

# THE WELINK.CARE LABEL HAS BEEN AWARDED TO



ON THE 12<sup>TH</sup> OF OCTOBER 2020  
WITH THE HIGH DISRUPTION SCORE OF 73%



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.

## URGENCES CHRONO RECEIVES THE WELINK.CARE LABEL

### Introduction

Urgences Chrono has been awarded the prestigious WeLink.Care Label, recognizing its innovative approach to optimizing emergency healthcare pathways. This distinction highlights the solution's excellence in delivering real-time information about emergency department occupancy, waiting times, and alternative care options nearby, thereby addressing the pressing issue of emergency department overcrowding. This label attests to the solution's ability to improve care quality and efficiency for both patients and healthcare providers.

### About the WeLink.Care Label

The WeLink.Care Label, established in 2020 during the global COVID-19 crisis, aims to identify and promote the most innovative and impactful eHealth solutions. Originally conceived to support emergency healthcare needs, the initiative rapidly evolved into a comprehensive evaluation framework applicable across all digital health domains. Solutions earning this label undergo rigorous scientific assessment to demonstrate their ability to enhance healthcare practices, improve user experience, and ensure economic sustainability.

The Label reflects a commitment to innovation and patient-centered care. Solutions that achieve this recognition are meticulously evaluated against more than 50 data points, covering aspects such as practice improvement, economic viability, and technological readiness. This process ensures that healthcare professionals and decision-makers can rely on the WeLink.Care Label as a mark of quality and disruptive potential in the eHealth landscape.

### The Evaluation Process

The evaluation process for the WeLink.Care Label is structured to provide a comprehensive and objective assessment of a digital health solution's impact. Certified experts lead the evaluation, leveraging their extensive experience and using a proven methodology that ensures thorough and impartial analysis.

The process begins with an in-depth review of internal documentation provided by the solution provider, complemented by interviews with key stakeholders, including users and care professionals. This internal assessment is designed to identify the core functionalities and the solution's alignment with healthcare needs. Simultaneously, external research and comparisons with existing solutions help establish a broader context and highlight the innovation's unique value proposition.

A critical component of the evaluation involves analyzing the solution across five dimensions: business model, solution maturity, changes in healthcare practices, professional user experience, and patient user experience. This multi-dimensional approach ensures a holistic understanding of the solution's strengths and areas for improvement.

Finally, the results are compiled into a Scorecard and Impact Study. While the Scorecard provides a snapshot of the solution's performance through numerical indicators and concise commentary, the Impact Study offers a detailed narrative analysis, enriched with user feedback and field data. Together, these deliverables provide a clear and actionable roadmap for enhancing the solution's impact on healthcare.

# URGENCES CHRONO

## Introduction to the company

Founded in 2016, Focus Santé SAS launched its flagship product, Urgences Chrono, to address the growing challenge of overcrowded emergency departments in France. Led by Dr. Céline Jardy-Triola, an experienced emergency physician, the company combines firsthand clinical insights with technological innovation to create solutions that streamline healthcare delivery. Based in Codolet, France, Focus Santé has grown through its commitment to improving healthcare accessibility and efficiency. Over the years, Focus Santé has achieved significant milestones, including accolades such as the Galien pitch competition finalist and the Health Communication Festival's Startup Award. These recognitions underscore the company's dedication to delivering high-impact solutions. Incubated at BIC Innov'up, a leading innovation hub in Southern France, Focus Santé continues to develop technologies that bridge gaps in emergency care and support healthcare providers in delivering timely and effective services.

## The Solution

Urgences Chrono is a transformative digital platform designed to optimize the emergency care pathway by providing real-time visibility into emergency department operations. It aggregates and displays critical information, such as occupancy rates, waiting times, and the availability of alternative care facilities. By enabling patients and healthcare professionals to make informed decisions, the solution helps reduce unnecessary emergency visits and improves resource allocation. The platform caters to a diverse audience, healthcare providers managing patient flows, and regulatory agencies overseeing healthcare efficiency. The patient section is under development. With its user-centric approach, Urgences Chrono enhances transparency and promotes better utilization of healthcare services, addressing one of the most pressing challenges in modern healthcare systems.

## Features and Benefits

Urgences Chrono offers a comprehensive suite of features to support healthcare providers and patients. Its geolocation functionality identifies nearby care facilities and provides real-time data on emergency department occupancy and waiting times. A color-coded interface highlights the urgency of each facility's situation, ensuring intuitive and quick decision-making for users. For healthcare professionals, advanced analytics capabilities enable tracking of department performance, patient flow forecasts, and key operational metrics. The solution's benefits extend beyond immediate care. By integrating data from various healthcare facilities, it improves coordination across the continuum of care. This reduces unnecessary patient wait times, alleviates the burden on emergency departments, and enhances patient satisfaction. The platform also facilitates seamless communication between emergency units and alternative care providers, ensuring patients receive appropriate and timely care.

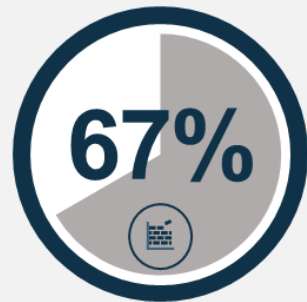
## Compliance and Future Outlook

Urgences Chrono adheres to stringent data security and interoperability standards, including HL7 v3 and emerging FHIR protocols, ensuring secure and efficient data exchange across healthcare systems. Hosted on HDS-certified servers, the platform guarantees compliance with France's health data hosting regulations, reinforcing its reliability and trustworthiness. Looking ahead, Focus Santé aims to expand Urgences Chrono's capabilities by incorporating AI-driven predictive analytics to further optimize patient flows and care resource allocation. The company also envisions broader adoption across Europe and beyond, leveraging its proven success to revolutionize emergency care pathways in diverse healthcare settings.

## DISRUPTION SCORE

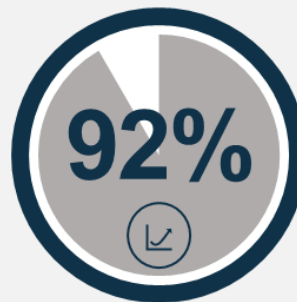
Founded in 2016, Focus Santé introduced Urgences Chrono to tackle the critical issue of overcrowded emergency departments. This innovative solution enhances emergency care pathways by delivering real-time insights into occupancy rates, waiting times, and alternative care options nearby. By empowering patients and healthcare professionals with actionable information, Urgences Chrono improves decision-making, reduces unnecessary hospital visits, and optimizes resource utilization, addressing a pressing healthcare challenge with precision and effectiveness.

### BUSINESS PERFORMANCE



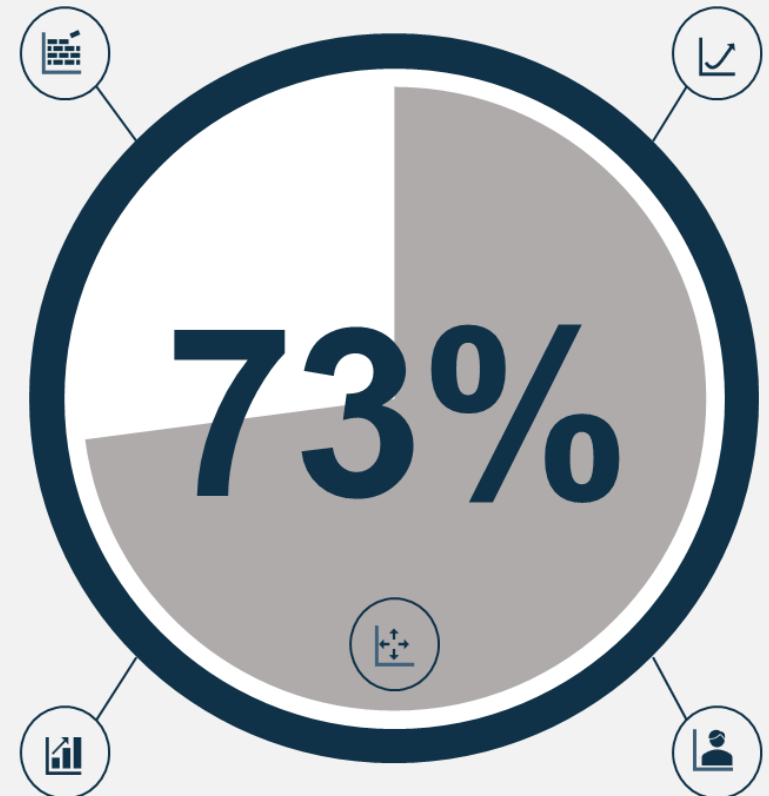
|~ good ~|

### CHANGE OF PRACTICES



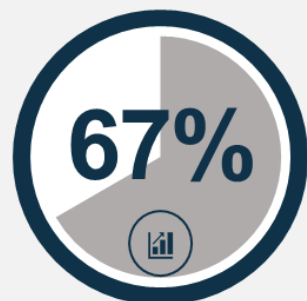
|~ very significant ~|

### DISRUPTION POTENTIAL



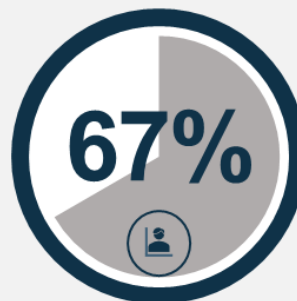
|~ high ~|

### SOLUTION MATURITY



|~ high ~|

### USER EXPERIENCE



|~ good ~|

## BUSINESS MODEL

Focus Santé’s business model focuses on expanding its reach within France, targeting healthcare professionals, Regional Health Agencies, and mutuals. The company aligns its growth strategy with the national healthcare agenda, including the upcoming deployment of the SAS system by the Ministry of Health. With investor backing, a 2020 financing round, and regional grants, Focus Santé is financially stable, operating debt-free. Future collaborations aim to enhance adoption and scalability, supporting long-term sustainability.

### BUSINESS MODEL



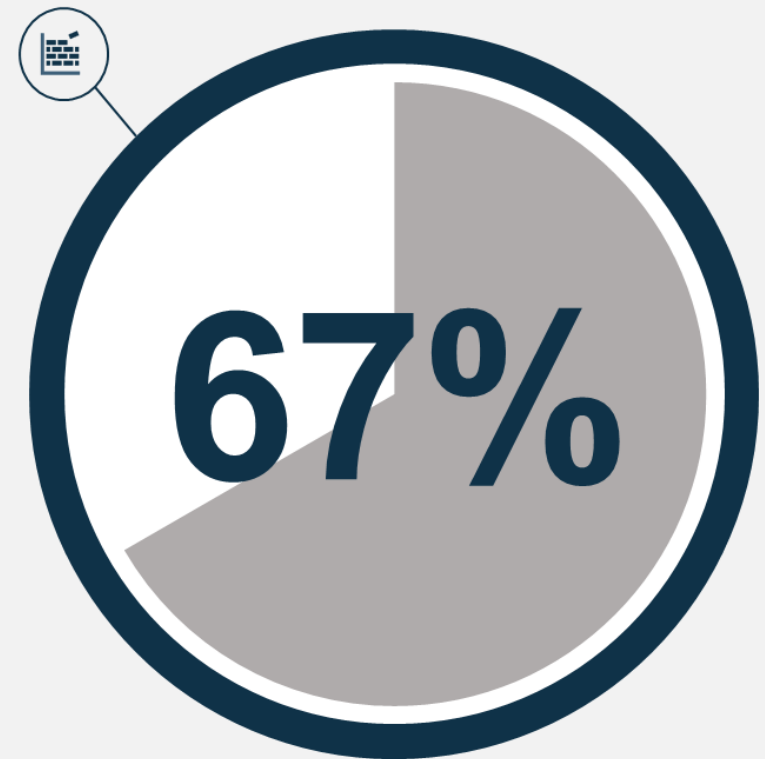
| ~ good ~ |

### COMMERCIAL READINESS LEVEL



| ~ first sales ~ |

### BUSINESS PERFORMANCE



| ~ good ~ |

## SOLUTION MATURITY

Launched in 2020 after obtaining CE marking, Urgences Chrono offers multiple modules addressing emergency care needs. While clinical validation studies or user satisfaction surveys are yet to be published, the platform demonstrates significant potential. A French Court of Auditors report highlights that 20% of emergency visits are avoidable, underscoring the solution's capacity to reduce inefficiencies and generate savings. Future studies could validate its impact on optimizing emergency care pathways and resource utilization.

### CLINICAL TRIALS



|~ no published studies ~|

### PREMS & PROMS



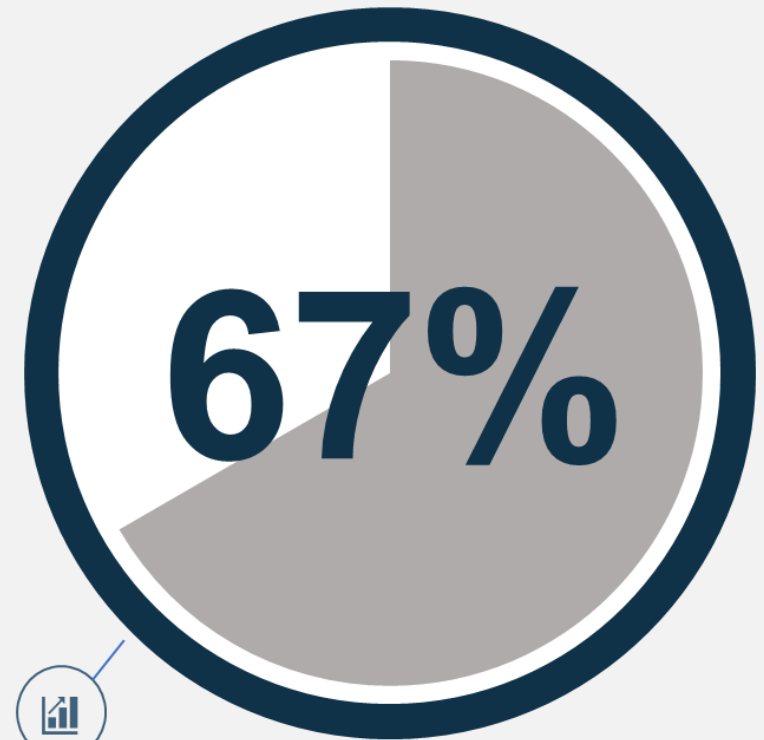
|~ sufficient ~|

### DESIGN APPROACH



|~ adequate ~|

### SOLUTION MATURITY



|~ high ~|

### TECHNOLOGY READINESS LEVEL

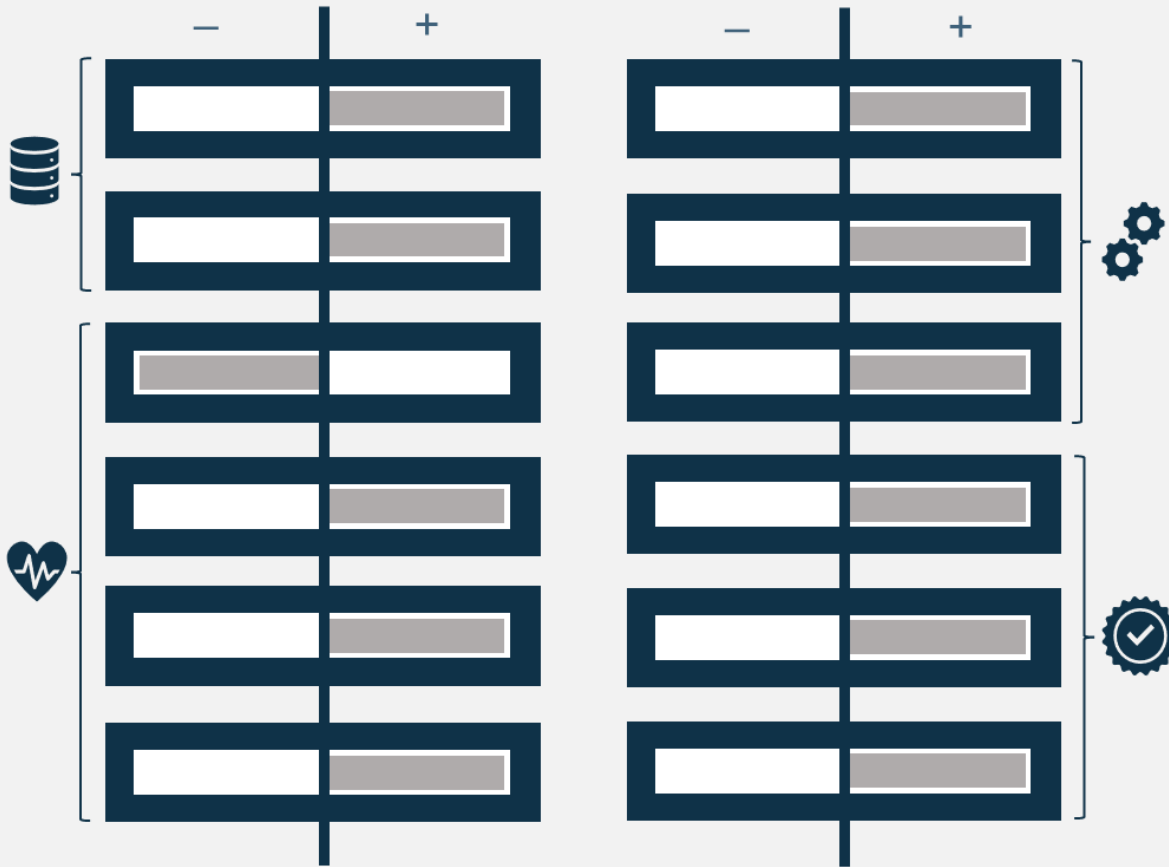


|~ product deployed ~|

## CHANGE OF PRACTICES

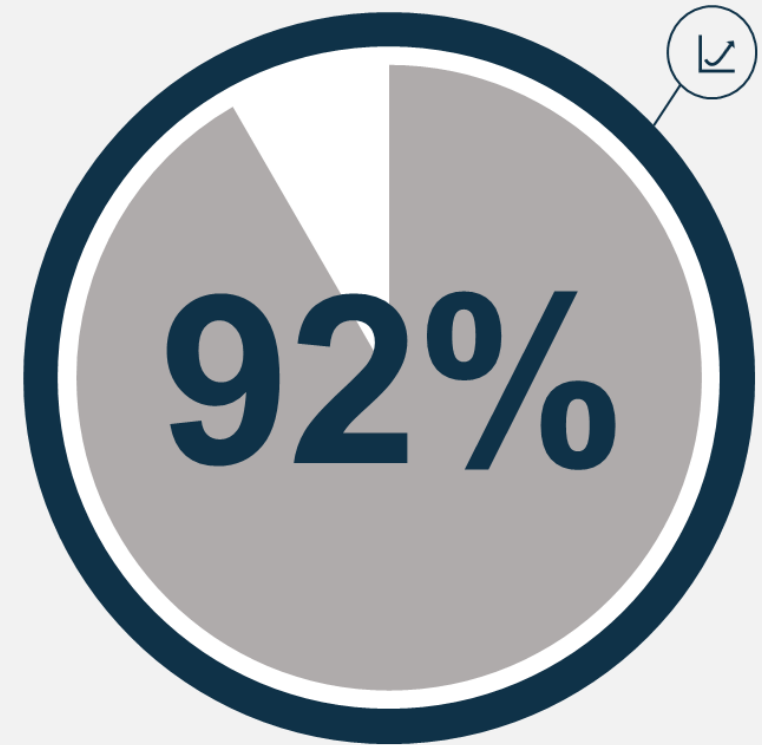
Urgences Chrono revolutionizes emergency care by streamlining access to hospitalization beds and providing real-time data on emergency room wait times. By enabling precise and efficient bed management, the platform helps reduce congestion in emergency wards, ensuring patients receive timely care. Its versatility allows seamless integration into diverse healthcare settings, from hospitals to outpatient facilities, making it a valuable tool for improving operational efficiency and optimizing patient care pathways.

### PRACTICES MEASURE POINTS



| ~ 12 relevant measure points ~ |

### CHANGE OF PRACTICES



| ~ very significant ~ |



## USER EXPERIENCE : THE PROFESSIONAL AND PATIENT PERSPECTIVE

Urgences Chrono delivers a user-friendly, customizable platform requiring no advanced technical skills, making it accessible for healthcare providers and patients alike. Its robust functionalities optimize emergency service planning and bed availability management. While patient-focused features are still evolving, the solution aims to guide individuals to the nearest, least congested emergency department efficiently. With a free application for patients, Urgences Chrono empowers users while enhancing healthcare system responsiveness and efficiency.

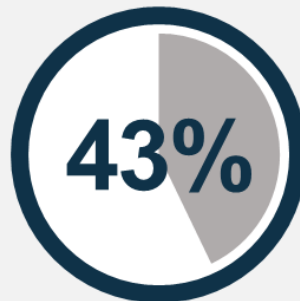


| ~ good ~ |

### PROFESSIONAL EXPERIENCE

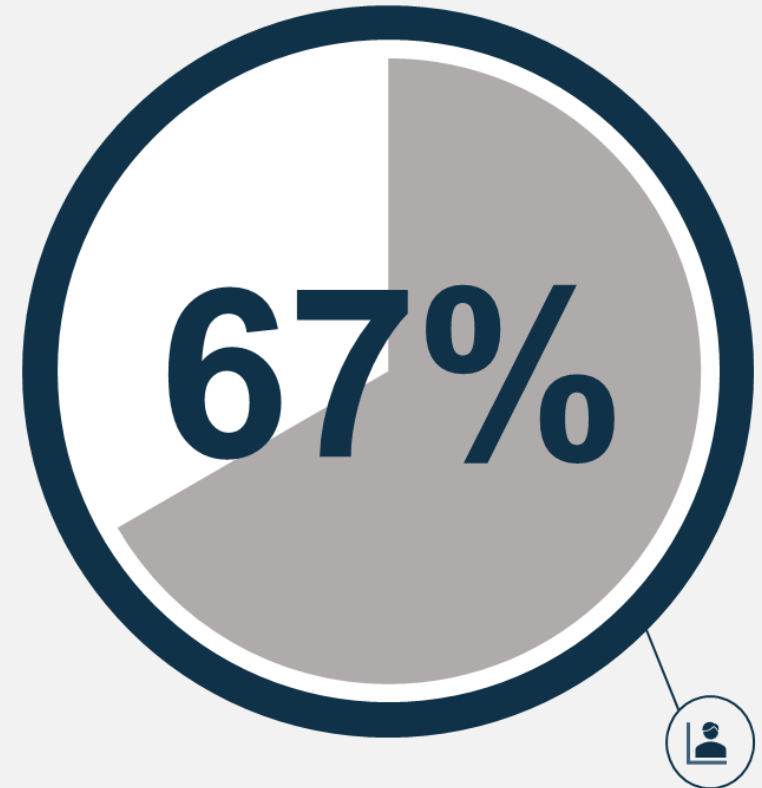


### PATIENT EXPERIENCE



| ~ average ~ |

### USER EXPERIENCE



| ~ good ~ |



## LINKS AND RESOURCES

<https://urgenceschrono.com/>

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

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*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.*

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