



أمانة للرعاية الصحية
Amana Healthcare
Brought to you by M42

Remote Patient Monitoring



For more information and to book an appointment, please contact us:

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An Information Leaflet for Patients and Family Members

Hellocare is the world's most integrated AI-assisted virtual care delivery platform. This service provides 24/7 continuous patient observation through a single remote clinician's monitor. The following Hellocare features are designed to help patients and their family members understand how the device functions and when the virtual nursing camera is in use.

Amana Healthcare is dedicated to protecting our patients' privacy at all times. The camera complies with Federal Law No. 2 of 2019 and the Department of Health – Abu Dhabi (DoH) Digital Health and Privacy Standards, ensuring it is both safe and secure. Its artificial intelligence features provide surveillance capabilities that are used solely for internal quality and safety purposes. If you have any questions about these features, please feel free to speak with a member of your care team.

Frequently Asked Questions (FAQs)

What is the camera used for?

The camera is a part of the hospital's infrastructure, and it serves to help nurses take care of patients virtually.

What is the reason for having two cameras in the room?

Both cameras are part of the same platform. The virtual nurse will be using both cameras depending on the needs they have while taking care of the patient.

How do I know if I am being watched?

Whenever the camera is in use, a distinct rainbow light will appear around it. If you see the rainbow light, this means the virtual nurse is actively using the camera. At other times, you may notice different colored lights, such as blue or red. These lights indicate the camera's status—such as online or offline—but do not mean the camera is being used by the virtual nurse.

Why am I seeing a message on the TV saying:“Your nurse is connected to you”?

Whenever a nurse is attending to you, you will see a rainbow LED light surrounding the camera. Additionally, a message will appear on the TV, but it will only be visible when the TV is showing the camera's screen. When you're watching TV channels or other content, the nurse will not interrupt you with the message.

Is there a way to have privacy so nobody can see inside the room?

Yes! If you wish to have the privacy mode enabled with your loved one, kindly inform your nurse for activation. Once the privacy mode is enabled, the rainbow LED camera will be turned off as an indication that the privacy mode is ON.

How do I know if the privacy mode is ON when there was no Virtual Nurse using it, therefore, no rainbow LED in the camera?

To enable privacy mode when the camera is not in use and confirm that it's activated, simply change the TV channel to HDMI 1. This will display the Hellocare main screen, where you'll see the privacy mode message if it's active.

As a family member, is there a way I can join the virtual visit?

Yes, but only if you've been invited. You cannot start a call on your own. To join, you'll need a PC or mobile phone with an internet connection. The virtual nurse will send you a link via email or another method, such as direct chat, which you can use to join the visit.

Things to Remember

Your virtual nurse will always ask for permission before “entering” your room. When the camera is in use for monitoring or a video call, a distinct rainbow light will appear around it.

If you have a question for our nursing team, simply call your virtual nurse by saying:

“Hellocare, call my nurse”

If your virtual nurse doesn't answer right away, they will return your call as soon as possible. For immediate assistance or if you need bedside staff, please press your nurse call button.

