



Collette Health Elevates Remote Patient Observation with the Tryten S5 Monitor Cart

Discover Collette Health's inspiring partnership success story with Capsa Healthcare and how they are transforming virtual care with cutting-edge solutions.



Virtual Patient Observation with the Tryten S5 Monitor Cart

"We really wanted the hardware to disappear and kind of fade into the background because we're in observation. Price, presentation, and aesthetics were also important."

- Nicholas Luthy, Chief Product Officer at Collette Health

As the healthcare industry grapples with the dual challenges of minimizing costs and addressing staff shortages while aiming to boost patient safety and satisfaction, Virtual Patient Observation (VPO) has emerged as a compelling solution.

Collette Health is at the forefront of this evolution, offering an VPO system that adeptly meets these critical needs.

Their innovative approach not only streamlines operations but also significantly enhances the quality of patient care, setting a new standard in proactive patient care.

About Collette Health

"How can we use video?"

After the pandemic struck in early 2020, healthcare professionals everywhere were asking that question.

There weren't enough nurses, and overburdened healthcare facilities restricted personal contact between patients and their loved ones. The needs far outweighed the solutions.

Fortunately, Collette Health had already worked through significant challenges to develop one of the top VPO systems in 2017.

Collette Health's mission is to be the virtual standard of care.

They provide continuous two-way audio and video on carts and wall mounts, enabling bedside communications and high-acuity inpatient visibility.

With Virtual Patient Observation, one clinician can observe up to 12 patients simultaneously, and patients can communicate with their loved ones or care providers.

Virtual Patient Observation serves as an extension of the clinical care team. Healthcare facilities using Collette Health's VPO system report a [68% reduction in falls](#) and 12:1 staff to observe labor cost savings.

However, when Collette Health started as MedSitter in 2017, it faced a significant challenge.

The Challenge

Like many other pioneers in remote healthcare innovation, Collette Health struggled to find or develop a suitable mount for their audio/video equipment.

The development team rejected IV poles because of the difficulty in securely mounting equipment on them.

After considering workstations on wheels, they realized these were too expensive, too bulky, and had too many protrusions.

Collette Health needed a mobile solution that:

- Had a footprint smaller than the chair a patient observer would use
- Provided secure mounts for audio/video equipment
- Had few or no points of ligature
- Had as few protrusions, flat



“Tryten allowed us to create a solution at a positive price point at the time, which was roughly 25% of what the market would have cost to build and roll a full cart using other solutions.”

- Nicholas Luthy, Chief Product Officer at Collette Health

surfaces, and drawers as possible

- Fit into the background unobtrusively and looked good in a healthcare setting

Other considerations included ease of assembly and durability.

Collette Health would avoid a significant expense and gain an impressive selling point if their solution was so easy to assemble that a technician’s presence at the point of use was unnecessary.

One of their goals was to pre-assemble the carts in our warehouse and shipped fully configured.

The carts were “roll out ready”. Reducing implementation time, cost, and burden.

The Solution

One of Collette Health’s first challenges in 2017 was caused by the weight they placed at the top of the cart pole and the lack of a single extruded pull.

After multiple conversations and collaboration with the Tryten engineering team, a much more robust, sturdier cart emerged. Capsa Healthcare, which acquired Tryten in 2023, now markets the Tryten S5 Monitor Cart.

Tryten also developed the Logitech meet-up mount for Collette Health because setting a conference camera on a flat surface like a table is not safe or mobile.

The camera needed to be higher and attached to the cart to form a complete mobile unit.

Collette Health’s adoption of the Tryten S5 generated remarkable healthcare technology benefits,

leading to the positive reception of Collette Health’s cutting-edge VPO system within the medical industry.

“We’ve worked with you from the beginning; getting the right balance of engineering and purpose to produce.

Tryten, now Capsa, was collaborative from the first prototypes right through production.” - Nicholas Luthy, Chief Product Officer at Collette Health

The Benefits

The [Tryten S5 Monitor Cart](#) meets or exceeds Collette Health’s specifications.

It checks all the boxes:

- The base dimensions are 17.7 X 17.9 inches — smaller than a patient sitter’s chair.
- The appearance is sleek and unobtrusive.
- It has secure mounts for audio/video equipment and a tip-resistant base.
- Cords and cables are concealed.
- There are no unnecessary protrusions.

The unit cost is much less than a full-fledged mobile computer cart, and the S5 monitor carts are delivered fast. To test its durability, the Collette Health team pushed an S5 down a flight of stairs. It reached the bottom fully functional.

Collette Health also discovered they could ground ship the S5 fully assembled after their team configured it to meet individual customer needs. No end-user assembly was required.



“So we are the top patient observation/patient safety virtual care platform that’s been rated by KLAS.

In many ways, that’s due to attention to the smallest detail in delivering service and providing support.

That level of customer support is possible because we’ve been able to work with Tryten.”

- Nicholas Luthy, Chief Product Officer at Collette Health

When the S5s arrive, Collette Health assembles them, mounts monitors and cameras, and pre-loads the network. The big selling point is that end-users can take their unit out of the box on the hospital’s dock, turn it on, and use it immediately.

Collette’s proven system means that elapsed time from first contact to streaming video can be as little as six days. That includes shipping and training.

The Collette Health/Tryten S5 solution to telehealth carts did more than solve Collette Health’s problem. As the field of virtual patient observation unfolds, new use cases keep emerging.

Collette Health’s Future

“We didn’t create the use cases. Our customers, who are clinicians, did.”

- Meredith Foster, Senior Marketing Director at Collette Health

Collette Health originally designed its VPO offering to help prevent patient falls, and that’s still a big part of patient safety programs.

But now, through the pandemic’s lingering influence, VPO is becoming virtual care, entering a distinctly new space.

Clinicians continue to discover exciting new virtual observation solutions for mobile carts and two-way audio/video.

Behavioral care, rural care, virtual nursing, ER, and admission and discharge are only some areas in the healthcare revolution that are finding virtual care applications.

Many experienced nurses who left the workforce are now returning because virtual care allows them to use their skills without being

exposed to the stressors that caused these valuable professionals to leave.

Team nursing and nurse preceptors are emerging use cases. It is highly useful to have an experienced nurse available virtually for a new nurse just out of school.

An entire generation of young nurses has never worked on an actual patient or in a care team environment because they were in school during the pandemic.

These new nurses are very tech-savvy but not experienced in diagnosing and triaging. Having an experienced nurse on the other side of a video screen is impactful.

Because many customers require analytics, Collette Health now includes analytics in every implementation. All the metrics needed to implement data-driven decisions are available.

As new use cases appear, Collette Health and Capsa/ Tryten continue collaborating to adjust to the changes emerging technology and the shifting healthcare environment bring.

Working with Capsa

Because of their close collaboration with Capsa/Tryten’s OEM team, Collette Health delivers precisely what customers need quickly, even if it’s a tiny detail like a change in wheel color.

When a large healthcare provider received a replacement Tryten S5, it had gray wheels instead of the white wheels on all the carts in their original 100-cart order.



“Something I’ve always loved about working with Tryten is their lead times.

We still average about 48 hours on most orders, which is just excellent.

Also, if we engage with other hardware vendors, the level of flexibility tends to go way down.”

- Nicholas Luthy, Chief Product Officer at Collette Health

Many hospitals are very particular about the image they present to the public. This one was no exception.

The customer told Collette Health about receiving a cart with wheels that didn’t match. Collette Health called Capsa. The Capsa team immediately dispatched a box of white wheels. They even included a rubber mallet to facilitate the wheel change. Today, all the wheels are white.

Being first in class is not only about providing a high-quality, easy-to-use product at an affordable price point. Collette Health has found that Capsa/ Tryten’s commitment to its value statement is real — “We care, we listen, we’re flexible, and we respond.”

Capsa’s values apply to its relationships with all customers, regardless of size. When Collette Health began ordering telehealth carts, it wasn’t possible for them to order 1,000 or even 100 carts at the same time.

That didn’t stop Capsa from quickly creating custom healthcare solutions to problems like the pole being top-heavy because of the weight of a monitor or having to design a bracket to hold a camera.

Collette Health’s Recommendation

Being able to speedily deliver a cutting-edge VPO system mounted on a Tryten S5 Monitor Cart enables Collette Health to expand its fleet and reach. Working together, Capsa Healthcare supports Collette Health in being the Next Generation of High-Acuity Virtual Care.

Because Collette Health established a sterling reputation, it is poised to respond to clinician needs and enter emerging markets like the rapidly growing virtual care segment.

Through its collaboration with Capsa Healthcare’s Tryten unit, Collette Health can deliver essential support and quality products to its growing customer base. Its partnership success story is an inspiring example of innovative healthcare solutions.