ranked non-profit agency providing comfort and emotional support to patients and their families. The community-based agency provides palliative end-of-life care, caregiver support and community bereavement services throughout Northern Ohio, and cares for people in a variety of settings, including private residences, assisted living and retirement communities, nursing homes, at Ames Family Hospice House in Westlake and David Simpson Hospice House on Cleveland's east side. For more information, visit www.hospicewr.org, or call 800.707.8922.

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