

iCare Coordinator™

One View. Total Clarity.
Virtual Care, AI, and Bedside Workflows in Sync.



Get rid of siloed solutions. We're building essential infrastructure for digital health.

iCare Coordinator is the smart workflow engine that unifies your acute virtual care strategy. From automated alerts and bedside requests to task assignment and virtual engagement, every interaction is visible, actionable, and measurable in one intelligent dashboard.

iCare Coordinator prioritizes care tasks according to their status (e.g., overdue, pending, in progress, scheduled) and supports patient triage through our unique "Care Index" score. This score is determined based on the quantity and type of tasks assigned to each patient. Each task is assigned a weighted value. These weighted values are aggregated and categorized into defined ranges to assign a Care Index rating:

1. **High** (red icon)
2. **Medium** (yellow icon)
3. **Low** (green icon)

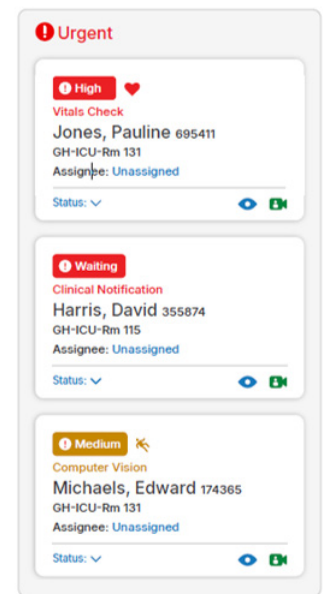
This system enables staff to quickly identify patients who may require a greater share of time and resources at any given moment, allowing for more efficient workload distribution and care planning.

Why It Matters

Healthcare doesn't need more instruments. It needs orchestration.

iCare Coordinator gives your team the power to:

- ✓ Track and manage every virtual care task from start to finish
- ✓ Prioritize what matters—from AI-triggered alerts to overdue requests
- ✓ Streamline communication between bedside and virtual teams
- ✓ Launch sessions instantly with embedded observation and consultation tools
- ✓ Surface insights that support staffing, accountability, and ROI
- ✓ Build on us with HL7, AI, and specialty-specific workflow integrations



Care Index Rating Example

One Platform. Every Signal. No Silos.

From virtual nurse stations to clinical command centers, iCare Coordinator helps you scale hybrid care models with confidence.

Ready to bring harmony to your virtual care operations?

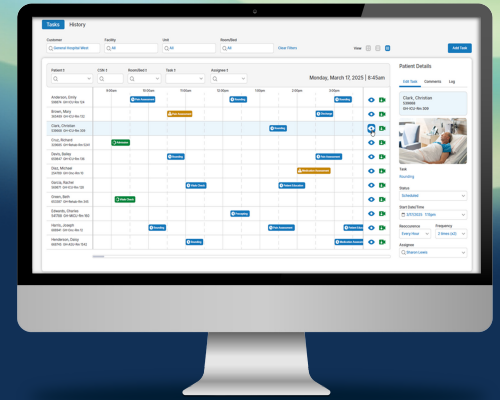
Schedule a demo of iCare Coordinator at [caregility.com](https://www.caregility.com)



iCare Coordinator™

Bringing Clarity and Control to Virtual Care Workflows

Track, manage, and optimize every virtual care interaction – from automated alerts to completed care tasks – in one intelligent dashboard.



Who Benefits:

Care Teams:

Give virtual and bedside teams visibility into task assignments to better manage workflow and staff expectations – no more sticky notes or back-and-forth phone calls.

Clinical Supervisors:

Gain visibility into team workload, task distribution, and performance in real time – across specific units or enterprise-wide.

Executives & Finance Leaders:

Quantify the value of virtual care programs by tracking utilization, response times, and outcomes – all key to justifying your investment.

Key Capabilities:



Unified Virtual Task Management

Consolidate Caregility applications, alerts, and workflows into a single interface with multiple viewing modes.



Real-Time Status Transparency

Track task statuses - Scheduled, Pending, In Progress, Completed, Deferred to Bedside, or Dismissed – with time stamps and resolution notes.



Smart Task Lifecycle Tracking

Capture and monitor care task progress from creation to resolution – whether initiated manually or via HL7 integration.



Built-in Intelligence

Prioritize bedside requests and AI-generated alerts first, then overdue, pending, in-progress, and scheduled tasks – helping teams focus attention where it's needed most.



Integrated Alerts and AI Signals

Alerts from bedside support requests and AI tools such as ambient listening feed directly into the iCare Coordinator task queue.



Closed-Loop Communication

Built-in comment fields and visual statuses keep bedside and virtual teams aligned without staff having to pick up the phone.



Actionable Analytics

Real-time task views paired with drill-down activity history logs support performance benchmarking, staffing decisions, and ROI analysis.

Program ROI, Realized:

- Reduce time-to-action for patient needs
- Identify bottlenecks and missed opportunities
- Improve quality, safety, and staff efficiency
- Provide transparent justification for hybrid care models

