



# Heroes

Life-changing, life-saving stories from the world of virtual care, **powered by Hippo**



We believe that access to quality care should be a fundamental human right, because without it, preventable diseases can proliferate and health disparities can widen, exacerbating social inequities. For many, getting the care you need — when and where you need it — can mean the difference between life and death.

At Hippo, we have dedicated our lives to transcending conventional boundaries of distance, time and training to serve patients and those who care for them — wherever they are, whenever they need us.

Unlike traditional telehealth, the Hippo Virtual Care™ solution combines the most advanced, voice-activated Assisted Reality headsets and clinical-grade software to deliver a “through the eyes of the clinician” viewpoint — allowing expertise to be transferred from anywhere in the world directly to the point of care. Our platform enables first responders in the field, healthcare workers at a rural clinic, or caregivers at home to livestream their activity to specialist colleagues for real-time consults on complex cases, as if they were physically there. This immersive, virtual care experience increases access to specialty care in rural or underserved areas and results in faster diagnosis and treatment, ultimately improving patient outcomes and reducing the overall cost of care.

For the many patients and clinicians around the world who we have touched — from Australia to Africa to the Americas and beyond — Hippo has been life-changing, and potentially life-saving. Here are the stories of just some of the people and organizations whose lives we have helped transform.



*Patrick Quinlan*

**Patrick Quinlan, MD**  
CEO and Co-founder  
Hippo Technologies, Inc.

**“Creativity is thinking up new things.  
Innovation is doing new things.”**

**Theodore Levitt**







# From the Clinic to the Classroom — How Virtual Care is Molding the Physicians of the Future

"Hippo technology allows us to continue our clinical education experience and expand into areas that we were not allowed before," remarked Dr. Luis A. Rodriguez Anaya, DPM, an accomplished podiatric surgeon currently serving as the Assistant Professor and Interim Clinical Education Director at Barry University School of Podiatric Medicine in South Florida.

As staunch advocates for the proliferation of next-gen technology to support care delivery, Barry University is utilizing the voice-activated and hands-free Hippo Virtual Care device, for a real-time clinical experience to transform how students learn.

Due to the limitations of meeting in person during the COVID-19 pandemic, and now due to the advancement and demand for virtual care delivery, remote healthcare and learning have become essential. According to Dr. Robert

Snyder, DPM, and Professor and Director of Clinical Research at Barry, "The Hippo technology has enabled us to stream doctor-patient visits to our classrooms, for real-time clinical experience for our first-year students. Beyond further elevating the cutting-edge educational experience for our students, we are utilizing Hippo on medical mission trips, connecting underserved communities with our world-class providers."

Beyond facilitating remote collaboration for specialty care and healthcare professional education, Hippo technology fosters a sense of community. According to Azariya McClendon, class of 2024, "Hippo will help students early in their medical school career build long-lasting professional relationships with surrounding physicians."

Barry University is a university founded in 1940 in Miami Shores, Florida. The university offers more than 100 degree programs in six schools and two colleges, including the Barry University School of Podiatric Medicine, one of only nine podiatric medical schools in the United States.

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**Dr. Robert Snyder, DPM**

Professor and Director of Clinical Research  
Barry University



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## Healing from Afar: New Care Opportunities for Child Refugees

In the sprawling refugee camps along the Syrian border in Jordan, around 650,000 Syrian refugees find themselves in a daily struggle for survival, dependent on humanitarian aid for their most basic needs. These displaced individuals, especially the children, grapple with complex medical issues, deep psychological scars and trauma, inadequate housing, and unsanitary conditions.

To provide desperately needed medical aid to these child refugees enduring unimaginable hardships, the Children of War Foundation's physicians utilized Hippo's Virtual Care platform to perform remote triage examinations and administer real-time treatment. Surgeons and healthcare providers from various backgrounds across six time zones, from the USA, Turkey, and Jordan provided vital medical consults and virtual health services to the refugee children residing in harsh environments, many with time-sensitive medical conditions.

To assist with on-site examinations, a field pharmacist wore Vuzix Smart Glasses connected to Hippo's Virtual Care technology platform to give the remote physicians a first-hand view. Each evaluation began with the pharmacist giving a brief overview of the patient, including their age, gender,

**"I expect we will be expanding partnerships like this dramatically."**

**Brent Hopkins**  
Chief of Staff  
Hippo

and condition. The deeply engaged remote physicians would then guide the pharmacist through the examination, asking probing questions and directing compassionate physical care.

"Most impressively from a technology standpoint was the ability for two doctors on two different occasions to diagnose conditions by looking at a live feed of field medics holding x-rays up to a window," noted Brent Hopkins, Chief of Staff at Hippo, and himself a US Army veteran. "The doctors reviewed several brain and joint scans with excellent clarity."

"Everyone at Hippo knows that we belong to an organization that wants to have a positive impact on the world," Hopkins stated. "After this success, I expect we will be expanding partnerships like this dramatically."

The Children of War Foundation [COWF] is dedicated to supporting children in need of medical care, regardless of nationality or citizenship. For 14 years, the COWF has upheld its core mission through an extensive network and grassroots efforts: to create a world where equitable healthcare and education are accessible to people regardless of geographical boundaries, financial means, or citizenship.







## Next-gen Telenephrology: Breaking Down Geographical Barriers in Guatemala



Nothing is more precious to a physician than their time. Dr. Weynin Sierra, a Nephrologist, knows this all too well.

In Guatemala, there are over 230 patients receiving life-saving dialysis treatment in decentralized clinics located more than 200 kilometers away from the capital. However, they are located in municipalities three hours away from each other, and despite being staffed with technical assistants, nurses, and an internist onsite — there are not enough specialists to cover the realm of care required. Until recently, Dr. Sierra had been traveling weekly between three clinics, wasting precious, care-time hours.

Nephrology, a subspecialty of internal medicine that focuses on the diagnosis and treatment of kidney diseases, has faced a critical shortage of providers. Increased demand has pushed clinicians and staff to their breaking points resulting in higher-than-usual turnover, dialysis specialists require extensive training and technical skills that can take months to learn, and Nephrologists are increasingly located in urban areas, making it hard for people in rural settings to access them.

Since using Hippo Virtual Care, Dr. Sierra has conducted visits remotely by connecting with the internist who wears the hands-free voice-enabled headset during a patient

examination. For 30 minutes, Dr. Sierra can supervise the internist's rounds — seeing, hearing, and speaking to his patients in a clinic 3-4 hours away — and deliver instructions in real-time.

“Now that I was able to experience using the headset and the software,” remarked Dr. Sierra, “well...it fulfills all my expectations. It's an innovative system. It allows us to be with our patients in real-time. It feels like you're right there in the room with them.”

Hippo is bringing a new dimension to telenephrology, allowing complex care to reach patients even when they're far away from clinical specialists.

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**“It feels like you're right there in the room with them.”**

**Dr. Weynin Sierra**  
Nephrologist

The Bethesda Hemodialysis Unit has several locations throughout the interior of Guatemala in Coban, Zacapa and Morales. These clinics serve more than 200 patients suffering with chronic kidney disease.



## Icon Leads the Way in Remote Training for Cancer Care

Icon Group, Australia's largest dedicated provider of cancer care, had plans to expand across the Asia Pacific region before being suddenly thrown into disarray with the onset of COVID-19. The resulting global travel restrictions meant that dispatching their team of specialist trainers to new sites was no longer a viable option. Mission impossible? Enter Hippo Technologies.

Icon's state-of-the-art radiation oncology centers use a medical linear accelerator (LINAC) machine to deliver external beam radiation treatments for patients with cancer. It delivers high-energy X-rays or electrons to the region of the patient's tumor in a highly targeted fashion. Basic training to use a LINAC is rigorous and takes a minimum of eight weeks, followed by a further three-month hands-on probationary period with ongoing skills assessments and appraisals.

While researching potential solutions to their training conundrum, Claire Smith, Icon's Clinical Implementation Manager, came across her savior.

Hippo's hands-free, voice-activated headset was being used by clinicians around the world to videoconference in real-time with remote colleagues and provide remote specialist consultations during the pandemic. Claire remarked, "I could

immediately see these headsets being used to deliver training to our teams remotely."

Her team was immediately impressed with the flexibility and versatility of the virtual care platform. And being able to wear the headsets with personal protective equipment (PPE) was a definite advantage.

"Hippo has revolutionized the way we train and mentor our overseas staff. We can have experienced trainers back at home guiding our staff through orientation, delivering training, and assessing competencies as if we were physically in the room with them," remarked Claire. "There's a world of opportunity with how we use this technology, but for now I'm focused on the training we need to deliver."

Like many others around the world, Claire is a nurse on a mission. One that has just become mission possible — thanks to Hippo.

**"I could immediately see these headsets being used to deliver training to our teams remotely."**

**Claire Smith**

Clinical Implementation Manager  
Icon

Icon Group is Australia's largest dedicated provider of cancer care, with more than 30 locations across the country and a long and distinguished history of delivering exceptional cancer care for the Australian community. Icon centers are a combination of day oncology hospitals that deliver chemotherapy and treatment for blood disorders, radiation oncology centers, and comprehensive centers that bring both day oncology and radiation therapy under one roof.







# ICUC is Revolutionizing Surgical Documentation for Veterinary Care

Due to rapid advancements in technology capabilities for surgery, traditional documentation methods are falling short. ICUC, a medical research group with a focus on medical education, traditionally relied on surgeons to stand behind an attending physician, capturing key stages with video and photography to create vital visual records for teaching, training, and quality improvement. The arrival of new surgical implants has heightened the need for meticulous documentation for certification purposes. Yet, sending a surgeon solely for documentation is costly and time-consuming.

Enter Hippo Virtual Care with the head-mounted display from RealWear. This groundbreaking, voice-activated, hands-free wearable computer, equipped with a high-definition camera and micro-display, can be worn by the attending surgeon and operated remotely by an observer. “The quality of the voice-activated interface was a game-changer,” said ICUC Managing Director Nicolas Perren. “It’s astonishing how well it understands human commands, making it simple for early adopters to use with minimal training.”

To validate the concept, Perren collaborated with the VetSuisse Clinic at the University of Zurich, a leading veterinary medical center. “We wanted to test the proof of concept on animals first, where patient privacy is not a concern,” Perren explained. Partnering with Professor Antonio Pozzi, they initially deployed the device during dog surgeries, with Prof. Pozzi noting its broader potential beyond veterinary use.

“The cost and time savings are considerable,” Perren noted. “Each documented procedure used to cost us around \$5,000 to \$7,000. Now, we can document surgeries worldwide at a fraction of the cost with excellent picture and video quality.”

Perren praised Hippo’s team for their responsiveness and support. “Their expertise in medical knowledge and healthcare compliance has made them true partners. As we transition from animal to human surgeries, we will continue integrating Hippo Virtual Care into our platform. The opportunities are immense, from surgical training to ensuring quality control for professional bodies.”



Headquartered in Switzerland, ICUC is a medical research group with a focus on medical education. Their mission is to contribute to the progress of medicine by helping physicians review and learn procedures from the world’s leading surgeons. They have fully documented more than 1,200 surgical cases in Europe and South America, which are then made available to their community of physicians for teaching, training, and assessment purposes.

**“The cost and time savings are considerable.”**

**Nicolas Perren**  
Managing Director  
ICUC



## See What I See: Transforming Medical Education and Care with Hippo in Rural Nigeria

The need for virtual care to service rural and remote locations has grown rapidly around the world — even more so during the pandemic. Those often most desperate for care are unable to receive it due to barriers to transportation, lack of specialty physicians, or lack of available health services.

The Royal Dutch Shell Hospital in Port Harcourt, Nigeria is revolutionizing both the healthcare delivery and teaching experience of its patients, clinicians, faculty, and students in sub-Saharan Africa by leveraging several of Hippo's virtual care solutions. Hippo's technology stack empowers faculty to teach critical processes and procedures via voice-activated, hands-free headsets prior to patient care, which is particularly vital for sub-specialty areas such as neurology. Additionally, Hippo supports attending physicians by providing remote specialist assistance for comprehensive physical examinations and patient assessments. And, senior physicians can remotely assess inpatients, which is crucial for postoperative and critically ill patients, while students gain essential clinical experience.

According to Wale Sulaiman, MD, PhD, FRCS[C] and CEO of RNZ Global, "Technology becomes transformational if it's used to solve problems. We must leverage Virtual Care platforms such as Hippo to democratize access to good quality healthcare around the world." Hippo is doing exactly that by increasing efficiency and productivity, creating superior experiences, and enabling continuous communication "through the eyes of the clinician" to ensure the patient is always at the forefront of care delivery.

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**Wale Sulaiman, MD, PhD, FRCS[C]**  
CEO  
RNZ Global

RNZ Global is a health clinic on a mission to transform healthcare in sub-Saharan Africa by delivering exceptional, patient-centered care through the integration of advanced technology and a global network of healthcare professionals.







## Transforming Patient Care: The Impact of Virtual Technology at Sage Specialty Hospital

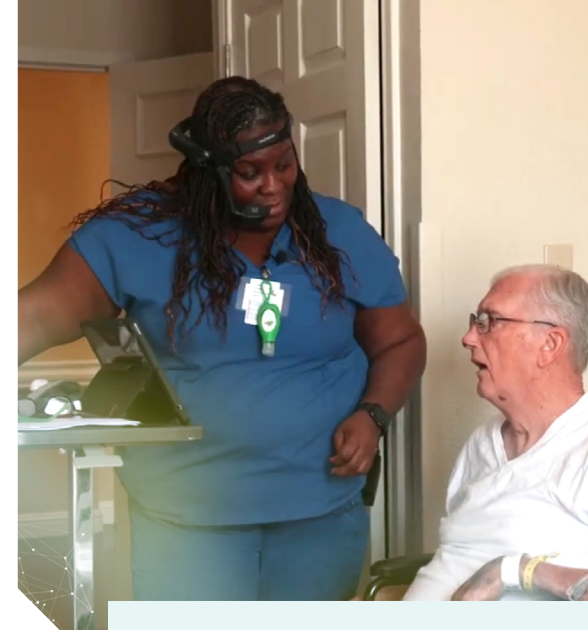
For Porsche Uche, a Nurse Practitioner at Sage Specialty Hospital, the implementation of Hippo Virtual care is proving to be an “absolute differentiator” and “serv[ing] as a crucial tool for nurses and practitioners to accurately assess [a] situation and promptly address critical problems.”

A patient, gravely ill was transferred to Sage and required immediate, life-saving intubation upon arrival due to poor oxygenation. “Using [an] iPad and [a] Hippo Virtual Care headset, I could hear the patient’s gargling secretions, observe the cardiac monitor readings, and collaborate with nursing staff on the ground to assess the situation accurately,” described Uche. “This real-time visual assessment allowed us to determine that the patient needed a higher level of care promptly.”

Uche continued that, “Enabling remote monitoring and intervention, [Hippo Virtual Care] acts as a safety net, ensuring that patients receive timely and effective care. This innovative approach not only enhances the quality of treatment but also contributes to better patient outcomes, ultimately reducing the likelihood of hospital readmissions.”

At Sage Specialty Hospital, the integration of virtual technology and wearable computing has “revolutionized patient care by providing real-time visual access to patients,” many of whom have undergone dire circumstances and otherwise would have experienced worsening symptoms. The implementation of Hippo Virtual Care, in particular, has allowed the network’s medical directors to work with remote and onsite nurse practitioners.

At Hippo, the patient and their care come first. It leads all that we do.



Located in Louisiana, Sage Specialty Hospital offers patients with complex medical conditions the continued intensive medical care they need when they’re discharged from a traditional acute care hospital, but still need additional time to recover before they can go home or be admitted to a rehabilitation hospital or skilled nursing facility.

**“[Hippo Virtual Care has] revolutionized patient care by providing real-time visual access to patients.”**

**Porsche Uche**  
Nurse Practitioner  
Sage Specialty Hospital



## Transforming Pediatric Care with AR Technology: How SickKids Toronto is Leading the Path Forward

In emergency medicine the “Golden Hour,” marks a critical period to apply early intervention measures for patients with lifesaving drugs, treatment, or preparation for ER transport. It is a short window, but care delivered in this time can greatly improve the outcomes for a patient. But what about the doctor? EMS? Well, imagine that you are a first responder in an emergency situation. You know that time is of the essence, and you can use all the help you can get. What if you could connect remotely to an ER physician to help assess and treat a patient on the scene?

Enter SickKids Toronto Children’s Hospital, a technology-first, global leader in precision child health. Their mission revolves around empowering patients, families, and caregivers through an interconnected system where information sharing, active engagement, and compassionate care thrive in a digital environment that transcends physical boundaries.

In line with that mission, SickKids Toronto has piloted and implemented an Emergency Medical Services (EMS) remote care collaboration capability stack. This groundbreaking initiative leverages Hippo’s advanced AR software platform combining state-of-the-art AR wearable headsets with 5G

network connectivity to enable physicians to seamlessly interact with the Acute Care Transfer Service (ACTS) during ambulance transport.

Because of information shared via a live view, emergency physicians can quickly evaluate patients via remote access and have continuous end-to-end connectivity with the remote care team, enabling better clinical coordination. By integrating teleconferencing and AR glasses, the physicians can see and hear what is going on with the patient to better instruct the on-site team and prepare the ER for the incoming patient. This pilot program also allows for improved EMS education as the videos can be used to train future ambulance staff and better prepare them.

So far, the program has resulted in a 10% improvement in ambulance availability and reduced delays. SickKids Toronto has also seen a 25% reduction in missed cases from unavailable transport services.

The Hospital for Sick Children [SickKids], affiliated with the University of Toronto, is Canada’s most research-intensive hospital and the largest center dedicated to improving children’s health. With passionate and dedicated staff, SickKids is much more than a hospital.







# Care Across the Pond: How Hippo uses Virtual Reality to Assist Aging Populations

Southern Cross Care (SCC) goes against the grain and steps outside the box.

In response to the many challenges marring the Australian senior care provider industry, including workforce shortages, infection control, general practitioner access, and financial sustainability, SCC's recognition of the benefits of technology, and subsequent investment in the Hippo Virtual Care platform, has ensured that at-risk, aging adults receive timely access to healthcare professionals, including wound care consultants.

The SCC team members had a successful Hippo software trial at their Thornton Park facility that led to the acquirement of 40 Assisted Reality headsets, so all their residential aged care homes would have access. The trial highlighted the headset's usefulness in freeing on-site staff to use their hands for more important tasks and remain focused on their residents' pressing needs, a fundamental key to infection prevention management, particularly important in wound care consults and especially in vulnerable, aging adult populations. Additionally, the headsets promote anti-infection and non-touch techniques, as they are compatible with PPE safety glasses, face masks, and goggles to maximize resident and staff safety.

Richal Ghimire, facility manager of Thornton Park, remarked that "the headset enabled timely, real-time, and detailed consultations with an internal wound specialist, resulting in quick wound healing and comfort for the resident." He continued, "This form of virtual care holds immense potential for clinical care and education and efficiency. It carries numerous benefits, including minimizing delay in delivering care via prompt review, maintaining compliance via education and training, and saving money via reduced traveling and increased productivity — which is a huge support for regional homes."

Southern Cross Care (SCC) is a not-for-profit aged care provider that has supported thousands of older Australians for more than 50 years. Today, SCC supports over 3,500 people in 40 locations across their retirement villages, home care services, and residential care homes.

**"This form of virtual care holds immense potential for clinical care and education and efficiency."**

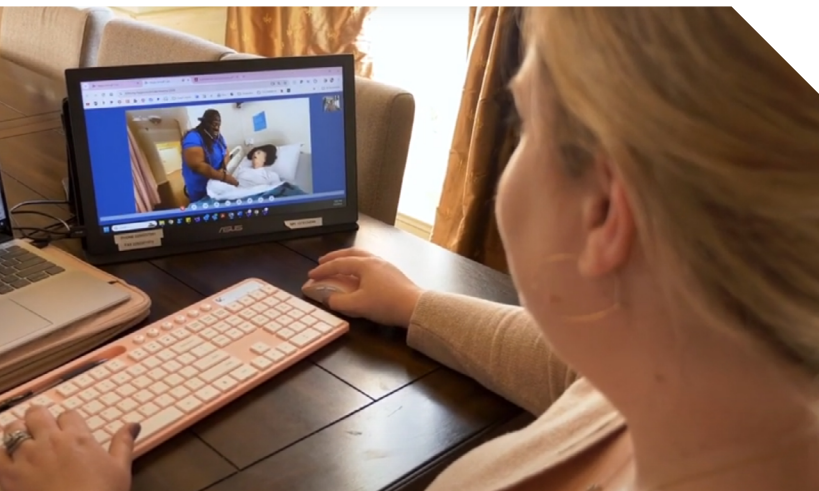
**Richal Ghimire**  
Facility Manager  
Thornton Park





## Bringing Care Home: How Hippo is Redefining Post-Acute Care

Most patients are more at ease receiving care in the comfort and safety of their own homes. Extending the continuum of care beyond brick-and-mortar hubs not only meets patients and their families where they are but also helps reduce hospital admissions and emergency room visits. The Carpenter Health Network recognizes that patients' needs are unique and changing, and is dedicated to providing them with a seamless, compassionate, and convenient transition of care when and where they need it during any phase of illness or injury, offering post-acute care services including home health, palliative, hospice, and rehabilitative services.



James Ratliff, MD, Chief Medical Officer at The Carpenter Health Network, declared Hippo Virtual Care “an acute solution to an acute problem.” He echoes other providers within the network who say the platform has improved service times, providing patients with access to specialty providers [or lower-level staff guided by specialty providers] within minutes — without patients needing to leave their rooms or homes.

Dr. Ratliff calls Hippo “the wave of the future,” describing it as “technology applied with a personal touch.” He says Carpenter’s continuity of care includes the participation of the network’s full resources — from social workers to those professionals who guide care — after the transitions that occur during their hospital care or recovery journey.

“It’s imperative for us to provide and deliver superior care,” he says. “It’s imperative for us to be at the bedside, wherever that bedside is. And Hippo does that.”

**“It’s imperative for us to provide and deliver superior care....And Hippo does that.”**

**James Ratliff, MD**  
Chief Medical Officer  
The Carpenter Health Network

The Carpenter Health Network provides post-acute care services including home health, palliative, hospice, and rehabilitative services throughout Louisiana, Texas, Mississippi, Alabama, Florida, and Arkansas. Carpenter also owns and manages Homedica HouseCalls, a virtual physician’s office that specializes in house calls.





# The RISE of Virtual Care: Revolutionizing Podiatry Through Technology and Innovation

“There is nothing more gratifying than healing a patient that has a chronic wound,” according to Dr. Alton Johnson, Podiatric Surgeon and Wound Care Specialist at the University of Michigan Medical School in Ann Arbor, Michigan. Dr. Johnson is also a current Fellowship Innovator in the 2023 Research, Innovation, Scholarship, and Education (RISE) program.

The purpose of RISE is to innovate education for better health and “create a...culture where bold, scalable education innovations impact health and science and thrive through collaboration and access to a broad, diverse network of resources, expertise, and stakeholders.” RISE guides selected innovators through a 12-month calendar year to develop and implement a health science education idea that will impact science, health, and/or healthcare.

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**“Utilizing safe and effective technology platforms like Hippo Virtual Care will likely be the solution for the foreseeable future.”**

**Dr. Alton Johnson, DPM**

Podiatric Surgeon and Wound Care Specialist  
University of Michigan Medical School

His project, he explained, was to create “workflows” for podiatric and wound care-related pathologies, procedures, and surgeries to aid with the active learning of medical students and residents. “Once I developed templates oriented for podiatric medicine and wound care, the goal was to execute the ‘workflows’ using augmented reality [AR] during medical education and clinical experiences.”

Throughout 2023, Dr. Johnson utilized the Hippo Virtual Care voice-activated headset and platform to develop and execute his novel ideas. “The feedback from users and patients was overwhelmingly positive, mainly in the areas of accuracy, focused evaluation, and patient assessment.”

Consequently, Dr. Johnson sees many opportunities to use Hippo Virtual Care in the future. “With the current and impending physician shortages, Hippo Virtual Care could be a valuable solution for any health system. As time goes on, it will be more of a challenge to get face-to-face care from a specialty physician like myself. Utilizing safe and effective technology platforms like Hippo Virtual Care will likely be the solution for the foreseeable future.”

Dr. Johnson is a Clinical Assistant Professor, Podiatrist, Podiatric Surgeon, and Wound Care Specialist at the University of Michigan Medical School in Ann Arbor, Michigan. He is one of 10 current RISE Fellowship Innovators and has been the recipient of several awards.





Hippo Technologies, Inc. is revolutionizing the world of virtual care with HIPAA-compliant clinical grade solutions for healthcare and medical education. We are a clinician-led company bringing a combination of global medical practice and next-generation technologies to transcend conventional boundaries of distance, time and training to serve patients and those who care for them.

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