

MediTouch Increasingly Employs Remote Access across Many Clinical Scenarios



Rehabilitation technology manufacturer, MediTouch, has relied on TeamViewer for more than a decade. It is increasingly used to train clinicians on rehabilitation technology and perform software updates without the need for face-to-face interaction.

Initial Situation

Established in 2004, MediTouch Ltd. manufactures robotic and perturbation-based balance and gait training and rehabilitation technology. This technology is increasingly used for both clinic and home therapy / telehealth use, enabling patients to conduct functional task training and improve functional ability. Headquartered in Israel, with international presence across Europe, USA, and APAC, MediTouch's long-standing partnership with TeamViewer has enabled the organisation to take a flexible approach to training clinicians on using their technologies, before, during, and after the pandemic. The partnership is successfully being used to train clinicians and maintain its technology. Using remote access in this way means the company faces no geographical barriers. It's no surprise that TeamViewer has been an integral component to MediTouch's success since its early days.

Challenges

Training clinicians to use complex medical technologies for both clinic and remote rehabilitation sessions requires significant time and cost if the teaching is face-to-face. MediTouch needed a remote access solution that could increase efficiencies and be multi-functional, benefitting MediTouch technicians and the clinicians.

Key challenges included:

- Training clinicians on MediTouch technology, no matter their location and regardless of restrictions imposed from the pandemic
- Finding a remote access solution that could fulfil both technical and business needs
- Keeping MediTouch solutions updated across international markets in an efficient manner



” **TeamViewer and remote access were an excellent tool that we used for clinical training during the pandemic, and we see it as a tool to use going forward after the pandemic.**

**Darren Marchant, Physical Therapist,
Fit Physical Therapy, St George, Utah**

TeamViewer Solution

More than a decade ago, MediTouch chose TeamViewer for its leading position in the market and has been satisfied with its service ever since. TeamViewer offered simple installment for MediTouch's international footprint and complied to data regulations in local markets such as GDPR and HIPAA.

Another big reason for choosing TeamViewer above competitors is the dashboard functionality. Using the dashboard MediTouch engineers and technicians offer immediate support as the status of all their installed systems is easily visible within a single platform. In addition, this same platform has allowed the company's clinical support team to offer secure and professional remote clinical training.



Increased Efficiencies
All-Round



Reliable System
Maintenance Across
The Globe



Exceptional ROI
For Business

Results

✔ Increased efficiencies all-round

MediTouch technicians reduce time and cost through training staff through remote sessions. This enables remote and clinic-based clinicians to communicate across geographies and time zones without disruption. MediTouch and the clinic saves time and money by interacting remotely. It's a win-win situation.

✔ Reliable system maintenance across the globe

MediTouch can use TeamViewer to perform software updates and maintain systems fully remotely. This does not just have huge time and cost savings benefits, but gives clinicians peace of mind that the solutions they're using with patients are up-to-date with local market regulations and are being looked after.

✔ Exceptional ROI for business

The organisation considers TeamViewer an integral component to their success and contributed to its ability to carry on throughout the disruptions of the pandemic. Its ten-plus year partnership is testament to the true value that TeamViewer brings to its success.

Training and Support for First Class Rehabilitation

TeamViewer enables MediTouch to train clinicians on using their tools with a click of the button. This makes training much more accessible, as well as saving MediTouch training staff a significant amount of time and expense through mitigating the need for face-to-face sessions. Thanks to TeamViewer, training a clinician on a tool takes around four hours, as opposed to the time it would take to travel for an in-person training session. This has been critical throughout the pandemic as countries experienced ongoing restrictions. Whilst MediTouch prefer to take a hybrid approach to training, combining remote sessions with some face-to-face interaction, their abilities to train clinicians across the globe through virtual interaction and remote access to installed systems has enabled the organisation to maintain business operations at the height of the pandemic. It means MediTouch clinicians can fit in more training throughout the day, by being able to operate across more time zones.

In addition to training clinicians on the technology itself, TeamViewer remote access is also used for ongoing training and support during rehabilitation sessions. It enables trainers to shadow a remote rehabilitation session, wherever their location and assess and provide feedback to the clinician on the session. This means clinicians can deliver first class rehabilitation services to patients thanks to ongoing assessment and training.

One clinic owner and Physical Therapist, Darren Marchant of Fit Physical Therapy in St George, Utah, explains:

“During the pandemic the clinical training was done using TeamViewer and this allowed us to schedule the training before and after clinic as well as over the lunch time, so our operations were not affected. TeamViewer and remote access were an excellent tool that we used for clinical training during the pandemic, and we see it as a tool to use going forward after the pandemic. We will continue to use remote training to ensure our clinicians remain up to date and fully trained in a timely fashion.”



Quick and Simple Solution Maintenance

TeamViewer also helps MediTouch technicians keep systems updated remotely, enabling clinicians to conduct sessions with up-to-date and safe technology. For example, MediTouch has over 100 BalanceTutor systems installed across its markets. Implementing on this scale would not be possible if technicians could not maintain these systems remotely. Thanks to TeamViewer's dashboard capabilities, technicians can keep on top of all systems across their markets and get full visibility on their status. Allowing the team to see which systems are due updates or if systems are experiencing technical issues. Once technicians are notified on a system update, for example, they can access the system remotely and update it as fast as possible. This means clinicians can be rest assured that their technology systems are being looked after so they can focus on their patients.



“ We’re taking our remote access capabilities to the next level by embedding remote access practices in our technology training. Training clinicians on our tools and maintaining our systems at the click of a button has enabled MediTouch to break through global disruptions such as the pandemic allowing our clients to provide first class rehabilitation services across our markets, no matter the location.

Alan Waterman, Director of Clinical Training, MediTouch

About MediTouch

Founded in 2004, MediTouch's mission is to deliver clinicians with platforms for in clinic and telehealth physical and occupational therapy. In clinic balance, gait and sensory integration therapy is facilitated through the BalanceTutor™. The BalanceTutor™ is a unique reactive response balance and gait training treadmill that initiates 4 directional, medial/ lateral and forward/ backward unexpected perturbation while standing and walking. The company also specializes in movement biofeedback technology. The HandTutor™, ArmTutor™, LegTutor™ and 3DTutor™ are wearable sensors that together with the MediTutor powerful software platform allow upper and lower extremity in clinic and telehealth rehabilitation sessions. MediTouch is a privately held company and is headquartered in Netanya, Israel. More information: www.meditouch.co.il

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere.

With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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