

1. WE ALREADY HAVE A COMMUNICATION SOLUTION.

Why would we need Pulsara? How is Pulsara different from the solution we already have?

There are several great communication platforms out there. What sets Pulsara apart is its ability to connect any combination of care providers across the entire care continuum—from EMS to hospital staff to transfer centers, Med Ops, and specialists at other facilities.

Where most solutions focus on EMS to ED or certain segments of the care process, Pulsara connects every provider involved in treating a particular patient in one virtual place, creating one source of truth for all of the patient's data.

Pulsara enables non-linear communication, meaning that new facilities and care team members can be added at any time and granted full access to all previous and future communication and data. Each new team member can quickly catch up on everything that's happened previously, allowing them to move forward with confidence. And beyond the devices your providers use to run Pulsara, you don't need any additional hardware.

Already have systems that you like, but they don't provide real-time communications across distributed teams? No worries. Pulsara works as an overlay to your existing processes and technology. We close the gaps in your real-time communications with a telehealth communication platform connecting teams across organizations, creating systems of care that scale.

2. IS PULSARA JUST A STEMI AND STROKE SOLUTION?

Nope! That's where we started, it's true. But since then, the Pulsara platform has evolved to include all types of communication between your care teams, no matter the case type. Pulsara is all about connecting you with the right individuals you need to help treat your patient. Mental and behavioral health? Check. Transfusion nurses? Check. Pediatrics? Transfer centers? Nursing homes? Check, check, and check. You name it, we can connect you.

3. IS PULSARA ONE ACTUALLY FREE?

For how long? Are you going to come back and charge us?

Nope, you heard right: Pulsara **ONE** is 100% free. Not just as a free trial, not just to get you hooked—free. For as long as you want to use it. Sounds too good to be true, right?

The truth is, even though Pulsara **ONE** covers the entire EMS to ED communication process, that's only a fraction of what the full platform can do. Pulsara is at its best when it can connect ALL your care teams within your facility and across your region, so we do hope you'll check out Pulsara **UNITED**.

>> See which package is right for you here.

4. WHAT IF PULSARA DOESN'T INTEGRATE WITH MY ECG MONITOR?

Pulsara is always expanding our **integration partners**, so if you don't see yours on the list, just **contact us** to discuss your options. In the meantime, no worries — you can simply take a picture of the ECG and upload it to the patient channel. Pulsara doesn't store any data on the device, so it's completely safe and HIPAA compliant to do so.

5. DOES PULSARA INTEGRATE WITH OUR HOSPITAL'S EHR?

We can! What this looks like for your hospital depends on what you're trying to accomplish. If you're interested in EHR integration, we recommend **chatting with one of our customer success specialists** for a more personalized discussion about what this could look like.

6. THIS SOUNDS LIKE DOUBLE-DOCUMENTATION.

Is this just creating more work for me?

Though the data captured in Pulsara is useful for QA/QI, our platform is designed for communicating vital information in real time so clinicians make the best possible treatment decisions in the heat of the moment. Where EHR and ePCR data are not often part of real-time communication, Pulsara is designed to replace the radio report, the information you write on the back of the glove, and all the phone calls made just trying to get your team to the right place at the right time. While the information in Pulsara is useful for

documentation, communication is really our game.

We are, however, working toward eliminating double documentation wherever possible. Our growing number of integrations are designed to help smoothly transition information to its final destination.

7. I'M A SPECIALIST.

Why do I need this? Wouldn't it just be easier to call me?

It might seem so at first. But where phone calls can be missed, Pulsara makes sure you see the alert by continuing to notify you until you acknowledge it. Pulsara's alerting works much like a pager's — loud and difficult to miss.

Once you do see the alert and incoming information, all you have to do is hit "acknowledge." That's much faster than a phone call, and all it takes is a single tap for your entire team to know that you're on your way.

8. OUR SYSTEM WORKS FINE AS IT IS.

Why do we need to change?

You're right—your system may be doing fine or even working well. But no matter how smooth your processes currently are, Pulsara can give you the tools to make your processes even more efficient, helping you reduce treatment times, cut down on false activations, decrease length of stay, and even minimize readmissions.

Pulsara is currently being used by all types of facilities, from Level I Trauma Centers to rural critical access facilities. Our communication system overlays your current processes, making it easier to communicate with all members of the care team. And even during implementation and training, we have never had a customer report slower treatment times after switching to Pulsara.

One of our customers already had an exceptional door-to-CT average of 22 minutes. After using Pulsara for one year, their average door-to-CT time was 7 minutes. When every minute saved can change the course of a patient's life and give them a better shot at a successful recovery, we believe it's worth it to streamline care as much as possible.

9. WHAT ABOUT HIPAA?

Does Pulsara have the necessary safeguards in place to protect patient information?

Pulsara is HIPAA compliant, SOC2 Type 2 and ISO 27001 certified, and is an approved vendor with many health systems. For more information, check out our robust [Pulsara Technical Privacy & Security Summary](#).

10. WHAT KIND OF VALUE CAN PULSARA REALLY BRING TO MY FACILITY?

Has it been proven?

Pulsara can improve the lives of your patients and caregivers through improved communication. We make communication faster, easier, and simpler when every second counts. Pulsara has been shown to reduce treatment times by an average of 30%. No customer has ever reported slower treatment times after implementing Pulsara. To see a sampling of how some of our customers have decreased their treatment times, [check out our case studies](#).

Pulsara can also save you money in a wide variety of ways: We can transmit ECGs for free, eliminate false activations of specialty response teams, reduce treatment times, reduce length of stay, increase efficiency, reduce system leakage, reduce unnecessary overtime—the list goes on and on. Last year, PeaceHealth Southwest saved \$73,200 on false activations from STEMI alone.

For a more personalized estimate of exactly how much your facility could be saving with Pulsara, check out our [Value Illustration](#).

11. WHO IS CURRENTLY USING PULSARA?

Anyone I know?

Not to name drop, but you can find a few of our [most recent case studies here](#).