

THE WELINK.CARE LABEL HAS BEEN AWARDED TO



ON THE 30TH OF SEPTEMBER 2021

WITH THE VERY HIGH DISRUPTION SCORE OF 82 %



A handwritten signature in black ink, appearing to read "Thierry Vermeeren", is written over a horizontal line.

Dr. Thierry Vermeeren, CEO

The WeLink.Care label uses a composite index scoring the disruption value of a digital solution use case in the daily health practice. Our expert team has reviewed the preselected digital solution with a set of 35 points of measure, based on interviews, documents research and analysis.

LUMEEN RECEIVES THE WELINK.CARE LABEL

Introduction

We are delighted to announce that Lumeen has been awarded the WeLink.Care Label, signifying its commitment to delivering impactful and innovative eHealth solutions. This recognition highlights the solution's ability to address the unique challenges of modern healthcare through technological innovation, personalized approaches, and measurable benefits for patients and healthcare professionals.

About the WeLink.Care Label

The WeLink.Care Label is a distinguished certification developed to identify and highlight the most innovative and transformative digital health solutions. Launched at the onset of the COVID-19 pandemic in 2020, the label's objective was to respond to the urgent need for effective eHealth technologies during the global health crisis. Since then, it has evolved into a rigorous evaluation framework for assessing solutions across a range of healthcare challenges.

What sets the WeLink.Care Label apart is its unique, evidence-based approach to evaluation. Each solution undergoes a thorough analysis focused on its ability to improve healthcare practices and provide meaningful benefits to both patients and professionals. The label signifies not just technological excellence but also a solution's capacity to adapt to real-world needs and drive measurable improvements in healthcare delivery.

The Evaluation Process

The evaluation for the WeLink.Care Label is conducted using a structured, multi-dimensional methodology developed by experts in digital health. This process ensures that only solutions with significant potential for disruption, innovation, and user impact are awarded the label. Preliminary Screening and Selection: Solutions are identified through extensive research, referrals from healthcare institutions, and applications from eHealth providers. Each candidate is assessed against initial criteria to ensure relevance and readiness for further evaluation.

Dimension-Based Analysis: The solution is evaluated across five key dimensions: Business Model, Solution Maturity, Change in Practices, and User Experiences (for both professionals and patients, where applicable). These dimensions encompass more than 50 detailed criteria, providing a comprehensive picture of the solution's strengths and areas for improvement. Data Collection and Verification: Certified evaluators collect insights through interviews with solution providers, end-users, and stakeholders. This is complemented by an analysis of internal and external documents, including clinical studies, financial reports, and user feedback. This data triangulation ensures robust, unbiased conclusions.

Scoring and Certification: Each dimension is scored, with weightage assigned to reflect its importance to healthcare delivery. Solutions that achieve a high disruption score and demonstrate alignment with the evaluation criteria receive the WeLink.Care Label, symbolizing their readiness to transform healthcare practices and achieve measurable impact. Through this meticulous process, Lumeen has demonstrated its ability to meet the high standards set by WeLink.Care, showcasing its potential to deliver enhanced outcomes and experiences for both care recipients and providers.

LUMEEN

Introduction to the company

Founded in 2019, Lumeen is a pioneering company dedicated to enhancing the quality of life for individuals, particularly those in assisted living facilities, through cutting-edge immersive technology. Rooted in the founders' personal experiences, the company's mission is to bring moments of escape, relaxation, and reminiscence to individuals who may face challenges such as limited mobility or cognitive decline. Operating from its base in Lyon, France, Lumeen has grown into a dynamic organization, deploying its solution in over 250 establishments across France and other Francophone regions, with plans for international expansion. Lumeen's strength lies in its multidisciplinary approach, blending expertise in healthcare, engineering, and customer success. The team has meticulously developed its virtual reality (VR) technology to cater to the specific needs of its target users, making it intuitive for caregivers and comfortable for individuals with limited technical familiarity. The company's commitment to continuous improvement and its partnerships with leading healthcare organizations underscore its reputation as an innovator in the eHealth space.

The Solution

Lumeen offers a VR-based solution that transforms traditional caregiving by providing immersive experiences tailored to the needs of elderly individuals and those in palliative care or with disabilities. Designed for use in care homes, hospitals, and even individual settings, the solution enables users to experience virtual journeys that evoke relaxation, nostalgia, and a sense of exploration. By integrating user-centered design, Lumeen ensures that its system is easy to operate, requiring minimal technical knowledge from caregivers. The technology includes a wireless VR headset controlled via a tablet, allowing caregivers to guide experiences seamlessly. This flexibility makes it suitable for both group activities that foster social interaction and personalized sessions that address individual preferences or therapeutic needs.

Features and Benefits

Lumeen delivers a wide array of features designed to enhance the well-being of users. The solution offers over 40 preloaded experiences, including trips to iconic landmarks, cultural showcases, and personalized reminiscence journeys that recreate familiar locations from users' pasts. Monthly updates add fresh content, ensuring continued engagement and variety for users. To minimize discomfort, such as motion sickness, all experiences are carefully optimized, incorporating stable visuals and calming environments. The benefits of Lumeen are both therapeutic and practical. Users report increased relaxation, improved mood, and reduced feelings of isolation. For caregivers, the system serves as a valuable tool to enhance engagement, create meaningful connections, and facilitate non-pharmacological interventions. Furthermore, the solution has shown promise in palliative care settings, offering moments of joy and serenity to patients with limited mobility or life-limiting conditions.

Compliance and Future Outlook

Lumeen is committed to maintaining the highest standards of safety, privacy, and accessibility. Its solution is certified as a Class I medical device under CE marking, ensuring compliance with European regulations. The company's data practices prioritize user confidentiality, as no personal health information is collected. Looking ahead, Lumeen plans to expand its reach to non-Francophone markets, with translations and technical adaptations already underway. Research partnerships aim to validate the solution's clinical efficacy further, while planned feature enhancements, such as expanded therapeutic modules, promise to broaden its application. These forward-thinking efforts underscore Lumeen's mission to remain at the forefront of innovative and impactful digital health solutions.

DISRUPTION SCORE

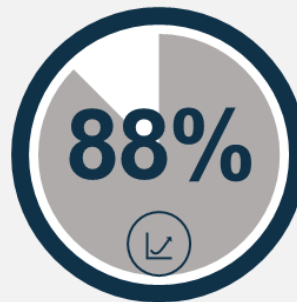
Lumeen achieves a remarkably high disruption score as a versatile virtual reality solution designed for the elderly, individuals with disabilities, palliative care patients, and those facing surgery or painful procedures. Fully wireless and requiring no Internet connection, it supports both group sessions (up to three headsets) and individual use. Its user-friendly design, featuring remote control by healthcare professionals, ensures accessibility for elderly users while delivering therapeutic and engaging experiences tailored to diverse needs. It can be used with several patients or residents at the same time (case with 3 headsets) or individually.

BUSINESS PERFORMANCE



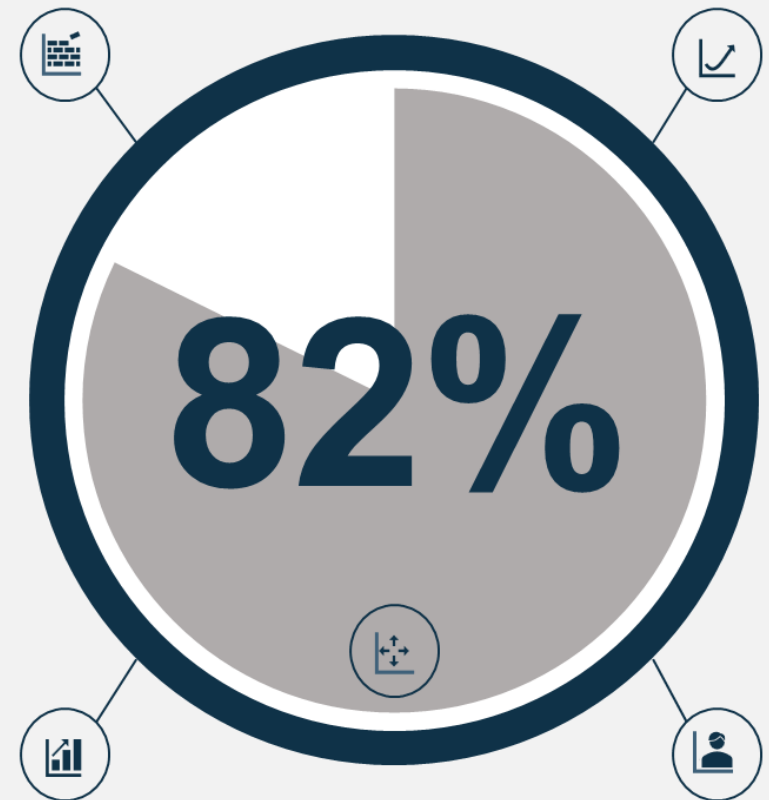
|~ very good ~|

CHANGE OF PRACTICES



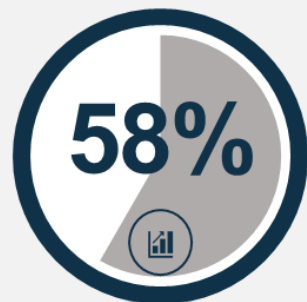
|~ very significant ~|

DISRUPTION POTENTIAL



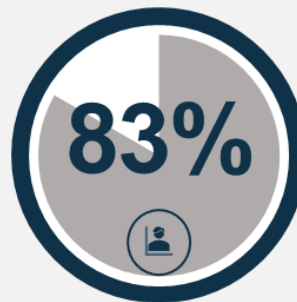
|~ very high ~|

SOLUTION MATURITY



|~ medium ~|

USER EXPERIENCE



|~ very good ~|

BUSINESS MODEL

Lumeen’s business model demonstrates sustainability and growth through self-financing by its three founders, supplemented by project-based support that accelerated early development. Starting with an initial capital of €20,000, the company has grown into a team of 15 professionals based in Lyon. Operating on multi-year contracts with care institutions, Lumeen is on track to double its turnover this year, reflecting its strong market acceptance and commitment to delivering innovative solutions.

BUSINESS MODEL



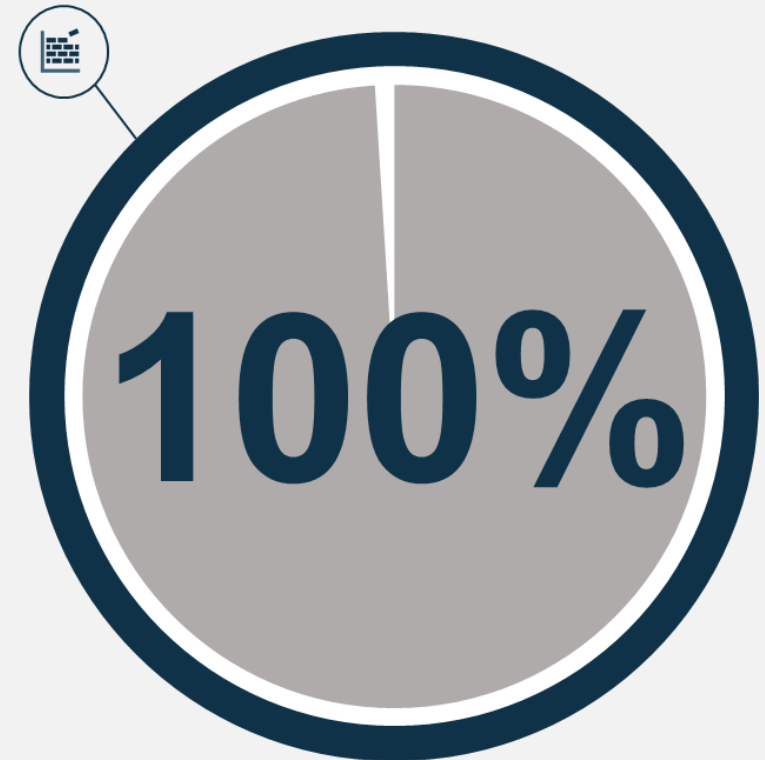
|~ very good ~|

COMMERCIAL READINESS LEVEL



|~ model validated ~|

BUSINESS PERFORMANCE



|~ very good ~|

SOLUTION MATURITY

Lumeen demonstrates exceptional solution maturity as an innovative, fully standalone virtual reality platform requiring no internet or wired connections. Its rich and continuously expanding content catalog includes over 40 immersive experiences, with 2-3 new additions every month, ensuring sustained engagement and relevance. This unparalleled combination of technological independence and diverse, regularly updated content sets Lumeen apart as a groundbreaking solution for enhancing care across multiple healthcare settings.

CLINICAL TRIALS



|~ no published studies ~|

PREMS & PROMS



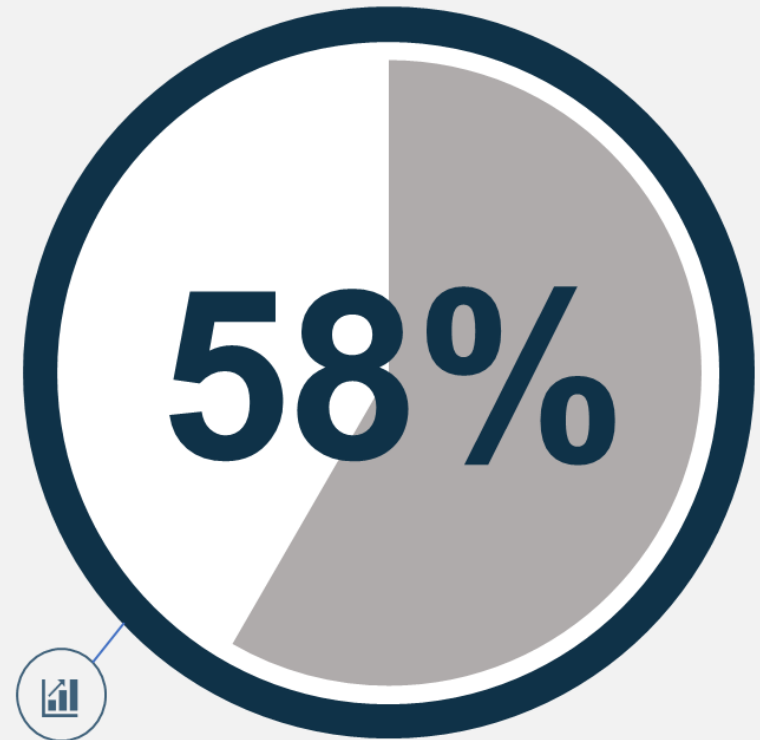
|~ insufficient ~|

DESIGN APPROACH



|~ adequate ~|

SOLUTION MATURITY



|~ medium ~|

TECHNOLOGY READINESS LEVEL

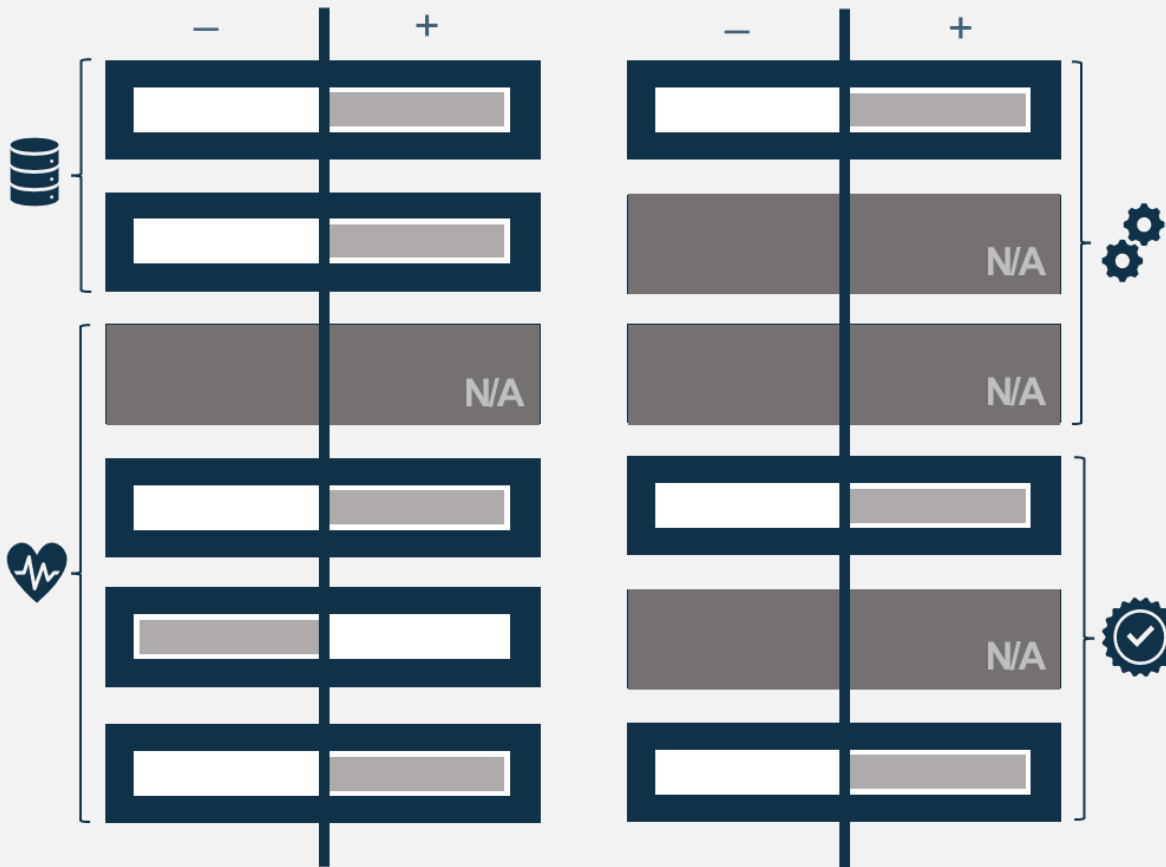


|~ product deployed ~|

CHANGE OF PRACTICES

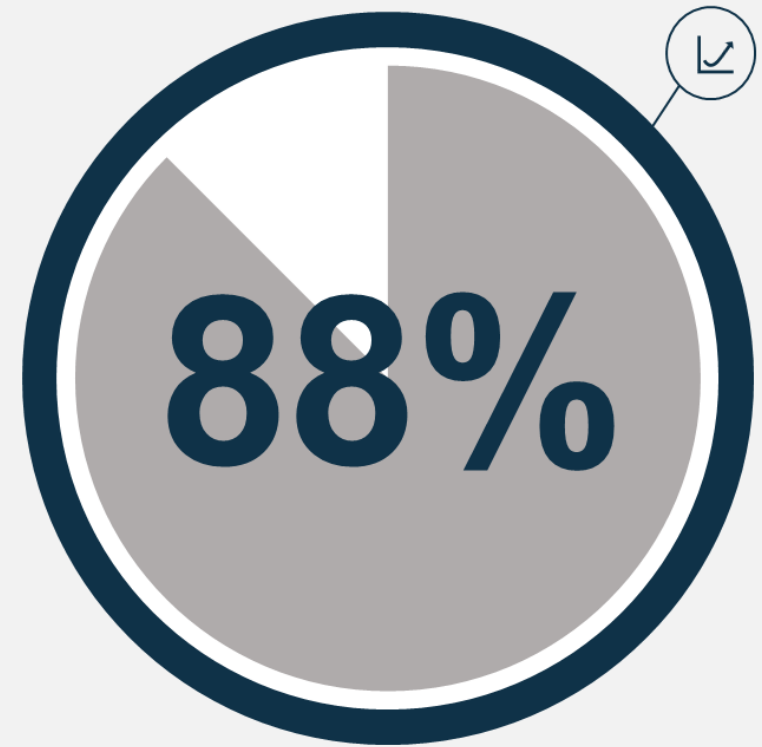
Lumeen significantly transforms care practices by enhancing quality of life through its versatile options. It provides nursing home residents with mental escape and relaxation, supports dementia or palliative care patients with personalized virtual visits to meaningful places, and aids patients undergoing painful procedures with VR-based hypnosis for pain and anxiety management. Caregivers can easily control the system via a tablet, enabling seamless individual or group sessions, fostering both therapeutic impact and social connection.

PRACTICES MEASURE POINTS



| ~ 8 relevant measure points ~ |

CHANGE OF PRACTICES



| ~ very significant ~ |

USER EXPERIENCE : THE PROFESSIONAL AND PATIENT PERSPECTIVE

Lumeen delivers an intuitive user experience tailored to both caregivers and patients. Caregivers guide immersive sessions, customize content to individual needs, and access monthly updates, ensuring ongoing relevance and engagement. Rigorous pre-deployment testing ensures reliability, while Lumeen's dedicated helpdesk offers responsive support. Though designed for professional facilitation due to its audience's needs, the solution enriches quality of life for users and is free for patients, offering transformative experiences in a seamless, supported environment.

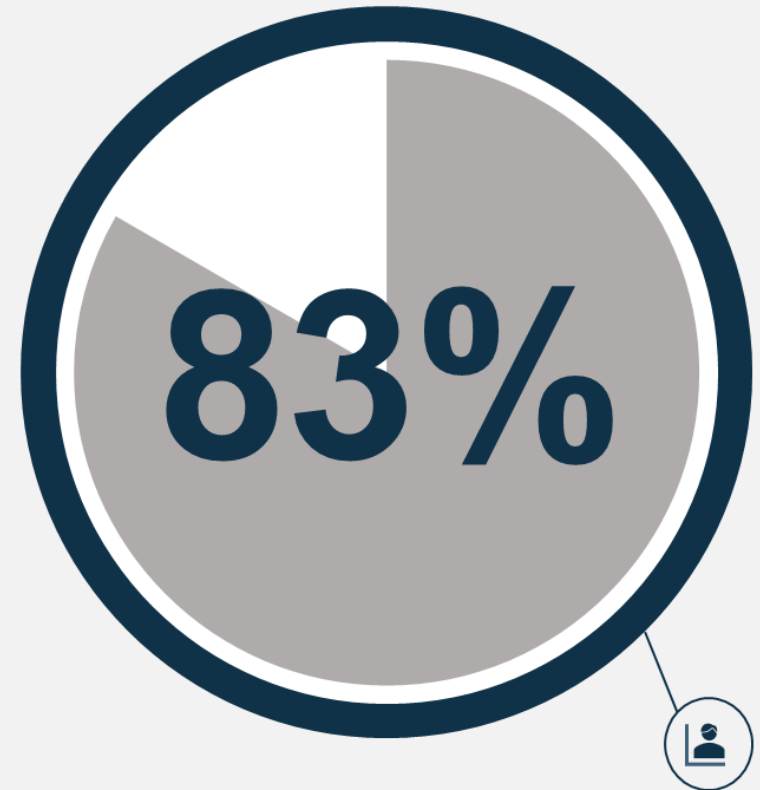
PROFESSIONAL EXPERIENCE



| ~ very good ~ |

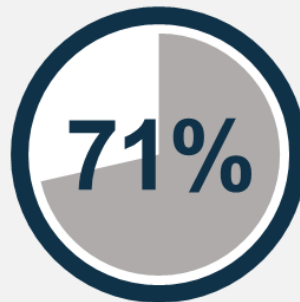


USER EXPERIENCE



| ~ very good ~ |

PATIENT EXPERIENCE



| ~ good ~ |



LINKS AND RESOURCES

<https://www.lumeen.com/>

<https://label.welink.care/>

This report is based on the information provided by the scored company, input from various stakeholders, and the application of the WeLink.Care© methodology by OZConsulting. The findings, scores, and evaluations presented are intended solely for informational purposes and do not constitute a guarantee or endorsement of the quality, effectiveness, or commercial viability of the evaluated digital health solution.

The conclusions are drawn from the data available at the time of the study and may not reflect subsequent changes. OZConsulting assumes no responsibility for the accuracy or completeness of the information provided by the scored company or any third parties involved. Any reliance on this report is at the reader's own risk.

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