



## NEWS RELEASE

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### **Cisco Launches HealthPresence Telemedicine Solution, Providing Increased Access to Quality Medical Care Worldwide**

*Advanced Video Collaboration Technology Gives Patients Immersive and Highly Secure Remote Health Care Experiences Comparable to In-Person Doctor Visits*

ATLANTA and SAN JOSE, Calif., March 1, 2010 – At the Healthcare Information and Management Systems Society (HIMSS) Conference in Atlanta today, Cisco announced the availability of the [Cisco HealthPresence](#)™ platform. Cisco HealthPresence is an advanced, care-at-a-distance technology platform that allows patients to connect with doctors and clinicians for health care consultations in ways never before possible. Traditional telemedicine or telehealth approaches have focused mostly on the problem of physical access to medical care. Cisco HealthPresence addresses four additional key health care delivery challenges:

- Capacity (the scarcity and productivity of clinical expertise)
- Collaboration (one patient with many clinicians, many providers with many providers, and many patients with many patients)
- Information exchange (the ability of participants to share and view vital health information)
- Personalization (engaging patients in ways that make them more active participants in consults)

Cisco HealthPresence extends and expands access to health services and quality care.

HealthPresence creates new, streamlined clinical encounters by integrating two technology innovations: Cisco TelePresence™ and Cisco® Unified Communications. With high-definition video, clear audio and connected medical devices, Cisco HealthPresence supports collaboration and personalization rarely accomplished in traditional face-to-face consultations. Patients in HealthPresence encounters can see images and listen to sounds from a variety of diagnostic devices, such as digital stethoscopes, actively participating with what clinicians see and hear.

Beginning with HealthPresence trials in 2008, patients have described how the immersive video experience, along with the real-time transmission of physiologic information, draws them into the medical encounter. At the same time, clinicians report more effective patient management with HealthPresence.

Equally important, HealthPresence allows multiple members of a patient's care team to simultaneously participate in consultations, creating new ways to deliver and coordinate care. This is a significant innovation from typical point-to-point telemedicine solutions and even traditional in-person medical examinations. With HealthPresence, primary care physicians and specialists, care managers and rehabilitation therapists, family members, and caregivers can all participate in treatment and care planning. These new capabilities are essential for information and communications technologies to play a vital role improving access to, and the affordability and quality of, health care.

**Facts:**

- Cisco HealthPresence is planned to be available beginning March 2010 in markets across the United States, Canada and Europe. It is classified as a Class I medical device by the U.S. Food and Drug Administration.
- To evaluate patients in an interactive and highly participatory way, Cisco HealthPresence arms clinicians with the essential tools, including:
  - Cisco Vitals Software, which captures physiological data and streaming high-definition video feeds, sending them to the clinical team with a high degree of security.
  - Cisco TelePresence units in clinical and patient locations.
  - Integrated voice, video and data capabilities that collect patient medical information for transmission among multiple health care providers or between a single doctor and patient before, during and after telemedicine consultation. Cisco's custom software offers highly secure encryption technology to protect the privacy and security of patient data exchanged in distance communications between patients and caregiver staff.
  - Medical devices located at the patient's end unit: a general camera for external observation, ear-nose-throat camera, digital stethoscope, and a vital signs device to capture blood pressure, temperature, pulse rate, and blood oxygen levels.
- Cisco HealthPresence can be deployed in permanent facilities or mobile units.
- Cisco HealthPresence was piloted by the Cisco Internet Business Solutions Group (IBSG)
- Cisco HealthPresence has already been successfully adopted through pilot programs in the United States and other countries, including:
  - A groundbreaking HealthPresence pilot with Molina Healthcare, two community health centers in San Diego, and the state of California to provide health and wellness services to underserved communities throughout the state.
  - HealthPresence pilots in Aberdeen, Scotland, with a division of the Scottish National Health Service, and in San Jose, Calif., with employees at Cisco's corporate headquarters. Both 2009 pilots achieved equally favorable feedback: More than 90 percent of participants said they would recommend the service to others.
  - Helping connect patients in need with critical medical resources in international

locations including France, the United Kingdom, South Africa and China.

### **Supporting Quotes:**

*Dr. Kaveh Safavi, vice president and global lead, Cisco Internet Business Solutions Group Healthcare Practice*

“Health systems globally are challenged to meet increasing demand for quality services. Patients often have limited access to health care, particularly when they require specialty services or need care for chronic illness, in both urban and rural settings. Cisco HealthPresence is poised to transform how doctors practice medicine and how patients experience care, by allowing individuals to easily and safely connect with the most appropriate clinician or specialist for their particular needs, and to receive some of the best care possible regardless of location.”

*Dr. Michael M. Siegel, vice president and medical director, Molina Healthcare, Inc.*

“Citizens expect more options for health care services, and new models of care delivery need to be introduced in order to make care-at-a-distance a reality. For Molina’s medical offices, Cisco HealthPresence eliminates the need for clinicians and patients to be located in the same physical location. Our facilities are now able to reach a much wider and highly dispersed patient base, in order to provide the appropriate care.”

### **Supporting Resources:**

- [Cisco Healthcare Web site](#)
- [Cisco HealthPresence Web site](#)
- [Cisco Care-at-a-Distance Solutions](#)
- [Cisco IBSG Healthcare Overview](#)
- [History of Cisco HealthPresence](#)

### **About Cisco Systems**

Cisco, (NASDAQ: CSCO), the worldwide leader in networking that transforms how people connect, communicate and collaborate, this year celebrates 25 years of technology innovation, operational excellence and corporate social responsibility. Information about Cisco can be found at <http://www.cisco.com>. For ongoing news, please go to <http://newsroom.cisco.com>.

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