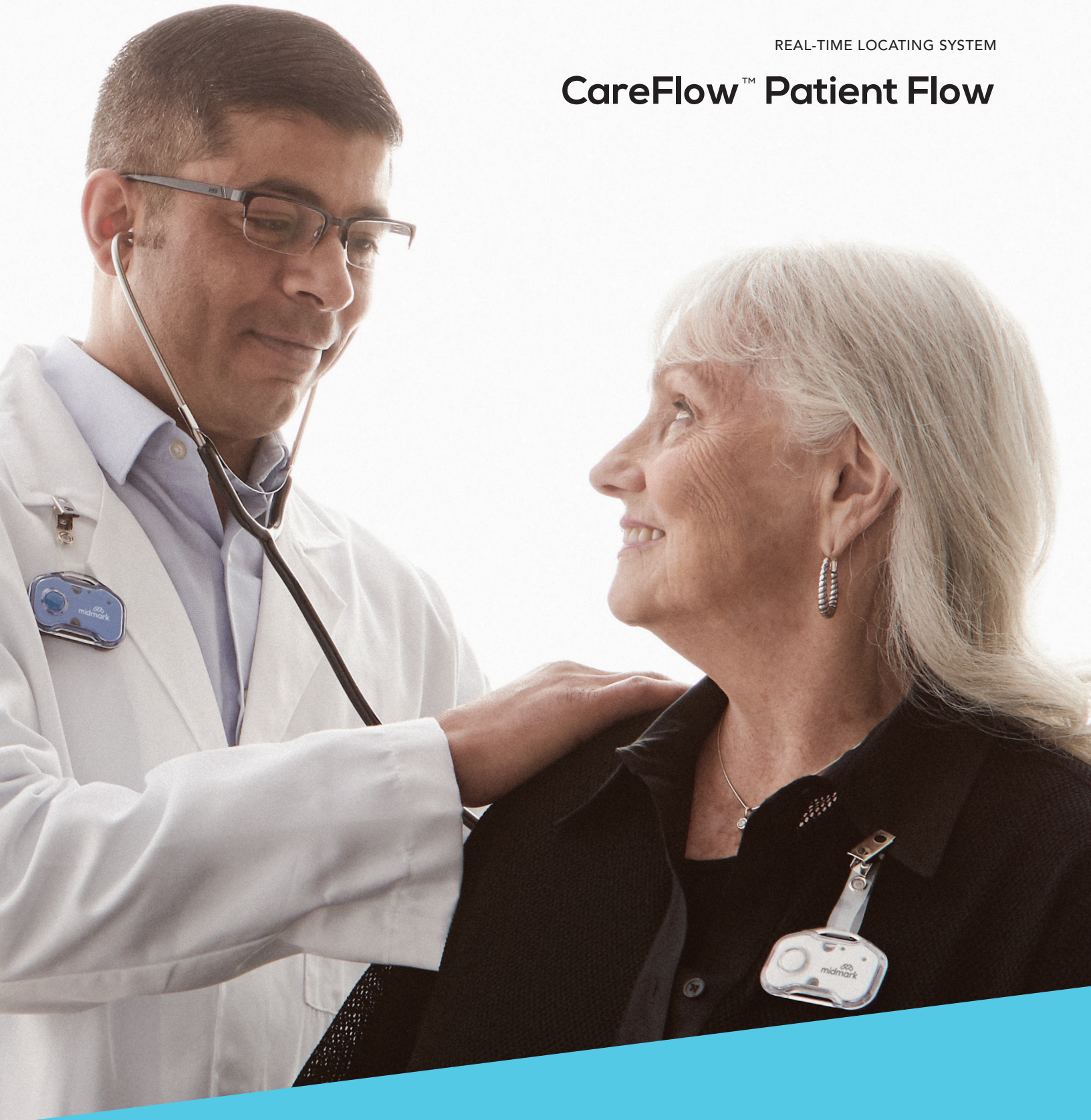




REAL-TIME LOCATING SYSTEM

CareFlow™ Patient Flow



Better workflow, better care



Creating a timely and safe care experience is more important than ever as increased care needs continue to grow exponentially. But rising patient volumes and staffing constraints are putting both caregiver and patient experiences under strain.

As part of a broader strategy for location-based services, health systems can more holistically address these challenges by improving workflow inefficiencies—communication, processes and productivity—with technology that keeps care teams in sync and delivers actionable data.

The same technology that drives patient flow can also power visibility, coordination and automation across the health system—from asset tracking and staff safety to EMR integration and beyond—creating a connected foundation that improves performance today and scales for the future.



Inefficiency may be preventing you from improving patient care



LONG PATIENT WAIT TIMES
Patients wait too long for care, resulting in frustration and low patient satisfaction scores.

40% of patients experience “longer than reasonable” wait times for an appointment¹

68% of a patient visit is spent waiting² while only 32% is spent with the physician³

149 min.
Average Emergency Department wait time, up from 40 minutes pre-pandemic⁴

TOO MANY PATIENTS, TOO LITTLE TIME
Patient volumes are rising amid reduced resources.

10,000 people in the US reach age 65 each day, averaging 7 office visits per year⁵

17% of people age 65 years or older were hospitalized in 2019⁶

2.5B Predicted outpatient visits by 2029⁷

2M Americans will be diagnosed with cancer in the next year⁸



Whether in outpatient clinics or acute care hospitals, staff need to operate like a well-oiled machine to successfully respond to increasing patient volumes despite resource constraints. However, the majority of healthcare systems today are plagued with inefficiencies, known and unknown.



DECISION-MAKING WITHOUT DATA
Lack of data about operations makes it difficult to make informed decisions to improve clinical workflow.

33% Average exam room utilization⁹

\$150 Cost per minute for labor hours, equipment, supplies and general overhead in operating rooms³

STAFF BURNOUT + HIGH TURNOVER
Staff are constantly juggling administrative tasks like manual data entry and excessive clicks in the EMR. They’re exhausted.

63% of nurses report excess burnout¹¹

1/3 of nurses will retire in the next 10 years¹² with over half of the nursing workforce aging over 50¹³

124,000 physicians are needed by 2034¹⁴

275,000 nurses are needed in the next decade⁹



What do optimal operations look like?

Imagine a day in your facility where each patient efficiently receives timely care, and staff feel empowered and fulfilled by their work.

With real-time prompts and visual cues of what's happening in the moment, plus accurate and insightful data collection happening in the background, you can fuel a better workflow.



SHORTER WAIT TIMES

Keep visits on track by visualizing room status, next stage in patient care and how long the physician has been with the patient.

BETTER ROOM UTILIZATION

Actionable real-time information and historical analytics increase visibility into room, bed or chair status, helping provide care to more patients.

ENHANCED PRODUCTIVITY

Real-time patient location updates and automated timestamps help reduce clicks and manual data entry.

REDUCED PATIENT ALONE TIME

In-the-moment cues to help staff limit alone time, especially in sensitive settings like oncology care.

SHORTENED PATIENT VISITS

With organized, efficient workflows, non-value-added time in the patient visit is reduced, shortening lengths of stay.

MORE CAPACITY, SAME SPACE

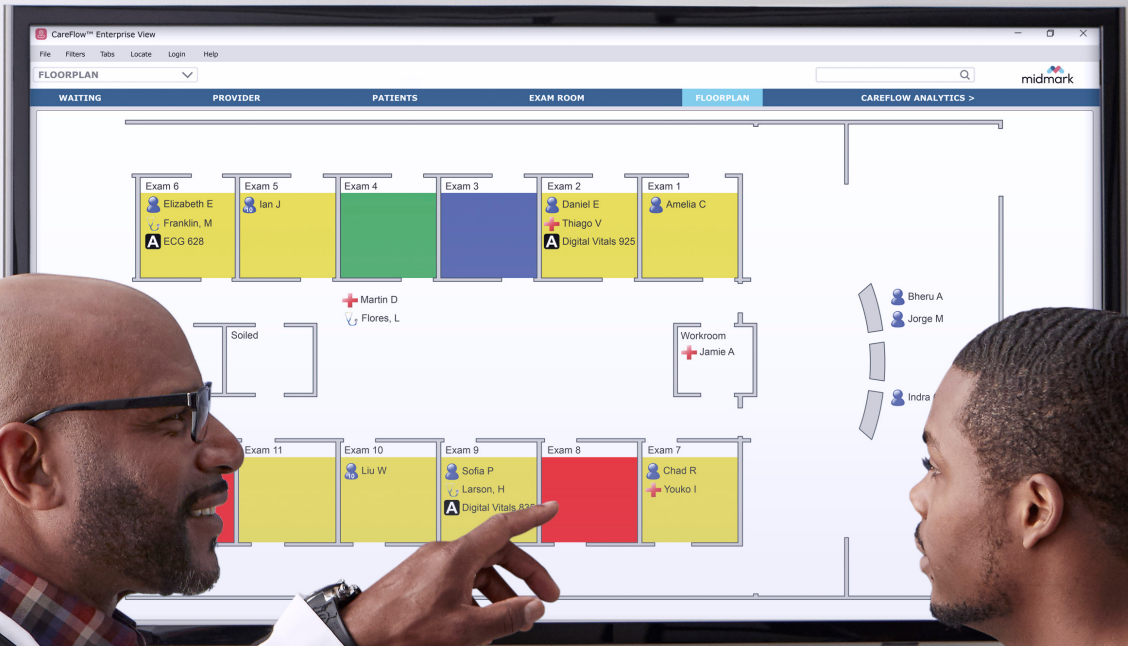
Efficient patient care and informed scheduling helps utilize space and staff resources more effectively to see more patients.

HAPPIER STAFF, HAPPIER PATIENTS

Optimizing your workflow empowers staff to focus less on logistics, more on care.

Outpatient, oncology, acute— with better workflow, comes better care

Fueled by technology, Midmark CareFlow™ Patient Flow gathers location data and turns it into actionable insights to improve workflow, inform care teams and enhance the delivery of care.



CareFlow™ Patient Flow for Clinics + Oncology

ENHANCE COMMUNICATION
Midmark CareFlow Enterprise View® allows you to quickly find patients, staff and equipment using a digital blueprint displayed on computer monitors and Glance-and-Go™ boards. This facilitates better communication to:

- Create streamlined workflows, including self-rooming
- Optimize room turnover
- Improve patient flow
- Increase resource utilization



BT	Badge	Patient Name	Current Location	Owned Room	Lab	Exam	MA	Prov
	52369	Josey Brown	Exam 7	Exam 7	✓	➡		
	53258	John Smith	Lab	Exam 9		➡		
	54123	Julie Green	Patient Rest Room	Exam 1		➡		
	55896	Harry McDermot	Waiting Room					
	54789	Frank Stiles	Exam 5	Exam 5	✓	➡		
	56421	Allen Jones	Exam 10	Exam 10	✓	➡		

STREAMLINE PATIENT VISITS
Provide timely care to patients and help staff work more efficiently with Enterprise View List, an automatically updated electronic whiteboard. Patient status and caregiver interactions display in real time, and staff are prompted with visual cues and notifications of where to go next.

COORDINATE MULTIPLE ONCOLOGY APPOINTMENTS
Streamline how care teams work together by communicating when the patient is ready for treatment or the next phase in their visit, helping reduce waste of medications and time while improving the efficiency of care.

Status	Room	Patient Name	Current Location	Lab	MA	Prov	AT	TwS	SLOS	OLOS
	Rm 1	Julie Green	Patient Rest Room				0:15		0:40	0:45
	Rm 2	Josey Brown	Exam 2	✓				0:16	0:23	0:45
	Rm 3									
	Rm 4	John Smith	Lab	➡				0:16	0:16	0:45
	Rm 5	Frank Stiles	Exam 5	✓			0:10		0:25	0:47
	Rm 6									
	Rm 7									
	Rm 8									
	Rm 9									
	Rm 10	Sabal Samir	Exam 10	➡				0:05	0:08	0:40
	Rm 11	Lucia Rodriguez	Exam 11	✓					0:10	0:15
	Rm 12									

CareFlow™ Patient Flow for Acute Care

Same software, configured for Emergency Departments and Operating Rooms.
Experience additional workflow options, best suited for you.

IN-THE-MOMENT PATIENT STATUS

Quickly find information specific to each ED or OR patient's stage of care on Glance-and-Go digital whiteboards. In the ED, this can include acuity and needed ancillary services such as diagnostic imaging, pulled automatically from the EMR.

In the OR, registration times, stage progression, duration and overall length of stay provide additional insight into surgery operations.

RS	Room	Patient	Acuity	Alone Time	OLOS	Current Location	Nrs	Phy	Nurse	Physician
	Exam 1A	Smith, J	 2	00:00:35	68:02	Exam 1A	 		Taylor, F	Jennison, A
	Exam 1B	Rodriguez, I	 3		51:18	Exam 1B	  		Taylor, F	Jennison, A
	Exam 2A	Lee, K	 5		45:35	Exam 2A	  		Indra, J	Billington, J
	Exam 2B	Wellington, D	 3	00:02:15	62:18	Exam 2B	 		Indra, J	Billington, J
	Exam 3A									
	Exam 3B	Davidson, P	 3	00:05:12	62:18	Exam 3B	  		Taylor, F	Jennison, A
	Exam 4A	Lopez, M	 2	00:01:32	62:18	Radiology	 		Indra, J	Billington, J
	Exam 4B	Samir, S	 3	00:05:57	62:18	Exam 4B	  		Indra, J	Billington, J
	Exam 5A	Sanders, T	 4	00:07:43	53:50	Exam 5A	 		Taylor, F	Jennison, J
	Exam 5B	Arun, B	 4		53:50	Exam 5B	  		Indra, J	Billington, J
	Exam 6A									
	Exam 6B									

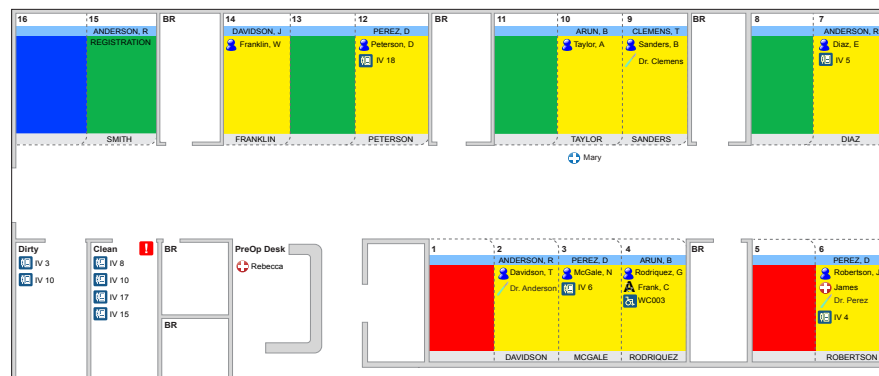
Patient ID	In OR	Surgery Start	Finish	Recovery
6225				✓
0311	✓			
1055		✓		
1266			✓	
5011	✓			

INFORMED PATIENT PROGRESS FOR ORs

In surgery settings, give families peace of mind. HIPAA-compliant digital whiteboards offer loved ones and family members an overview of each patient's progress as they move through surgery.

VISUAL INTELLIGENCE FOR ROOM STATUS

Whether in ED exam rooms, OR suites, or in pre- and post-op areas, Midmark's precise locating technology provides sub-room level data so you can see which rooms or bays are available, occupied or need cleaning.



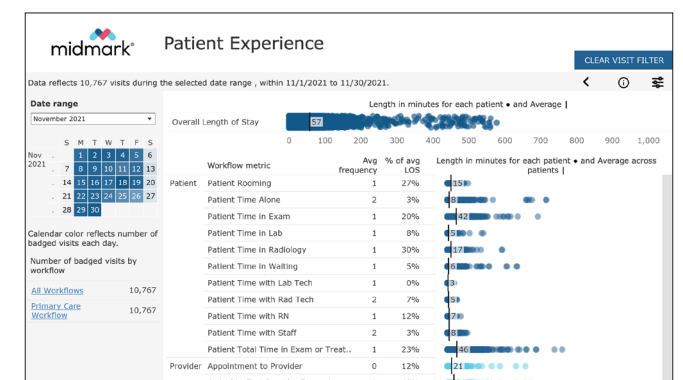
Measurable KPIs for the Care Experience

Every moment is an opportunity to collect KPI data for process improvement. The CareFlow™ Analytics suite is your gateway to not only measuring but managing performance. Below are just a few of the CareFlow metrics that can inform data-driven decision making.

FOR ALL CARE ENVIRONMENTS

Uncover the true patient experience with data on today's performance.

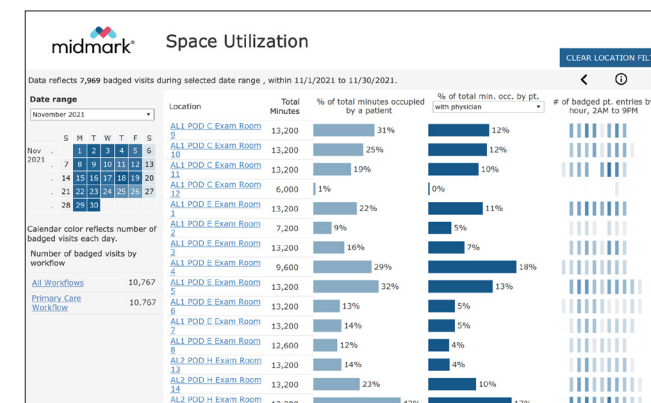
- Wait time
- Wait to exam room
- Wait to clinical staff
- Wait to provider
- Alone time
- Time with staff (e.g., RN or MA)
- Time with provider
- Room utilization



FOR ONCOLOGY

Gain insight into every workflow, from exam to infusion to radiation oncology and diagnostic radiology.

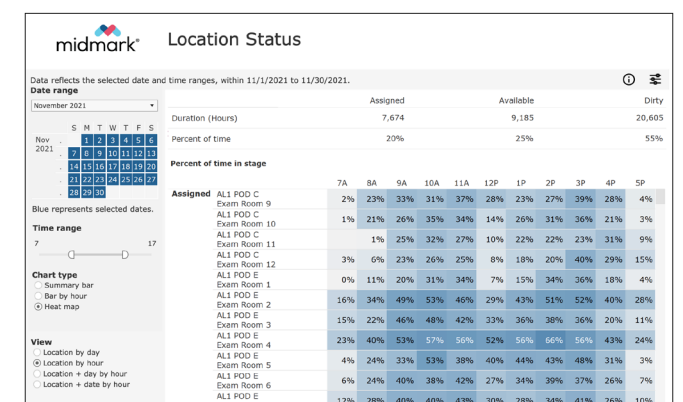
- Chair utilization
- Time in lab
- Time in exam
- Time in infusion
- Time in radiation



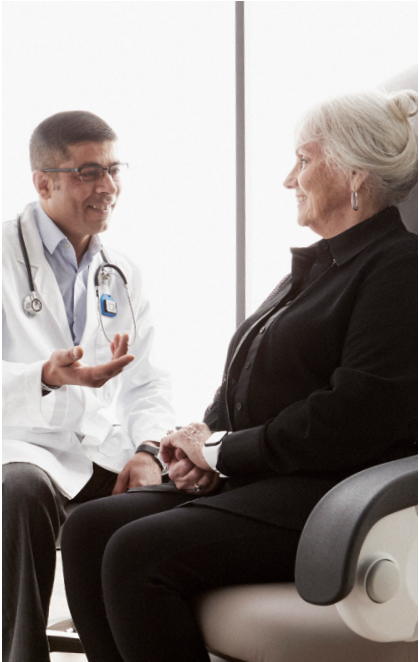
FOR ORs

Operating suites are one of the most valuable resources in acute care. Make utilization decisions with the right information to enhance efficiency.

- Bay, bed and OR utilization
- OR status
- Wait to pre-op
- Pre-op to anesthesia
- Pre-op to surgery start
- Time in pre-op
- Time in surgery
- Time in post-op



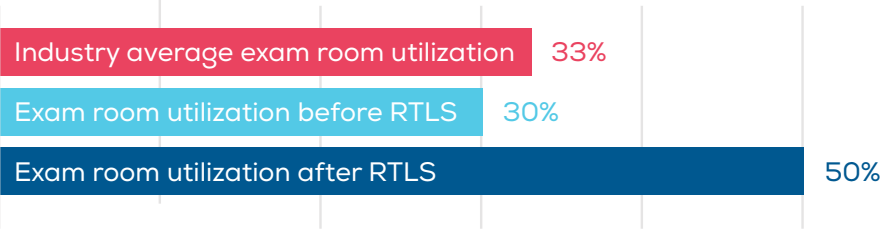
CareFlow™ RTLS impacts your entire workflow with measurable results¹⁵



Outpatient

- 10% increase in clinic capacity
- 15 min. reduction in time patients spend in the waiting room
- 30% increase in provider productivity

FOR ONE CUSTOMER, IMPLEMENTING CAREFLOW RTLS RESULTED IN A 67% INCREASE IN EXAM ROOM UTILIZATION



Oncology

- 10% increase in capacity without adding new rooms
- 5 min. decrease in wait times per patient
- 1 mile of walking saved by nurses each shift



Acute

- 74% reduction in patient wait time
- 25% reduction in time to discharge
- 0.5% rate of patients who left without being seen

“We’re empowering staff to manage and distribute resources more effectively. Analyzing RTLS data for continuous improvement aids our efforts to improve the experience for both patients and caregivers.”

Rodney Haas
Vice President of Operational Excellence
University of Minnesota Health Clinics and Surgery Center

The Precision Patient Flow Depends On



Optimizing patient flow depends on precise, room-level or better location accuracy to automate clinical workflows and deliver meaningful operational insights—but not every RTLS workflow does. Our hybrid RTLS approach combines Bluetooth® Low Energy (BLE) and Infrared (IR) technology to deliver the right level of locating for every workflow.

THE TECHNOLOGY THAT CONNECTS CARE

Different RTLS solutions require different levels of locating precision. CareFlow™ Patient Flow is deployed using IR technology to deliver the room-certain accuracy required for clinical workflows. Build upon an existing BLE foundation by adding Wired or Wireless IR to enable precision locating where it matters most, or deploy a hybrid BLE/IR sensory network that provides precise locating while using BLE as a secondary technology. IR/RF environments are also supported.

Color-coded visual cues throughout this brochure identify the locating technologies compatible with each solution, making it easy to see which workflows are best supported by BLE, IR/RF or Hybrid BLE/IR based on the level of locating precision required.

BLE

IR/RF

HYBRID BLE/IR

One Complete Solution

CareFlow Patient Flow includes the capabilities your team needs to improve visibility, streamline workflows and enhance the patient experience across every stage of care—all in one complete solution. These additional use cases are available to the areas in your facility licensed for Patient Flow.



STAFF DURESS

Be proactive about safety in your facility by empowering staff to discreetly signal for help with the press of a button on their RTLS badge. Notifications are sent in real time to security personnel including who needs help, where and when.



ASSET TRACKING

Leverage CareFlow RTLS to do more with less, improving efficiency. Easily find equipment, increase utilization and reduce expenses to create a more positive care experience.



PAR MANAGEMENT

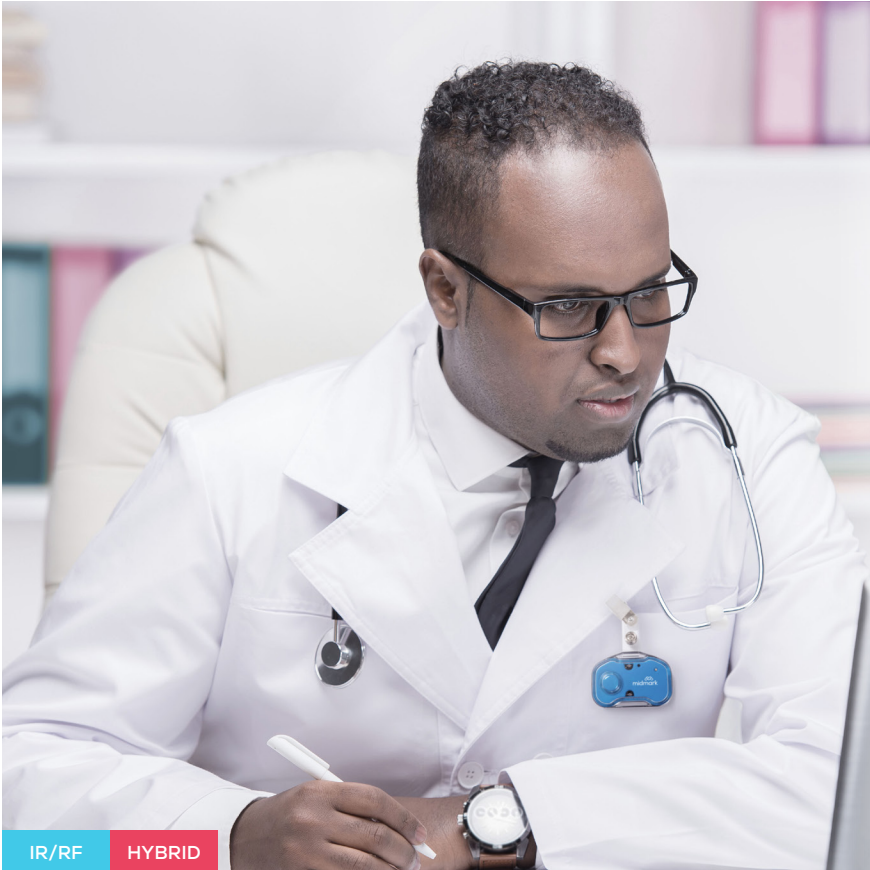
Visually manage assets with periodic automatic replenishment (PAR) levels to know at a glance when the licensed areas are running low on key assets or are overstocked.



INCLUDED INTERFACES

- For the areas in your facility licensed for patient flow, the following interfaces are included:
- Inbound badge assignment interface from the EMR
 - Staff Duress Alarm Messaging interface to security system, nurse call system or middleware
 - CMMS interface

Smarter RTLS Starts with Existing Systems



ELECTRONIC MEDICAL RECORDS (EMR)

Health systems invest heavily in their EMR, the digital heartbeat of their clinical operations. With so much riding on this investment, it only makes sense to bring more value into the system clinicians already trust. The Midmark CareFlow RTLS EMR Interface does exactly that, enabling health systems to keep their RTLS fully in sync with the EMR and bring location intelligence to life directly inside familiar clinical workflows.

IR/RF

HYBRID

By meeting clinicians where they already are—in EMRs like Epic—CareFlow RTLS transforms location data into a powerful driver of clinical and operational excellence.

UNLOCK MORE FROM YOUR EPIC INVESTMENT

CareFlow RTLS integrates real-time patient, staff and asset location data directly into the EMR—automatically generating updates and timestamps to reduce manual entry and streamline workflows. Built on HL7 standards and aligned with Epic-recommended best practices, the Epic Toolbox-designated interface supports automation across modules such as Grand Central, OpTime, ASAP and more. Bi-directional communication is available to extend these capabilities. The Badge Assignment Interface (inbound to Midmark RTLS) is included with CareFlow Patient Flow while outbound data sharing back to the EMR can be added on.

EPIC TOOLBOX INTEGRATION

CareFlow RTLS is part of the Epic Toolbox, reflecting our commitment to seamless interoperability, streamlined workflows and enhanced patient care. CareFlow Staff Duress is currently under construction in the Toolbox, enabling future location-aware alerts in Epic to support faster response times and improve staff safety.



Additional Interfaces

Extend the value of CareFlow RTLS by connecting it with the systems your care teams already use. With an open architecture, CareFlow RTLS delivers seamless integration across your healthcare environment.



IR/RF

HYBRID

NURSE CALL AUTOMATION

Automate your nurse call system with location data. Nurses wearing RTLS badges can cancel a patient call automatically with their presence, allowing immediate focus on the patient and accurate metrics on response times.



BLE

IR/RF

HYBRID

SMART IV PUMPS

Our smart IV pump interface allows you to know whether or not an IV pump is in use—a perfect complement to our Asset Tracking solution.



IR/RF

HYBRID

TEMPERATURE MONITORING

Integrate with Primex® or your environmental monitoring system to view temperature monitoring data along with RTLS data in CareFlow Enterprise View.

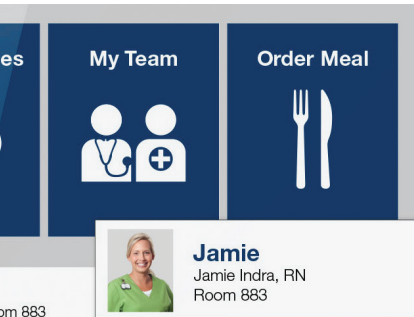


IR/RF

HYBRID

ALARM MANAGEMENT

Make your middleware smarter with real-time location data. When caregivers are in the patient room, suppress alarms from going to their phones, minimizing alarm fatigue and creating a calmer care environment.

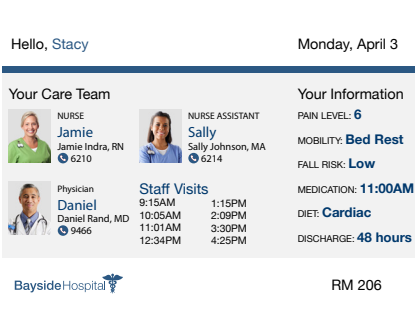


IR/RF

HYBRID

PATIENT ENGAGEMENT

Create a positive, interactive care experience by providing location data to patient engagement systems. As a caregiver enters the patient room, their credentials are displayed on the TV to inform and put the patient at ease.



IR/RF

HYBRID

DIGITAL WHITEBOARDS

Provide patients with greater visibility into their care team by displaying caregiver names and recent interactions using real-time location data. Digital whiteboards help improve communication and create a more informed care experience.

The Right Technology, Right Where You Need It

Hybrid RTLS combines near-room BLE and precise IR technology to deliver the right level of locating for every workflow. Deploy room-certain precision where Patient Flow depends on it while leveraging BLE for scalable, facility-wide visibility and future RTLS expansion.



RTLS Simplified

Healthcare is complex. Your RTLS shouldn't be. Because every healthcare environment is different, Midmark RTLS offers deployment options tailored to your existing infrastructure. When BLE capability already exists with compatible wireless access points, simply add Wired or Wireless IR for a hybrid approach that builds on your networking investment. Plug-In BLE Sensors or IR/RF technology are also supported.

SENSORY NETWORK	BLE	Wireless IR	Wired IR
LOCATION METHOD	Bluetooth	Infrared	Infrared
GRANULARITY	 Near Room-Level (<5 meters)	 Room/Bed/Chair Level	 Room/Bed/Chair Level
POWER SOURCE	 Plug-In Sensors  Access Points	 Battery	 Low Voltage Wiring






PRECISION WHERE CARE HAPPENS

Precision IR delivers the room-certain accuracy needed in patient care areas to support advanced clinical workflows. Pair IR with BLE in hybrid RTLS deployments or choose our proven 7th-generation IR/RF sensory network for smaller deployments. It's the precision behind solutions like Patient Flow, EMR integration and other clinical interfaces and Nurse Call Automation.

VISIBILITY THAT SCALES

BLE provides cost-effective, scalable, facility-wide visibility using existing BLE-capable access points or Midmark Plug-In BLE Sensors. As the foundation of a Hybrid RTLS deployment, BLE extends location visibility beyond patient care areas to support solutions like Asset Tracking, Staff Duress and interfaces that require simple location visibility.

Wireless IR Sensory Network



Achieve room-certain precision without wiring. Our battery-powered Wireless IR Sensor is interoperable with BLE-capable APs or Plug-In Sensors, installing quickly and cost-effectively with no additional hardware needed. Ideal for existing environments or phased RTLS expansions, Wireless IR can be layered onto BLE to add precision where it matters most—supporting advanced clinical automation and room-certain accuracy in patient care areas.

Compatible Badges



BLE/IR CLEARVIEW™ BADGE
Our BLE/IR Clearview Badge provides room-certain location where IR sensors are installed and near-room location where BLE coverage is available. It offers superior battery life and a functional, easy-to-wear design.



CLEARVIEW BADGE INSERTS
Choose the color that matches your facility, or creatively color code badges based on staff roles. The possibilities are endless. Clearview comes in White, Red, Blue, Yellow and Green. Custom options also available.



BLE BADGE
For staff who only need duress capability—without precise, room-certain location—the lightweight BLE Badge can be located with near-room accuracy within the Wireless IR Sensory Network.

Compatible Asset Tags



WIRELESS IR SENSORS
Wireless IR Sensors receive IR signals from BLE/IR badges and tags to create locations as small as a 4-foot radius. Battery operated and roughly the size of a smoke detector, they use BLE-capable APs on Plug-In Sensors to communicate location data to CareFlow RTLS.



BLE-CAPABLE ACCESS POINTS
Healthcare facilities with BLE-capable APs can rapidly deploy scalable RTLS by leveraging their current infrastructure. APs receive precise location data from Wireless IR Sensors while also delivering near-room location information as a backup to IR or for BLE-only badges and tags.



PLUG-IN BLE SENSORS (V1 OR V2)
When your facility's networking infrastructure isn't yet BLE-capable, Midmark RTLS Plug-In BLE Sensors provide fast, scalable deployment. Like BLE-capable APs, these sensors receive precise location data from Wireless IR while also delivering near-room location information.



BLE/IR ASSET TAG
The BLE/IR Asset Tag provides room-certain location where IR sensors are installed and near-room location where BLE coverage exists. Battery life of up to one year depending on time in motion.



BLE ASSET TAG
With a battery life of up to three years, this compact asset tag provides the perfect foundation to locate most mobile equipment within 3-5 meters.



BLE MICRO ASSET TAG (V2)
The smallest asset tag available, the Micro BLE Asset Tag (v2) with IP67 ingress protection helps track easily lost, small equipment providing near-room location within 3-5 meters. Battery life of up to two years.

Wired IR Sensory Network



When installing IR facility-wide, use our 7th generation Wired IR/RF Sensory Network, featuring small, discreet ceiling-mounted sensors.

Exchange RF for BLE, and Wired IR can also be the room-certain foundation for a hybrid BLE/IR system, with BLE extending visibility beyond patient care areas for facility-wide RTLS solutions.

Once installed, little to no maintenance is required, offering a low total cost of ownership and the precision necessary to drive workflow automation.

Compatible Badges



IR/RF CLEARVIEW™ BADGE
Used in facility-wide IR/RF deployments, the IR/RF Clearview Badge sets the standard for durability and accuracy. With superior battery life and a functional, easy-to-wear design, Clearview stands the test of time.



BLE/IR CLEARVIEW BADGE
For use in hybrid environments, the BLE/IR Clearview Badge provides room-certain location where IR sensors are installed and near-room elsewhere with BLE coverage.



CLEARVIEW BADGE INSERTS
Choose the color that matches your facility, or creatively color code badges based on staff roles. The possibilities are endless. Clearview comes in White, Red, Blue, Yellow and Green. Custom options also available.

Compatible Asset Tags



WIRED IR SENSORS
Our discreet IR Sensors (2.75"W x 1"D) receive badge and tag signals to create room-, bed- or chair-level locations as small as a 2-foot radius. Sensor Plus includes a USB port to power BLE beacons for wayfinding applications.



WIRED RF SENSORS
When Wired IR is deployed facility-wide, we pair with RF sensors to receive button push and battery status data from IR/RF devices. In a hybrid BLE/IR system, RF is replaced with BLE-capable APs or plug-in sensors for the same function—plus extended locating capabilities.



COLLECTOR + CONCENTRATOR
The Concentrator (shown, with punchdown block) and Collector (both 5.25"W x 1.625"D x 5.5"H) are the backbone of the Wired IR Sensory Network. Concentrators receive data from up to four Collectors, which each receive data from up to 24 wired sensors.



IR/RF ASSET TAG
A reliable RTLS tag for room-level (or better) accuracy. Exceptional battery life of up to two years, depending on time in motion.



IR/RF MINI ASSET TAG
Same locating technology and precision in a smaller size. Exceptional battery life of up to two years, depending on time in motion.



BLE/IR ASSET TAG
The BLE/IR Asset Tag provides room-certain location where IR sensors are installed and near-room location where BLE coverage exists. For use in hybrid environments, it delivers up to one year of battery life depending on time in motion.

Additional Accessories

Enhance your RTLS investment and equip your facility or health system with these additional accessories for the Wired and Wireless IR Sensory Networks.



ADA BADGE STORAGE CABINET
Place IR/RF or BLE/IR badges in a “non-active” zone and preserve battery life. Meets Americans with Disabilities Act (ADA) standards for accessible design. Available in wired and wireless configurations.



ADA BADGE DROP BOX
Make returning IR/RF or BLE/IR patient badges easy with our ADA-compliant Badge Drop Box. Used to automate the patient discharge process with EMR integrations and CareFlow Patient Flow. Available in wired and wireless configurations.



REMOTE STATION
The Remote Station is a small, wireless RF or BLE device that can be mounted on a wall or other surface to initiate a preprogrammed response (e.g., identify room status, call for vital signs, call for staff assist or duress).



FOCUS KIT
Looking to focus your IR sensors for increased precision? Our inexpensive Focus Kits easily configure Wired and Wireless IR Sensors to achieve bed- and chair-level precision.



RACK MOUNT SYSTEM
Integrate your Midmark RTLS Wired IR Sensory Network with your existing rack mount architecture using our Rack Mount System for Collectors and Concentrators.



IR BADGE TESTER
Check the status of IR badges or tags using our hand-held Badge Tester. The LCD screen shows a reading of badge/tag ID number, battery state, IR signal type, motion state and alarm state.



What you get with Midmark



SUCCESS COACHING + EXPERT PROJECT MANAGEMENT

Our Success Coaches are available every step of the way, pre-sale to post-go-live, helping you with decision making, change management and process improvement using RTLS data. They'll work together with our highly knowledgeable in-house clinical experts and regionally-certified System Integrators, using a proven methodology for successfully deploying CareFlow RTLS in the clinical environment.



COMPREHENSIVE EDUCATION, IN-PERSON + VIRTUAL

An experienced nurse educator from our Clinical Solutions team or your local System Integrator will conduct onsite training for super users on best practices for wearing badges, using software and running reports. For our Advanced Patient Flow customers, we also provide System Analyst education that enables your team to configure and support the system. In addition, on-demand virtual tutorials are available through our online knowledge base.



EXTENSIVE, TIME-TESTED WORKFLOW EXPERTISE

For more than three decades, we've helped health systems improve operations and create better experiences for patients, nurses, providers and staff. From simple asset tracking to complex patient flow solutions, which we pioneered more than 15 years ago, Midmark RTLS and our nationwide network of local support offers the proven expertise your health system needs to catalyze positive change using accurate, reliable technology.

SOURCES

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- 2 "Wait Times, Patient Satisfaction Scores, and the Perception of Care." American Journal of Managed Care.
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- 11 Kronos, Inc.
- 12 Bureau of Labor Statistics
- 13 American Association of Colleges of Nursing
- 14 Association of American Medical Colleges



Designing better care.®

Midmark RTLS is an ISO 9001:2015 Compliant Company.

For more information or a demonstration, contact 1.800.MIDMARK, or call Midmark RTLS directly at 1.877.983.7787. Visit our website at midmark.com.

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