

## Case Study:

# Thailand's Samitivej and BDMS hospitals expand the usage of Tyto as part of the fight against COVID-19



## Customer Overview

### Samitivej Hospitals

*Thailand*



The leading private hospital chain in Thailand, consisting of six large hospitals, and 19 smaller clinics and hospital in Myanmar, where the main Sukhumvit hospital is recognized as one of the leading private hospitals in Southeast Asia.

Samitivej is owned by BDMS, Thailand's largest private healthcare group, consisting of 48 hospitals. It is internationally recognized hospital, JCI accredited, where 40% of the patients are foreigners.

Samitivej launched an innovative Virtual Hospital service in March 2019, using video-based consultation. Seeking to position themselves as leaders in telehealth in Thailand, the hospital included TytoCare to their offering, enabling young families to receive care from home without compromising on the quality of care.

## The Challenge:

Like countries around the world struggling to cope with the Coronavirus epidemic, Thailand's national medical system has been battling the outbreak with all the skill, experience and health equipment on hand. Their twin challenges:

1

**Patient Risk:** The very act of visiting a hospital increases the risk of contagion, both during the trip on foot, or via transportation, as well as upon arrival with exposure to others gathered in waiting rooms and hallways.

2

**Medical Personnel:** Even when taking precautions during examinations, the exposure to infected individuals, day after day, presents a serious risk to doctors and nurses; contagion and quarantine of medical staff itself makes the effort all the much more difficult. Finally, nonstop physical examinations require the ongoing use and replacement of personal protective equipment – masks, gloves, bodysuits – all of which are globally in short supply.

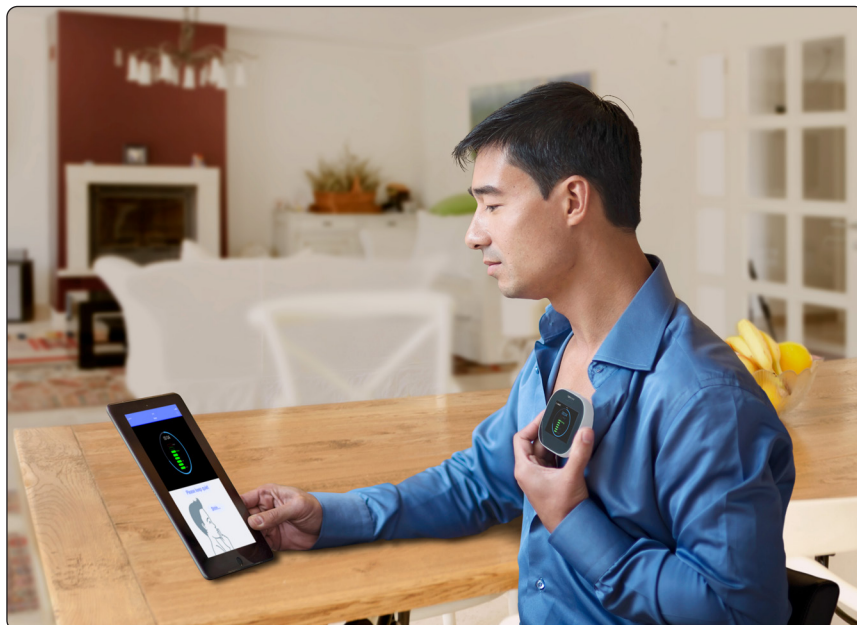
In short, Thailand's medical establishment sought a tool to include in their multi-pronged strategy to deal with the virus – specifically, a way to **minimize, as much as possible, the need for patients to arrive at hospitals for an in-person examination to determine their status.**



Government sector representative Professor Emerita Somsri Pausawasdi, M.D., President of the Medical Council of Thailand, received 200 TytoCare devices from Samitivej Hospital and the Bangkok Dusit Medical Services (BDMS) group

## The Solution:

Fortunately, Samitivej Hospital and the Bangkok Dusit Medical Services (BDMS) group had *already* been in possession of 200 TytoCare devices that had, over the previous year, undergone successful initial implementation in the Samitivej Virtual Hospital service. The next step was expansion and broader integration into the other 48 BDMS hospitals.



With the arrival of the Coronavirus, the hospital presented the devices to the Thai government for use in hospitals across the country.

Approved by the US Food and Drug Administration (FDA) and the Food and Drug Administration of Thailand, and with the support of both the Medical Council of Thailand and the Medical Association of Thailand, TytoCare offers a complete telehealth solution and had been alleviating some of the challenges the hospital faced.

**With the arrival of the Coronavirus, this process was no longer merely about patient convenience and hospital efficiency – it was about saving lives preventing the spread of the virus by allowing patients to receive care, safely, from home.**







## The Benefits:

At a rate of over 600 exams per week and growing, Thai hospitals are recognizing the clear benefits of TytoCare solution:

1. **Reduced risk of infection** of medical personnel resulting from contact with, and examination of, patients with short-term infection risk.
2. Reduced hospital **personnel shortages** as fewer personnel exposed to infected.
3. Reduced use of hard-to-acquire **personal protective equipment** (PPE) as doctors and nurses can safely examine remotely.
4. Providing patients with **immediate access** to medical services without having to travel to hospitals where they will be at greater risk of infection.
5. Enabling for the examination of patients in **remote areas**, or – importantly – currently in **quarantine** or **isolation**.



## About Us

Tyto Care was founded by Dedi Gilad, Ofer Tzadik and industry experts in 2012 and has received over \$100 million in funding from investors including Insight Partners, Olive Tree Ventures, Qualcomm Ventures, Walgreens, Cambia Health Solutions, OrbiMed, Fosun Pharma, and LionBird. Following its FDA clearance in late 2016, and the launch of its products in the United States in early 2017, Tyto Care has gained significant traction with major US health systems, telehealth companies, large private practices and employers.

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