



# Max Life

Life-saving kits in ambulances require a high-quality service that is up and running 24/7, so that doctors in-hospital can assess incoming patients.

## Customer

Max Life creates ambulatory telemedicine technology for use by paramedics while transporting critically sick or injured patients to hospital.

## Challenges

- Created a portable kit for paramedics to communicate with in-hospital doctors
- Service must be HIPAA compliant
- Needs to be connected and available 24/7
- Require HD quality for assessment

## Solution

- Max Life uses Polycom hardware
- Reached out for virtual bridging
- Polycom recommends RP1cloud for HD and HIPAA compliance

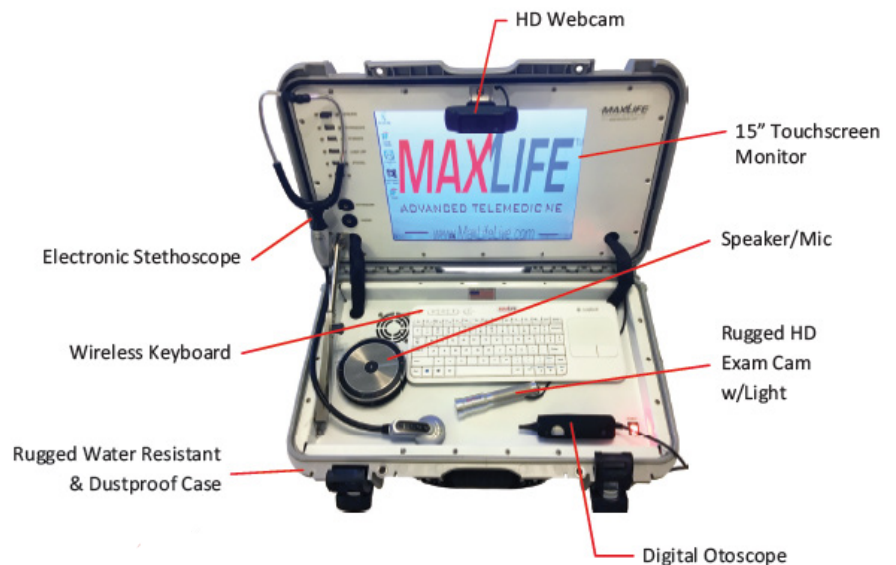
## Result

SCORE Jail reduced transportation costs by 50% thanks to the expanded video program, and are now able to provide inmates better access to people and services.

## The Customer

Max Life™ provides the latest in advanced mobile ambulatory telemedicine technology. Originally designed for pediatric/neonatal emergency transportation, it is ideal for any emergency transportation services.

This sophisticated yet simple-to-use system provides doctors live access from high-quality IP cameras, using a touch-screen-interfaced CPU. When an emergency call is initiated from an ambulance or hospital, the cameras are activated and can be viewed live. Emergency physicians can then assess a medical situation, and assist paramedics in treating patients in critical need of life-saving procedures.



## The Challenge

But to bring this proprietary kit to life, Max Life needed a way to bridge the video service and connect with video endpoints in-hospital. To make it effective, it would have to satisfy these requirements:

- **The service must support HD.** When a doctor is assessing a life-threatening situation based on video images, they have to see the situation in the highest quality possible.
- **The service would have to be available 24/7, and always connected.** Ambulances operate at all hours, and its critical that any service that paramedics use needs to be available

Case Study:  
**Healthcare**

at any time. It's literally a matter of life and death.

- **It must be HIPAA compliant.** Given that the kit is being used to communicate sensitive medical information about patients, the service must protect patient privacy as laid out by the law.
- **It should be interoperable.** For redundancy, doctors should be able to connect to the service from any device, in case something has gone wrong with the regular hardware.

### The Solution

It's not an easy task to track down a cloud video service that meets all of these critical requirements. Max Life reached out to Polycom, from whom they purchase the HD camera used in the kit. Polycom has worked closely with RP1Cloud, developing one-touch dial join processes and registering their endpoints to the service. With this relationship long-established, and knowing that RP1Cloud met Max Life's demands, they were in confident in

recommending the service.

### The Result

RP1Cloud is now relied on in ambulances across the United States. It is saving paramedics and emergency physicians precious moments, allowing them to pivot treatments that will save lives in the sometimes long trip to the hospital.



Max Life continues to expand its footprint, both in reach and new innovations. The company will continue to partner with RP1Cloud in each new endeavour.

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**Matt Humbert, President, Max Life:**

RP1Cloud has been a reliable partner in our efforts to save lives in ambulances. The service is on 24/7, and we've never experienced an outage. Max Life looks forward to working with them into the future.”

**RP1Cloud** provides the highest quality audio and visuals in video conferencing today. Its virtual bridge provides an optimized meeting place where users can join from any room system, device, or telephone, as well as Skype for Business. With more ways to manage and customize your experience, RP1Cloud is a simple and affordable way to meet face-to-face over distance.

## SOLUTIONZ

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