Customer Stories:
OneCare

AT&T Business

OneCare smartwatch with highly secure AT&T LTE-M connectivity delivers patient and caregiver peace of mind during the COVID-19 pandemic and beyond

- **Business needs** – Technology innovator OneCare needed a way for clinicians and caregivers to remotely monitor the health of seniors, people with chronic conditions, and those with COVID-19.
- **Networking solution** – OneCare chose AT&T wireless connectivity to power its CareWatch by transmitting critical medical data to the cloud, where it's accessible by the patient's support team.
- **Business value** – Empowerment for patients who can take charge of their own health; peace of mind for patients' families; deep insight for clinicians and caregivers because of comprehensive health data.
- **Industry focus** – Mobile medical software, data collection, and tracking technology.
- **Size** – Startup

About OneCare, Inc.

OneCare, Inc. is a software/data collection company that empowers care, connections, data, and analytics. Their goal is to play an important role in the new "decentralized, connected care" space. The company has a suite of proprietary, patented, health and wellness-grade wearable monitoring technologies. OneCare solutions provide patients, physicians, families, nursing homes, and hospitals with comprehensive health data. The system and devices will be HIPAA-compliant and utilize an open application programming interface for easy data communication and integration into any existing electronic medical records system. CareWatch, the company's smartwatch, has been certified by the Federal Communications Commission and PTCRB, an organization that ensures a device's interoperability on global wireless networks.

The situation

Visionary Tom Glaser, Founding Partner and Chairman of OneCare, started the company to help improve individuals' health and reduce medical costs. The medical startup needed the ability to connect its innovative CareWatch with clinicians and caregivers in near-real time throughout the U.S. and eventually around the world.

Solution

AT&T LTE-M connectivity enables OneCare to transmit critical health data to the cloud, allowing individuals, their clinicians, and caregivers to monitor the CareWatch wearer's status and well-being in near-real time. The LTE-M low power wide-area network is optimized for compact Internet of Things (IoT) devices like the CareWatch.

A new way to monitor patient well-being

Timing is everything. Technology visionaries Tom Glaser and his partner Sammy Sun had just launched the CareWatch, a standalone connected wristwatch that enables physicians and caregivers to monitor the health of the wearer in near-real time, when the COVID-19 pandemic struck. While it was designed to assist patients with chronic conditions, the CareWatch became a lifeline for patients during the coronavirus pandemic. "CareWatch is the certainty patients need in uncertain times," Glaser said.

OneCare's smartwatch is the world's first direct cellular connected, certified wrist wearable on the low power wide-area AT&T network. "With the strongest, most powerful connection and simple, intuitive app, it provides health data that's easy to share," Glaser said. And there's no need to pair the CareWatch with a cellphone, which makes it accessible to people who don't have a mobile phone.

Glaser originally envisioned the watch would help people over the age of 50 monitor chronic medical conditions. Early CareWatch tests found that 80

percent of users were older people whose children wanted to monitor their status remotely. The watch can determine that patients are moving around and have a strong pulse that's within normal parameters. Caregivers can define safe areas with geofence perimeters that will send immediate alerts if the loved one goes beyond the defined area.

But the CareWatch is also popular with growing numbers of users who live alone and want to continue to do so as they age. It provides activity trackers, reminders, and alert technologies; wearers can see their daily step count, measure their pulse, and track sleep data. If the wearer should fall, the watch can notify a caregiver or clinician without the wearer having to do anything.

A wide-ranging view of overall health

As the COVID-19 pandemic spread, Glaser and Sun recognized that the CareWatch could also help people with acute conditions. In a move that few startups would dare, OneCare offered its CareWatch free of charge and with no monitoring fees for 2-3 months.

"We put out a press release and thought we would distribute a couple hundred devices," Glaser said. "We've sent 1,000 already and we're just two weeks into the COVID special program."

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> Founding Partner and Chairman, OneCare, Inc.

"Patients who have it, including one of our board members, Dr. Jeff Hatcher, express the comfort they feel at being monitored remotely in a near-real-time environment by family and by other physicians. And so, there's a peace of mind on both sides."

Dr. Hatcher, who is recovering from COVID-19, was enthusiastic about the difference the CareWatch made: "It was truly remarkable, the effect it had. And I can also say, as a physician, OneCare is fundamentally changing the way we caregivers stay connected with our patients across the healthcare continuum—post hospitalization, homecare, senior living, and in the physician practice."

Patients feel good knowing that if something happened with their heart rate or blood oxygen levels that someone was watching. "Our watch is a pure IoT hub of care that transmits health data tracking, giving the patient and clinician a wide-ranging view of overall health," Glaser said.

Peace of mind for families and patients

The CareWatch uses LTE-M connectivity to send data from the patient's blood pressure cuff, blood pulse oximeter, ECG monitor, scale, and other medical devices to the cloud.

Wearers and their families can view the results using an easily downloadable smartphone app. Physicians can also view results on their smartphones or use an application management system that lets them monitor thousands of wearers. "Ultimately, we hope that physicians will embrace this as a way to reduce risk and allow them to focus on the higher risk patients that need help," he said.

The device supports family members' ability to keep tabs on their loved ones from afar. "If you look up the dictionary definition of social distancing, our platform ought to be the picture right next to it," Glaser said. "We are disintermediating the traditional way that people can watch over a loved one with near-real-time streaming data. If there's an anomaly, they get an alert."

Most of the first 1,000 CareWatches OneCare distributed went to people who wanted it for a loved one. "Since they couldn't be next to their loved one, this was the next best thing," Glaser said. "That's really where I think we've had and will continue to have the most impact in the whole new paradigm of social distancing."

Facilitating informed decisions

The AT&T LTE-M cellular network allows clinicians near-real-time access to patient data in a highly secure environment—enabling caregivers to intervene when necessary. The low-power wide-area network makes possible CareWatch's 5-day battery life and always-on feature.

OneCare's proprietary Bluetooth protocol facilitates easy connectivity with other health and medical devices, which deliver data to the watch via the Bluetooth channel and then use the AT&T network to send the vital information where it needs to go. The user turns on the device, double taps on the app pairing screen, and it's automatically connected.

The OneCare communications hub measures real-time pulse, other vitals, and environmental conditions. It delivers that data to a mobile app, telemedicine platform, or electronic medical records system to enable healthcare professionals to make educated decisions on what type of care or follow-up is needed. The CareWatch was the first medical wearable to earn AT&T LTE-M certification.

Glaser says the AT&T certification was invaluable to his fledgling company. "AT&T certification brought us instant credibility, which is priceless," he said.

Extending the technology to other industries

AT&T Business has helped OneCare introduce its product to industries beyond healthcare. For instance, AT&T recognized the possibility of using OneCare technology to help logistics companies comply with federal health and safety mandates. Drivers with health problems are sometimes unable to meet the necessary health requirements, which can mean the loss of their job.

The watch lets the drivers know if they're having problems with their blood pressure, diabetes, or other conditions so they can seek treatment and be in shape to pass their annual physical and continue their employment.

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AT&T also recognized potential applications in the hospitality industry, where the federal government reports that employees have high rates of occupational injury.[1] The CareWatch can detect a fall for workers and the SOS feature can be used to summon help if an employee is put in a compromised position.

1 https://www.ncbi.nlm.nih.gov/pubmed/19593788

Connecting and empowering

OneCare also is using its technology to help former armed services members experiencing post-traumatic stress disorder. Data suggests that communicating with a veteran even once a day through a text message or a phone call can dramatically improve their health and reduce healthcare costs.

Because veterans became accustomed to relying on one another when they were on active duty, OneCare plans to use its smartwatch to connect them once again. The wearable could let veterans know that they're not alone. The device can also help monitor their vital statistics.

The CareWatch is also helping elderly people to continue living independently. "We've found that women above the age of 70 to 75 feel empowered and want to take care of themselves and their health and wellness, but also are very comforted that there's a family member or someone that will watch vital information that comes from their wrists," Glaser said.

"People in their golden years today are not like my grandparents. They are active, they are technology savvy, and they want to empower themselves."

Invaluable assistance in getting help to people who need it

Technology as innovative as the CareWatch, which offers a complete solution for practical, affordable telehealth and remote patient monitoring, requires a top-grade network. Glaser said the company is grateful for the initial and ongoing support of AT&T Business.

"A standalone, direct cellular-connected wrist wearable is really just the first of technologies and software that we're going to commercialize as it relates to the wearables market," he said. "We want OneCare to evolve into a platform company that's really focused on direct cellular connected wearables producing data. It's all about the data."

OneCare sees a future of wearable devices and eventually implantable devices that are direct cellular connected on the low-power wide-area network. "There's a litany of things that we hope to be doing with AT&T. The technology in IoT and low-power wide-area network is really the future for our business. I'm thrilled and grateful to be working with AT&T."