ExtendedCare Telehealth Puts Cloudbreak Health's Video Interpretation Services at Patients' and Clinicians' Fingertips, Supporting Health Equity

Queen's Medical Center, UC Davis already deploying Cloudbreak's language interpretation solutions through ExtendedCare Telehealth™ Platform

Chicago, IL – January 21, 2021 - Extended Care LLC, a leading healthcare technology software provider, and Cloudbreak Health, a leading telehealth and video remote interpretation solutions provider, announced a partnership today to accelerate patient empowerment and reduce language barriers in healthcare. The partnership features a deep integration between the ExtendedCare Telehealth™ virtual care platform and Martti, Cloudbreak's video remote interpretation (VRI) service, providing patients and clinicians with seamless communication regardless of language. Working together, Extended Care and Cloudbreak are ensuring that limited English proficient (LEP), Deaf and hard of hearing patients and their providers have fast and easy access to high-quality telehealth language services, with over 250 languages, at the touch of a button.

"There is no equity in care delivery without broad language access," noted Tom Cumbo, CEO of ExtendedCare. "We are proud to provide a broad-based telehealth platform that can easily integrate into digital workflows across the care continuum. Our easy-to-use, customizable virtual care services are available to anyone, anywhere – and now, through Cloudbreak, *in any language.*"

"2020 initiated telehealth as the new normal in healthcare and its new digital front door," said Jamey Edwards, CEO of Cloudbreak Health. "Language access is an essential part of healthcare helping health systems nationwide reduce disparities, improve patient flow and enhance quality and outcomes. ExtendedCare Telehealth™ is an ideal fit with our Martti interpretation services. Interoperability that breaks down silo's and brings critical resources to the point of care with the simple push of a button is now the gold standard."

The Extended Care and Cloudbreak alliance is powered through both Cisco Webex (cloud) and Cisco infrastructure (on-premise). Cisco, a collaboration and video network leader, is widely used by a majority of health systems across the United States. The ExtendedCare Telehealth™ platform deeply integrates into existing clinical workflows, linking to the EMR/EHR systems already in place. This offers a high-tech digital ecosystem with a clean and simple user interface that is highly personalized to fit both patients' and providers' needs. It lets users have access to clear, direct communication empowering patients to take control of their care and providers to speed diagnosis and build rapport and trust.

This new partnership helps bridge the gap between patients and providers as healthcare gravitates toward a more equitable, patient-centered care model. More health systems are adapting cost-effective digital strategies that expand the impact of their care and allow them to treat more patients with less burden.

"We are thrilled about this partnership," said Matthew A. Koenig, M.D., Medical Director, Telemedicine, Neurocritical Care Neurology, Queen's Health Systems, a mutual client of Extended Care and Cloudbreak. "With a system as diverse as ours, having language access available at every point of care truly enhances the patient experience. The integration of Cloudbreak's Martti into the ExtendedCare Telehealth™ interface improves our patient/provider communication and fully integrates with our existing workflows. That's a huge win for us."

About Cloudbreak Health
Cloudbreak Health (www.cloudbreak.us) revolutionized patient and provider communication with the introduction of video remote interpreting (VRI), establishing Cloudbreak as a pioneer in telehealth technology. Cloudbreak Health continues to innovate with Cloudbreak Telehealth Solutions, including telepsychiatry, telestroke, tele-quarantine, remote patient monitoring and other specialties. Committed to overcoming healthcare disparities and bringing language access to the point of care, Cloudbreak Health seamlessly integrates their language access solution, Martti, into a host of platforms, including Epic, Zoom, and Caregility. Performing more than 1.5 million minutes of telemedicine consultation each month on over 14,000 video endpoints at 1,800+ healthcare locations nationwide, Cloudbreak Telehealth simplifies how providers care for patients, putting a full care continuum at their fingertips 24/7. Follow Cloudbreak on Twitter @cloudbreakhlth or the hashtag #HumanizeHealthcare.

About Extended Care
Extended Care LLC (https://www.extcare.com/) is a leading global provider of telehealth as a clinically-integrated, configurable, enterprise-class care experience. The ExtendedCare Telehealth™ platform connects patients and providers in rich, immersive digital interactions delivered with convenience, security, and reliability. Extended Care is an affiliated business of the Chicago-based Dillon Kane Group (DKG).