

Validated Breakthrough Solution



Phrazer/Kitsune Enabled CITE Methodologies



**A Medical Grade Journey Solution
Harmonizing Patient, Staff and
System Performance.**

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GeaCom, Inc.

Medical Equity & Safety Innovation Leader

The inventor, producers and market collaborator on the world's most advanced, awarded, proven and deployed medical journey solution. We offer innovation that ensures patient rights, novel care efficiency, operational excellence, staff augmentation, safety and ultimately better community health.



GeaCom developed and employed proprietary, patented Communication and Information Theory Empowered (CITE) Technologies in Medical Journey Solutions.

As the only Civil Rights solution, CITE Systems ensure complete patient equity across demographics and quality and continuity across the care continuum. With Phrazer/Kitsune patients are constantly

connected to their care team, are empowered to author their own chart while staff engages at top of licensure and infrastructure is fully leveraged. The patented Multi-Path Realtime Messaging (MRM) feature coordinates resources to the point of need in the most effective manner.

GeaCom provides the only purpose built, interoperable and qualified medical engagement platform.

Company Snapshot

- Incorporated in 2007
- Duluth, MN GeaCom headquarters with development, sales and service team
- Oakdale, MN and Duluth, MN production centers
- Canadian subsidiary headquartered in Vancouver, BC with IT development, sales and service team
- Arizona, Virginia, South Carolina, Florida reseller offices

Value and Differentiating Benefits



GeaCom's **Communication and Information Theory Empowered (CITE) Methodologies** are based on hard science and strongly validated. CITE is demonstrably and remarkably more effective than standardized linear communication with patients, staff and system.

CITE Solutions offer the only proven engagement method that provides complete equity across demographics - regardless of language, level of literacy, age, gender, or cultural background. Equity across demographics achieved with breakthrough CITE Methodologies is the foundation for a normalized patient flow, quality and continuity of healthcare services, a value-based encounter and unprecedented accuracy levels.

GeaCom owns the patents and experience related to effective human decision making, likelihood of successful treatment adherence, informed by patient culture, and CITE realities.

A Totally Differentiated Solution for Transformative Change

Ethical Invention for Patients Rights

As the only medical Journey Solution, CITE Systems ensure patient rights and equity across demographics. The first fully qualified ADA and Civil Rights solution.

Unmatched Accuracy Levels

CITE Systems personalize to patient's age, language, culture, gender, and level of literacy and simultaneously share actionable information with staff and populates the EMR.

Purpose Built Technology

Antimicrobial, intrinsically safe, secure and benchmarks faster than any consumer device. CITE Systems exceed infectious disease standards keeping patients and staff safe.

Realtime Resource Coordination

Realtime notification and coordination between staff, users and resources ensures best practices and process compliance to change via Multipath-Realtime-Messaging (MRM).

Rapid, Cost Effective Innovation

CITE Systems have the lowest cost of ownership in the market and allow enterprises to consolidate costly point solutions while offering unparalleled innovation and process improvement potential.

Reduction of Charting Time

CITE Solutions empower all patients to actively progress their care and author their own chart. Reducing the burden of the EHR brings staff back to the bedside performing at top of licensure.

Unmatched Safety and Security

Safe, totally data secure, user streamlined technology is only achieved through expert designed, qualified, CITE enabled and purpose built technology.

Committed, Single Source Supplier

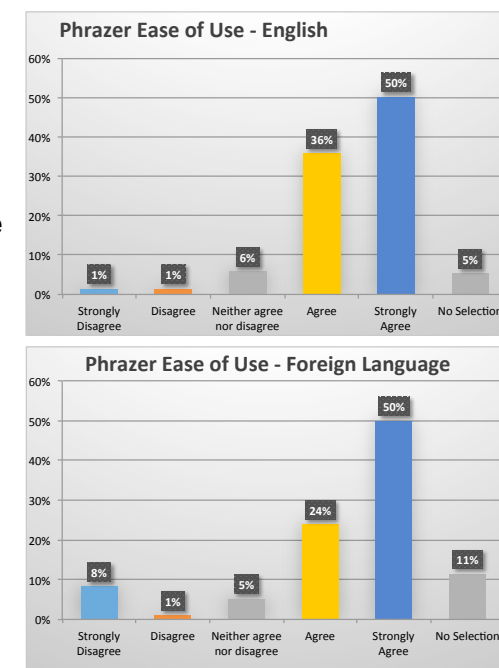
An ethical business that supports fair labor, fair trade and sanctity of human value. Designed and produced in North America.

The only Tested, Proven and Validated Engagement Solution in the Market

CITE System Research and Results

In developing, designing, refining and marketing CITE Solutions, GeaCom and its partners have compiled over a decade of medical, technical, human and process research across 5 continents, with multitudes of cultures, over 20 Million successful interactions and in a wide variety of uses and environments.

- ✓ **First proven example of equal engagement across demographics**
- ✓ **Continuity and quality across demographics**
- ✓ **Patient appreciation and ease of use across demographics**
- ✓ **Harmonized throughput and control of patient flow**
- ✓ **Secure EHR integration and data transfer**
- ✓ **System capabilities and supplier qualities proven**
- ✓ **Platform for innovation**



Over 20 Million Successful Interactions



Medical and Human Health Programs Across 5 Continents



Proven 99% Accuracy



97% of Patients Prefer CITE Solutions



The most advanced and only purpose built, proven medical journey solution.

GeaCom's breakthrough medical CITE Journey Solution enables new levels of engagement, accuracy and performance in vital medical services while keeping patients and staff safe. The medical grade Phrazer/Kitsune platform utilizes scientific CITE Methodologies and empowers medical enterprises to employ the modern, value-based journey solution to effectively achieve longstanding goals including

- Equal engagement across demographics
- Personalized, patient centered care approach
- Staff top of licensure performance
- Process adherence and compliance
- Effective resource coordination
- Reducing the burden of the EMR
- Enabling rapid and safe innovation
- Novel revenue pathways

CITE Journey Solutions offer the only proven pathway for equity across demographics, continuity and quality across the care continuum with unmatched accuracy levels.

As the only engagement system built to FDA specifications, CITE Journey Solutions offer access to care, flow and experience enhancing services including virtual health services, language services and even personalized patient entertainment.

The Phrazer/Kitsune platform exceeds infectious disease standards, is fully interoperable and and compliant with safety and security regulations.

CITE Journey Solutions may be applied across all areas of care with immediate benefit for patients, staff and system. As a journey companion all patients are empowered to actively progress their care and author their own chart, staff is receives actionable information, cultural cues and process adherence guidance while new efficiencies, throughput and innovation benefits are unlocked.

CITE Solutions enable new levels of engagement, access and performance in vital medical services while keeping patients, staff and records safe.

Medical CITE Journey Solutions is the only and scientifically validated answer to address longstanding challenges that conventional methods and tools failed to solve. CITE Solutions are affordable and have been proven effective across all areas of care in over 20 Million successful patient engagements.

	Conventional Methods	Point Solutions and Consumer Devices	Phrazer/Kitsune CITE Journey Solutions
Population Coverage	✗	✗	✓
Accuracy	~ 70%	~ 70%	99.9%
Civil Rights Coverage	✗	✗	✓
Continuity & Quality	✗	✗	✓
“Door-to-Provider” Time	> 60 min	> 60 min	< 3 min
Operationalization	✗	✗	✓
Scalability/Expanded Uses	✗	✗	✓
Virtual Care Access	✗	Limited	✓
Language Services Access	Limited	Limited	✓
Flow/Efficiency Enhancements	✗	✗	✓
Infectious Disease Control	✗	✗	✓
Privacy & Security	✗	✗	✓
Cost	> \$100/h	> \$5/min	< \$1/min
Interoperability	N/A	Limited	✓
Languages & Dialects	~ 25%	~ 50%	> 90%
Culture/Faith Cues	✗	✗	✓
Age Adaptive/Appropriate	✗	✗	✓
Highest Patient Satisfaction	✗	✗	✓
Workflow Impact	Yes	Yes	None
EMR Connectivity	✗	✗	✓
Patient Self Charting	✗	✗	✓
Top of Licensure Performance	✗	✗	✓
History Access	✗	✗	✓
Staff Process Guidance	✗	✗	✓
Additional Revenue	✗	✗	✓
Alerts and Interoperability	✗	✗	✓
Entertainment & Education	✗	✗	✓
Adaptability/Innovation	✗	✗	✓
Total Quality Guarantee	✗	✗	✓



Screening For Brief Intervention and Referral to Treatment (SBIRT+) Services

SBIRT+ Services are an evidence and community-based practice designed to identify, reduce, and prevent problematic substance use disorders. SBIRT+ is an early intervention approach for individuals with nondependent substance use to effectively help them before they need more extensive or specialized treatment. Phrazer/Kitsune empowered SBIRT+ Services include the Alcohol Use Disorders Identification Test (AUDIT), Drug Abuse Screening Test (DAST), Depression Screeners (PHQ-2/PHQ-9), Tobacco Assessment and Quitting Tobacco Module.

Current State Challenges

- 137 Million** Americans age 12 and older consume Alcohol
- 15.1 Million** Americans over 18 have an Alcohol Use Disorder
- 6.7%** Americans with Alcohol Use Disorder received treatment
- 1 in 10** Americans uses illicit drugs with
- 1 in 4** for young adults
- 51.3 Million** Americans over age 12 are current cigarette smokers
- 16.2 Million** Americans 18 and older have major depressive episodes
- 12.8%** Americans between 12 and 18 have major depressive episodes
- >\$740 Billion Annual Cost** Related to crime, lost work productivity and health care caused by abuse of tobacco, alcohol, and illicit drugs.

The Phrazer/Kitsune platform utilizes novel CITE Methodologies and patented features offering the following benefits:

- **Full Population Coverage**
- **Any Language for Equity Across Demographics**
- **Multi-Path Realtime Messaging (MRM) for Staff**
- **Recommended Billing Codes**
- **Secure EMR Connection**
- **New Revenue Pathways Through Immediate "Found Money"**

Phrazer/Kitsune SBIRT+ Services positively impact community health, provide you vital information about your patient and offer new revenue opportunities for your system.

Calculation	
Number of patients per day	20
Percentage of patients completing SBIRT+ Engagement	50%
Completed SBIRT+ Engagement per day	10
Average reimbursement	\$50
Number of clinic days per month	20
Generated revenue per month	\$10,000
Generated revenue per year	\$120,000

Phrazer/Kitsune SBIRT+ Services Benefiting Patients, Staff, Practices and The Entire Community

	Human On-Premise	Paper/Digital Paper	Phrazer/Kitsune
Population Coverage	No	No	Yes
Cost	> \$50/hr	> \$0	\$0
Net Positive	No	No	Yes
Additional Revenue	No	No	Yes
Accuracy	70% +/-	70% +/-	99.9%
Civil Rights Coverage	No	No	Yes
Continuity & Quality	No	No	Yes
Operationalization	No	No	Yes
Scalability/Expanded Uses	No	No	Yes
Infectious Disease Control	No	No	Yes
Privacy	No	No	Yes
Languages	1	< 5	> 2000
Dialects	1	< 5	1000s
Culture/Faith Cues	No	No	Yes
Age Adaptive/Appropriate	No	No	Yes
Highest Patient Satisfaction	No	No	Yes
Workflow Impact	Yes	Yes	None
EMR Connectivity	No	No	Yes
Included Charting	No	No	Yes
Recommended Billing Codes	No	No	Yes
History Access	No	No	Yes
Staff Process Guidance	No	No	Yes
Alerts and Interoperability	No	No	Yes
Entertainment & Education	No	No	Yes
Adaptability/Innovation	No	No	Yes
Total Quality Guarantee	No	No	Yes



An ethical invention for equity and Civil Rights serving all of the health system's language needs from one award winning platform.

With CITE Solutions, qualified and validated medical interactions are offered to all patients in order to proactively progress their care and Civil Rights are accounted for. Patients are empowered to author their own chart, staff receives actionable CITE messages and the patented MRM feature unlocks unprecedented resource coordination and staff performance benefits.

That means all medically required and EMR matched engagements including health screeners, chief complaint, past medical, family and social history, informed consents, patient education and more - are covered by the CITE journey solution while ensuring unmatched 99.9% accuracy.

For non medical and conversational elements, Phrazer/ Kitsune provides a pathway to real-time language services including video message and live voice translation, interactive conversations as well as access to third party language services. If desired, your facilities language service staff can also connect through Phrazer/Kitsune eliminating costly and harmful consumer devices.



Any medical engagement, in any language, with cultural consideration offered on the Phrazer/Kitsune platform.

There is no comparison to the medical grade Phrazer/ Kitsune Platform.

	Human Translator On-Premise	Video Translator Service 	 Phrazer/Kitsune
Cost	> \$50/hr	> \$40/hr	Less than \$1/hr
Accuracy	70% +/-	70% +/-	99.9%
Free From Omissions	No	No	Yes
Continuity & Quality	No	No	Yes
Infectious Disease Control	No	No	Yes
Privacy	No	No	Yes
Languages	1	25	> 2000
Dialects	1	25	1000s
Indigenous Languages	No	No	Yes
Culture/Faith Cues	No	No	Yes
Age Adaptive/Appropriate	No	No	Yes
Highest Patient Satisfaction	No	No	Yes
Delay to Service	> 30 min	~15min	None
Available Hours	8hrs/day	12hrs/day	24/7/365
EMR Connectivity	No	No	Yes
Included Charting	No	No	Yes
History Access	No	No	Yes
Works Without Staff	No	No	Yes
Fully Mobile	No	No	Yes
Alerts and Interoperability	No	No	Yes
Entertainment & Education	No	No	Yes
Revenue	No	No	Yes
Total Quality Guarantee	No	No	Yes

Best in Class Patient Entertainment Portal & Services



The leading solution for personalized, on-demand patient entertainment services on a medical grade platform.

Phrazer/Kitsune PEPS is an integrated patient entertainment portal that is made dynamically available on the platform as desired. The Phrazer/Kitsune PEPS is a safe, secure and relevant patient experience provided on the only qualified medical device that meets infectious disease control standards, Civil Rights requirements and works seamlessly with validated medical interactions to ensure no interruption or diversion from healthcare objectives.

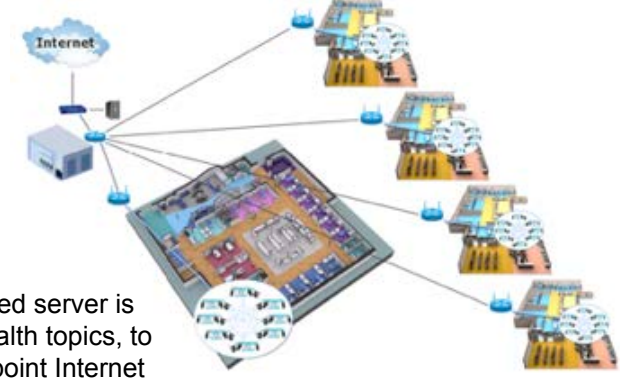
The integration of Phrazer/Kitsune PEPS provides a meaningful, seamless experience for patients between vital care engagements and offers validated education and modernized, patient experience enhancing on-demand entertainment. Phrazer/Kitsune PEPS requires no training for patients and includes extensive on-system assistance and support for a simple, satisfying and reliable experience.



Self-Generated Network

Phrazer/Kitsune provides its own self generated, always live and managed network using novel signal and relay mesh technology. This means that what one Phrazer/Kitsune has, all can have, dynamically, without loading each individually. This also means no additional use of the vital LAN and internet pipe services within the medical system. Further, this same technology manages realtime tracking and offers special messaging features.

- Self Built Wireless Network
- Low/No Bandwidth Usage
- Dynamic Updating
- Universal Casting
- Central Pausing
- Parameter Control
- BYOD Serving
- Universal and Local Alerts



Simple and Effective Setup

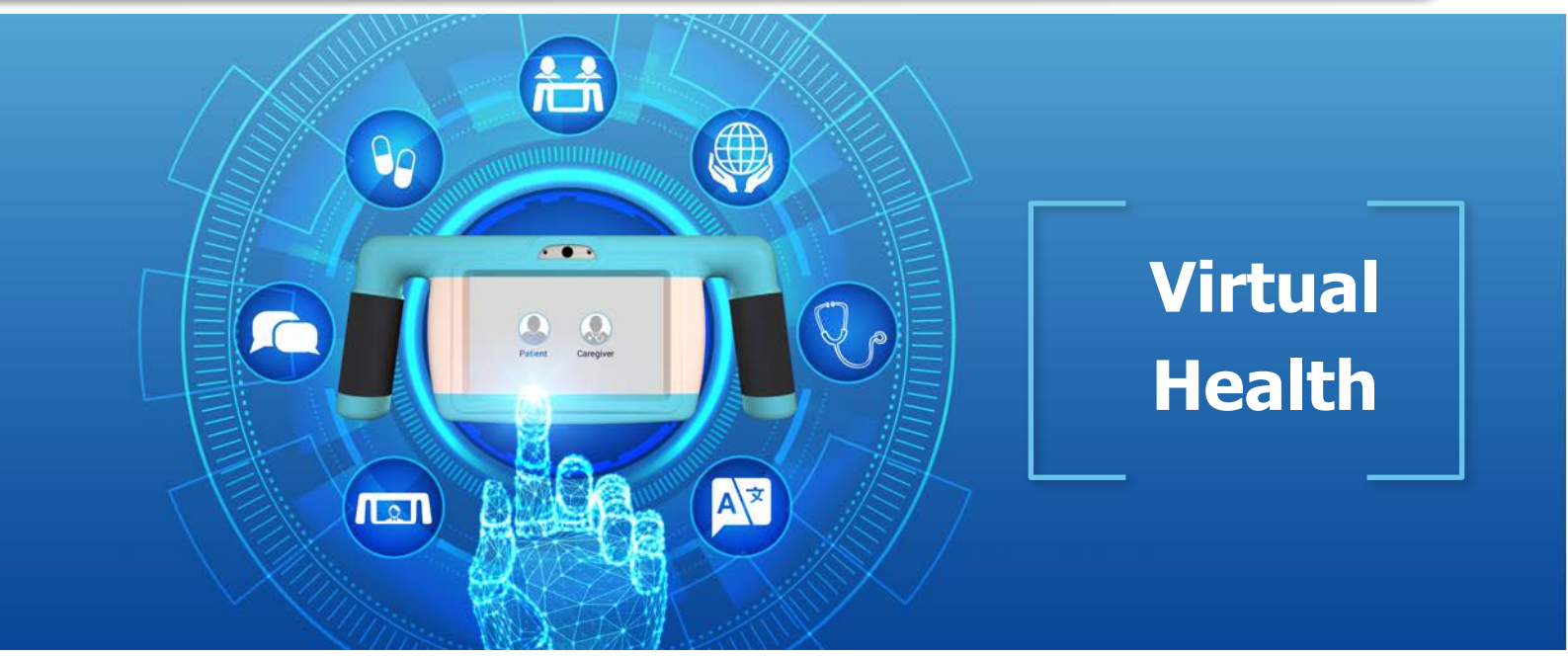
A Phrazer/Kitsune Edge Server is located at the Internet Switch. This secured server is the single source for all on-campus Phrazer/Kitsune PEPS services from health topics, to on-demand content, to live streams. This Edge Server performs the single point Internet content pulls at low demand times and serves as local distribution/source of Phrazer/Kitsune media content. With ample on device storage, each Phrazer/Kitsune retains the bulk of the most popular media locally; eliminating network load.

Revenue Pathways

- Phrazer/Kitsune PEPS offers novel revenue pathways through
- Content Sponsorships
 - Custom Advertisers
 - PPV Content
 - Credit Card Purchases
 - Patient Donations
 - Co-Pay Services

There is no comparison to the medical grade Phrazer/Kitsune Platform.

	Over-the-Air & Cable TV Mounted Displays	Tablets & Mounts	Phrazer/Kitsune PEPS
Facility Installation Cost	Millions	Millions	Thousands
Base Costs Per Unit	+/- \$1,000	+/- \$1,000	\$0.00
Monthly Per Unit Fees	+/- \$25	+/- \$25	\$0.00
Network & Stream Fees	Nominal	Significant	None
Quality without Network	No	No	Yes
Infectious Disease Control	No	No	Yes
Privacy	Yes	No	Yes
Portability	No	Limited	Yes
Languages & Dialects	1	+/- 5	> 2000
System to System Casting	No	No	Yes
Indigenous Languages	No	No	Yes
Age Adaptive/Appropriate	No	Some	Yes
PPV Features & Services	No	No	Yes
Live Nurse Video Call	No	Limited	Yes
NFC Medical Pause	No	No	Yes
Free Custom Content	No	No	Yes
WiFi & Content Sharing	No	No	Yes
Location Tracking	No	No	Yes
Zero Staff Disruption	No	No	Yes
Dynamic Pod/Vod Casts	No	No	Yes
Alerts and Interoperability	No	No	Yes
K-12 Education Curriculum	No	No	Yes
Kitsune & Audio Controls	No	No	Yes
Revenue	No	No	Yes
Total Quality Guarantee	No	No	Yes



Virtual Health

Synchronous

Safer, more secure, inclusive and managed video conferencing, fully augmented with CITE engagements

Phrazer/Kitsune offers a safe, secure and scalable way for synchronous engagements with additional features.

In-Unit Staff To Patient

Phrazer/Kitsune's secure audio/video conferencing feature allows real-time engagements with the patient at any time. A simple interface provides an update on the patients status and allows staff to quickly and easily connect with the patient. The secure interface is fully caregiver driven to prevent unauthorized activities.

External Sources To Patient

Phrazer/Kitsune's secure audio/video conferencing feature enables external sources to connect with the patient using a phone, computer or any other consumer device.

Hospitalist, Pharmacist, Specialist

Utilize this feature to connect the patient with specialists throughout the encounter, allow pharmacist to engage from anywhere with your patients and support a smooth admission process by connecting the patient with the hospitalist in real-time - safely and effectively.

Family Members, Shared Decision Making,

Family members, guardians, or other patient affiliates can connect through an established call bridge with the patient using any consumer device. This feature allows patients to connect with loved ones while in care and also empowers shared decision making with patient, staff and family involved.

Asynchronous

Personalized patient engagements, in all languages and cultures, augmented with staff and system inclusion

Phrazer/Kitsune offers equal and effective asynchronous engagements through CITE Methodologies.

CITE Engagements In Any Language/Culture

Phrazer/Kitsune offers care advancing CITE engagements in any language, culture, literacy and for any area of care. From triage, patient, family and past medical history to MedRec, patient education and more. Phrazer/Kitsune's CITE engagements ensure equity across demographics, quality and continuity of care.



Phrazer/Kitsune's Multipath Realtime Messaging (MRM) The truly differentiating journey solution for scalable and effective healthcare.

Multipath Realtime Messaging connects and coordinates your resources, patients and staff in a new and unprecedented manner. It enables, for the first time, total control and coordination at the highest levels of performance.

Patients author their charts, staff engages at top of licensure, infrastructure is fully leveraged and outcomes are vastly improved.

The MRM opens new horizons in process improvement with multiple avenues to control processes. Further, the MRM finally enables the elimination of point solutions and consolidation of resources. Eliminate scribes, translators, survey tools, paper, consumer devices, magazines, TVs, terminals and more.

The clearing of superfluous staff and tools to focus on efficient operations via the MRM enables immediate economic benefit and streamlining.



- ✓ Equal engagement across demographics
- ✓ Personalized, patient centered care approach
- ✓ Staff top of licensure performance
- ✓ Process adherence and compliance
- ✓ Effective resource coordination
- ✓ Reduced EMR burden
- ✓ Effective patient flow
- ✓ Novel revenue pathways

Phrazer/Kitsune Journey Solutions In the Unit

The proven path to equal care and effective resource and staff coordination to the point of need.

From 1:1 to 1:Many

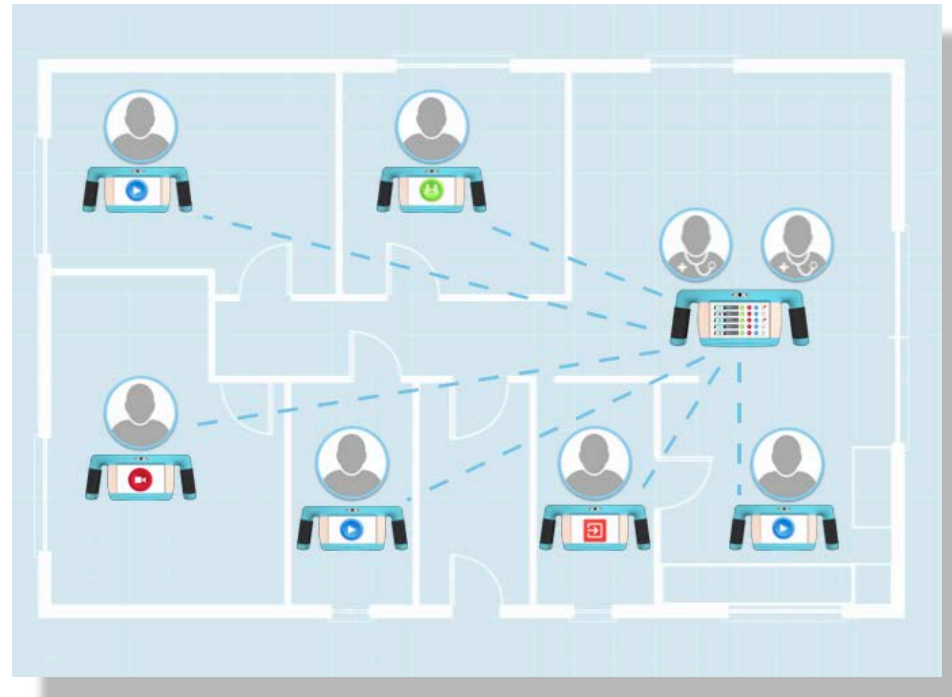
While conventional methods are limited to 1:1 interactions, Phrazer/Kitsune's patented MRM feature enables patients to actively progress their care while staff is constantly aware of progress and needs. Phrazer/Kitsune supports an effective process flow with novel features for staff to engage the patients throughout their journey via synchronous and asynchronous interactions - equally and safely.

Secure EHR Integration

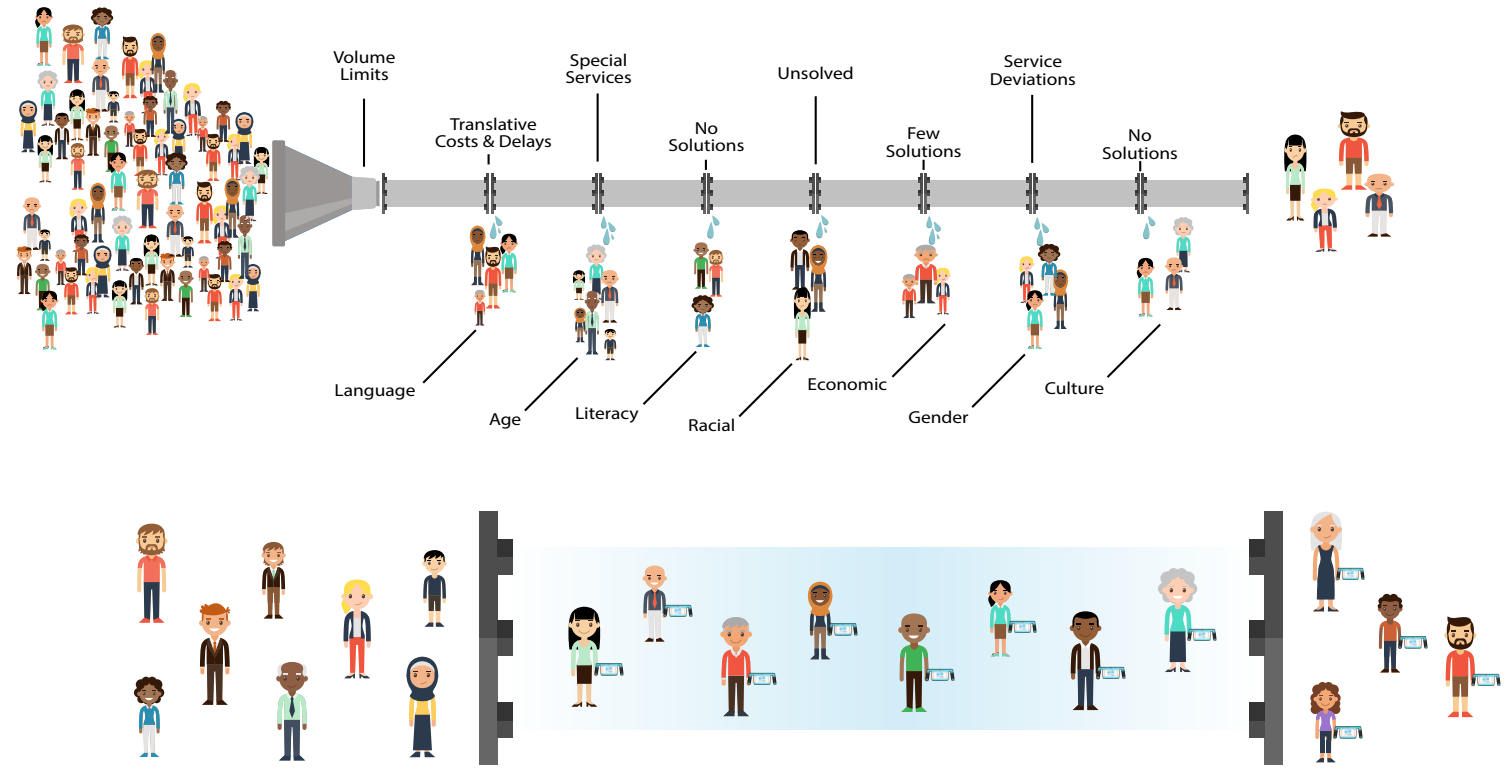
Phrazer/Kitsune has EMR connectivity built-in and requires minimal staff training. The platform will readily integrate with your IT and, using a single VPN connection, is fully engaged with all major EMRs.

Additional Features

Phrazer/Kitsune is the only medical grade, proven, and comprehensive engagement platform. Benefit from additional features including patient entertainment, language & culture services, staff process adherence guidance, and more.



The old method is like a leaky pipe where less than 40% of patients get to care without detour.



The CITE Method engages all patients equally, efficiently and without delay

Phrazer/Kitsune Community Journey Solutions

The premier solution for effective use of remote resources.



Effective Use of Remote Resources

Support effective management of patient load by utilizing remote resources (physicians, PA's, specialists) as well as community health programs.

Synchronous and Asynchronous

Initiate CITE engagements remotely and receive updates on results and patient status. The MRM enables staff to be aware of relevant information before entering an AV conference with the patient.

New Staffing Model

Phrazer/Kitsune empowers healthcare facilities to staff adequately for patient flow management by utilizing remote resources more effectively.

Proven Reimbursement Pathways

The MRM method qualified for significant reimbursements including synchronous and asynchronous engagements without 1:1 costs and scaling challenges.



CITE Hallmarks

Expanded Active Care Zones

The vast majority of medical infrastructure is ineffective. Hallways, waiting rooms and common areas represent opportunities for CITE Journey Solutions. CITE can convert nearly all of the ineffective space into patient engagement zones. Anywhere a patient is with Phrazer/Kitsune, that patient can advance their care, author their chart, experience education, consents and more.

Reduced Point Solutions

With Phrazer/Kitsune nearly all staff charting is eliminated, no more computers on wheels, no scribes needed, no special survey systems, elimination of dangerous consumer tablets is possible, no need for translators and nearly all point solution can be consolidated into one FDA level solution.

New Staff Effectiveness

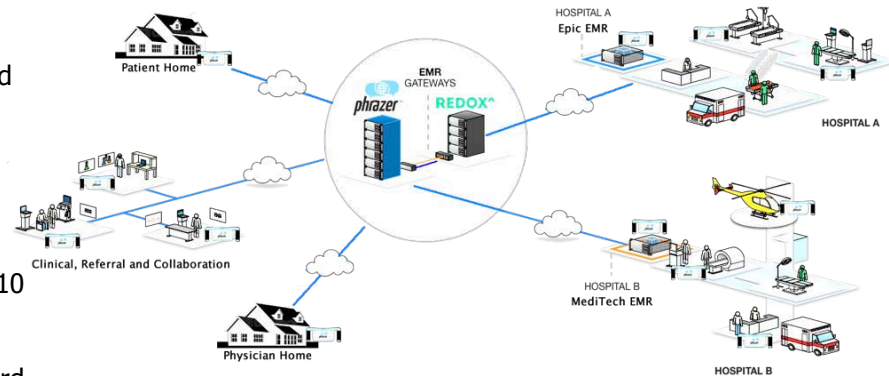
Patients are directed toward the most available staff members and these are staff that are fully aware of the patient need, culture and the associated processes.

Interoperable Solution with Preconfigured EMR Enhancements

CITE Solutions are pre-configured to perform with all Electronic Medical Records (EMR's) and can easily be integrated with existing IT infrastructure. The interoperability of CITE Solutions enables seamless information management across the care continuum.

GeaCom ensures a lightweight and effective technical integration that only requires about 10 h of your IT team on average. There are no additional costs for you as the technical integration services are included in the standard subscription package.

For EMR Enhancements, GeaCom and its EHR Integration Partners provide a scalable platform that simplifies the way healthcare organizations exchange data and adopt innovative technology solutions by creating a mid-tier abstraction layer above source systems like Epic, Cerner, Allscripts or any other EMR that provides a standardized way to send and receive data. Healthcare organizations and technology vendors connect to the integration solution once and authorize the data they send and receive across the most extensive interoperable network in healthcare.



Enrollment of Patients through Arrival & Check-In



Flow throughout the Patient's Journey



Workflow Confirmation and Immediate Use

CITE Solutions can immediately be used for synchronous and asynchronous engagements in all languages without the need for an EMR integration. CITE Solutions are fully configurable to your processes and needs. We work in partnership to ensure a seamless process integration and confirm the proper workflow. GeaCom provides objective measures to determine effectiveness of CITE Solutions in the designed workflow. Work with a designated and experienced transformation expert from GeaCom to ensure the best program outcomes.

The go-live date is always an exciting phase of the transformation program. With GeaCom, you have a partner that ensures a successful transition to modern CITE Solutions.



Onsite Presence

At that point of go-live the technical integration has been confirmed, CITE engagements have been validated, stakeholders are engaged and staff has been trained. Nevertheless, GeaCom provides onsite support for the first few days after go-live to answer any additional questions from staff and to reinforce proper procedures. GeaCom's onsite presence is defined in collaboration with leadership and usually not required for more than 1-2 days. Regular check-ins with leadership and staff during go-live are performed.

Share and Celebrate Success

As your innovation and transformation partner, we support your efforts to share the accomplishments around equity, innovation and more within your organization and beyond.

Milestone and Innovation Sessions

GeaCom proposes regular milestone meetings to assess status of the program, discuss the expansion of CITE Engagements as well as languages/cultures and engage around novel ideas.

Continued Support Resources

GeaCom provides 24/7/365 access to support resources

On Phrazer/Kitsune

GeaCom offers access to support and training services on the Phrazer/Kitsune platform: from User Guides and "How-to Videos to ticket creation and access to live support service features.

Online Help Center

GeaCom provides supporting materials such as User Guides, How-to Videos, Value Proposition Clips, and much more.

24/7 Support Portal

GeaCom's provides several paths to connect with Support Specialists:

+1 (604) 248-4461

support@geacom.net

https://geacom.teamwork.com/



GeaCom collaborates with health systems, inspires as innovation partner and provides expertise around CITE Solution.

With transformation services for continued expansion and innovation we are growing existing programs and empower change to status quo.

Civil Rights & ADA Requirements

According to the U.S. Civil Rights and American's with Disabilities Act (ADA) equal care for all patients across demographics is required, but reality shows that health systems are unable to meet these requirements. CITE Journey Solutions fully meet the following specific federal legal requirements in healthcare for the first time:



- Title VI of the Civil Rights Act of 1964, as amended (42 USC §200d) & (45 CFR 80)
- Section 504 of the Rehabilitation Act of 1973, as amended (29 USC §794)
- Programs and activities receiving federal assistance from HHS (45 CFR 84)
- Programs or activities conducted by HHS (45 CFR 85)
- Titles VI and XVI of the Public Health Service Act (45 USC §§291 & 300) & (42 CFR 124, Sub G)
- ADA Title III section 504

Multi-Path Realtime Messaging (MRM)

Multi-path Realtime Messaging is at the core of CITE functionality. Previous iterations focused on one-to-one benefits (one patient, one staff listener) but now the expanded MRM adds custom messages to individual staff members. This feature directs staff to most efficient performance, process adherence and constant patient awareness that is highly specific to the individual staff member. Additional MRM use of EMR, alert boards and the caregiver Kitsune bring vast possibilities to this breakthrough feature. The most stunning advancement of the new MRM is that it can engage staff offsite as well for realtime, live updates enabling fast track and virtual engagements.



Staff Process Adherence Support & Competency Development

Phrazer/Kitsune staff competency engagements are available for everything from cultural competency to policy and procedures and CMEs to CDC notifications. For new on-boarding staff to reinforcement for established staff; staff competency on the CITE platform educates, confirms and assures compliance.

Virtual Care and Fast Track Capabilities

A feature for rapidly transitioning from CITE engagements to on-system (live video) physician engagements and back, seamlessly was incorporated. Patients and staff now engage and advance care more effectively, even in the 'waiting room'. This feature is also used for care provided out in the community where mental health assessments or general engagements identify populations with greater need and bring the care

team directly to them (in their homes, at work or in the community), at the moment of need.

In concert with seamless live engagements, GeaCom and its medical advisors added identifiers to determine which patients could be "fast tracked" to care and discharge without even being roomed. This feature enables physicians, in facility or out, to see patients who can be quickly engaged, assisted and

discharged without further impact on resources. Estimates from medical research indicate that as many as 40% of ER and Urgent Care visits can be fast tracked, saving time, money and resources while improving patient experience.



Unmatched Assurances

GeaCom is committed to provide world class services to match its global leading technology. When properly following procedures and the defined workflow, GeaCom assures:

More than:	Less than:
------------	------------

- ... **99% Technology uptime**
- ... **99% Accuracy of information**
- ... **95% Patient language coverage**
- ... **95% Unassisted patient self guided use**
- ... **90% Patient satisfaction rate**
- ... **90% of facility become active care zones**

- ... **10% Charting Time for staff**
- ... **10% Charting Time for staff**
- ... **3 min. Door-To-Doctor time**
- ... **XXXXX**
- ... **XXXXX**
- ... **XXXXX**



Rapid, Reliable and Affordable Innovation

GeaCom's efficient CITE engine provides an unmatched turnaround time for patient and staff CITE engagements in less than 24 hours. This allows institutions to stay ahead of epidemic outbreaks, quickly adjust to procedural changes or simply expand within the department or organization. Our streamlined and patented process empowers CITE content creation in any language/culture tailored to your workflow while the application of stringent ISO standards ensures accuracy and quality.

The remote update feature ensures that CITE engagements are directly delivered to your Phrazer/Kitsune systems for rapid implementation without any special training requirements as it is all incorporated into the CITE engagement(s). And the best of all: your subscription includes any CITE engagement in any language/culture at no added cost. As your committed partner for innovation, we provide a fully adaptable solution that enables you to meet all current and future needs.

GeaCom, Inc.

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