

# Aiva: The Voice OS for Healthcare



## Better Care Starts with Listening

### Why Aiva Health?

- Reduced distractions and burnout among nurses
- Increased workflow efficiency
- Improved patient satisfaction
- Contactless room control
- Centrally managed IoT devices
- Easier access to patient education
- Real-time service recovery

### Challenges: Nursing Shortages + Consumerization of Healthcare

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Providers face a shortage of 1.2 million nurses by 2025, just as patients are demanding more convenience and closer communication. Without better technology, patient outcomes and HCAHPS suffer, while nursing burnout grows. Voice assistance is the key driver to providing patients with a better, more self-directed experience while freeing nurses to practice at the top of their license.

### Product features

#### Smart Hospital Room

Aiva lets patients control lighting, blinds, thermostats and TVs themselves, taking those tasks off of Nursing:

- Integrations include building management systems like JCI and Siemens speed implementation.
- TV control includes patient experience platforms like GetWellNetwork and Sonifi.

#### Smart Response

Aiva understands and routes patient requests to the most appropriate staff member, who can communicate back into the room via Alexa.

- Nurses only get messages meant for their role, reducing distractions and letting them focus on direct patient care.
- Patients feel heard and enjoy quicker response times, improving satisfaction.

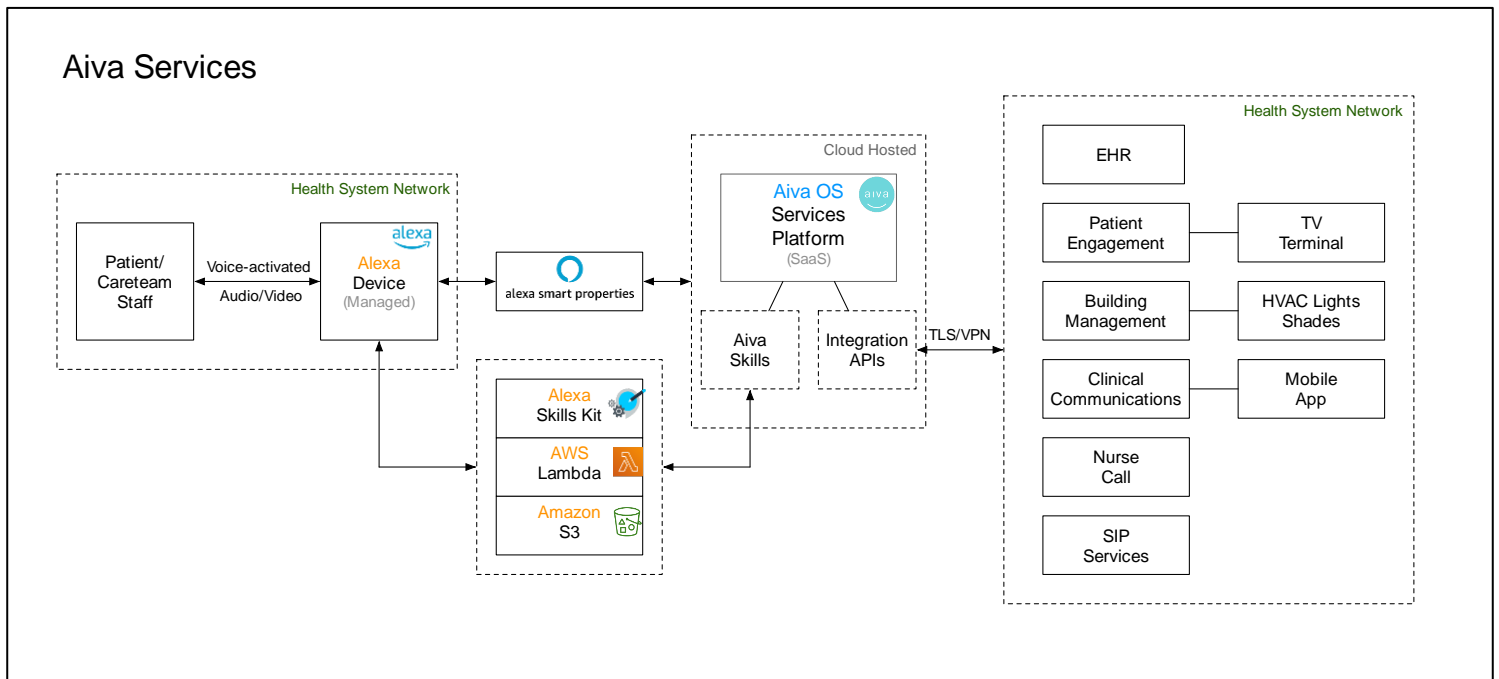
#### Telehealth

Clinicians use Aiva for virtual rounding and video calls, allowing them to save time and PPE while staying in closer touch with their patients.

- Staff have the option of dropping-in or placing calls to patients from anywhere outside the room.
- From inside the room, staff can also call colleagues and other hospital resources, like transport, spiritual services and dining.

## How it works

Aiva puts Amazon Echos into hospital rooms and uses the Alexa Smart Properties platform to manage the devices and their skills – including purpose-built skills as well as many standard Alexa features like music. By integrating with other systems, Aiva enables voice control over lighting, blinds, thermostats and patient experience platforms on the TV. Aiva also leverages VOIP to enable voice and video calls to landlines and regular mobile phones.



## Differentiators

- Widest range of integrations with EHRs, patient experience platforms, CC&Cs and other existing systems
- Best practices from implementing and supporting by far the largest number of Amazon Echos in U.S. hospitals
- Unique 2-way calling capabilities for patients, staff and family members, including video calls
- Biggest library of healthcare-specific skills for patients, clinicians and family members

## What our customers are saying

“ Aiva lets our care team save steps while keeping them closer to our patients. ”

-Tom Garthwaite, President, BayCare St. Joseph's Hospital-North

## Additional Resources

- [Aiva in Action \(video\)](#)
- [Aiva + Your Digital Front Door \(video\)](#)
- [BayCare System-wide Launch Announcement \(article + video\)](#)
- [Alexa is Making its Way into Hospital Rooms \(TV news story\)](#)

## Product Benefits by Role

The diagram illustrates the product benefits for three roles: Patient, Nurse, and Administrator. Each role is represented by an icon and a list of benefits. The Patient role is shown with a woman icon and a smart speaker, with benefits including easier communication, room control, entertainment, and education. The Nurse role is shown with a smartphone displaying a patient's profile and a list of requests (Dinner Order, Snack Request, Ice Chips), with benefits including practice at top of license, quicker requests, offloading tasks, and 2-way communication. The Administrator role is shown with a dashboard titled 'San Junipero Health Center Device Manager' displaying various metrics and a user profile, with benefits including interoperability, IoT management, security, and analytics.

Role	Benefit
Better, More Self-Directed Patient Experience	• Easier communication with care team and family
	• More room control
	• More entertainment options
	• More education access
	• Instant education access
Greater Nurse Efficiency and Satisfaction	• Practice at top of license
	• Quicker requests with more context
	• Offload lower-value tasks
	• Easier 2-way communication
Enterprise Controls for Administrators	• 360° interoperability
	• MDM-like IoT management
	• Security & privacy protection
	• Optimization through analytics dashboard

Solution available in [AWS Marketplace](#)