



Empowering Nurses, Elevating Patient Care.





PatientCompanion

Empowering Nurses, Elevating Patient Care.

“Could I have some water?”

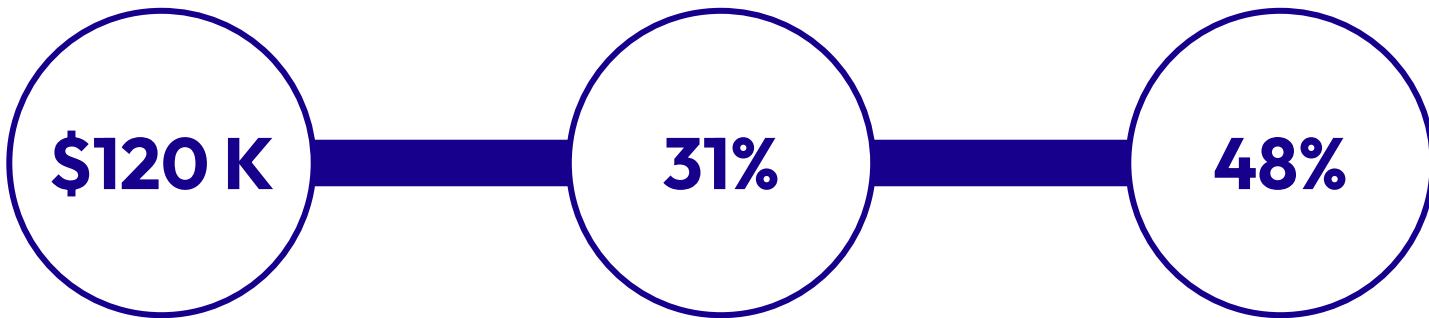
- 01 Visit the bedside
- 02 Discover the request
- 03 Find the item or person
- 04 Return to the patient

10 - 15
minutes





The Problem.



for hospitals to find and hire a single registered nurse

of nurses wanting to leave direct patient care jobs

of patient satisfaction is linked to timely communication and response to patient needs



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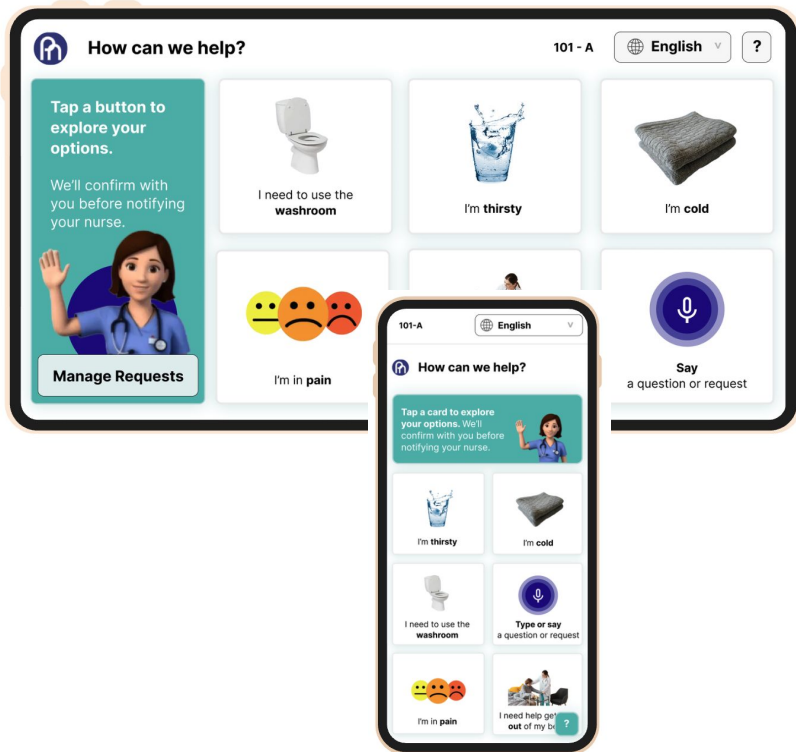
Patient**Companion**

Enables patients to **specify needs,**
allowing healthcare providers to
prioritize, distribute, and fulfill these
requests in a single trip.



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How it works

Patient



Multilingual

Select your preferred language.



Simple

Tap an icon or use voice-to-text to make a request quickly and easily.



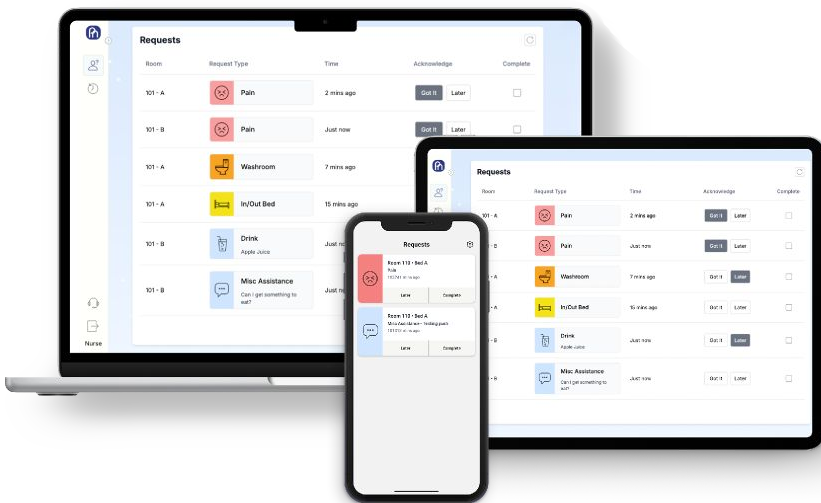
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How it works

Nurse



Smart Triage & Prioritization

- Analyze incoming requests in real time, assess urgency based on patterns, patient history, and even tone of voice



Predictive Insights & Nurse Workload

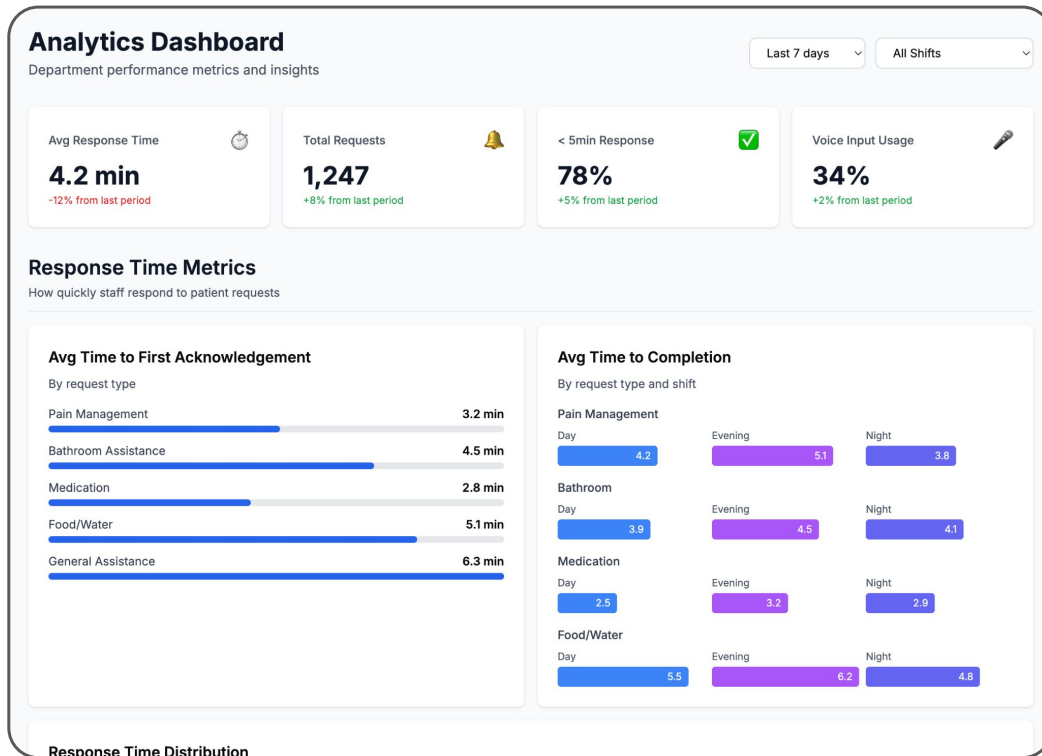
- Analyze trends in patient requests and workflow bottlenecks
- Predict peak demand times, recommend staffing adjustments, and optimize task distribution to reduce nurse burnout



Data Insights

Enable informed decision making

- **Peak Demand Forecasting:** A visual heatmap that identifies "danger zones" in the 24-hour cycle, allowing for data-driven shift adjustments rather than expensive over-staffing.
- **RN Hours Reclaimed:** Track the exact number of hours nurses save by offloading non-clinical tasks (water, blanket, comfort) to support staff.
- **The "North Star" Response Time:** Track response time for patient requests, directly relating to patient satisfaction





Traction

Across 4 deployment sites in Canadian public health systems:

- *51% reduction in response times*
- *71% relative reduction in nurse workload*
- *24% of tasks re-routed*



1000+

unnecessary trips
saved

24%

of tasks identified
as delegable

25m

saved per request

100%

patients were very
satisfied or satisfied

Response Time: 51% reduction in response time

Perceived Nursing Workload:

	Prior to using PatientCompanion		After using PatientCompanion
Normal workload	25%	➡	66.6%
High workload	47%	➡	25%
Very High workload	28%	➡	8.3%



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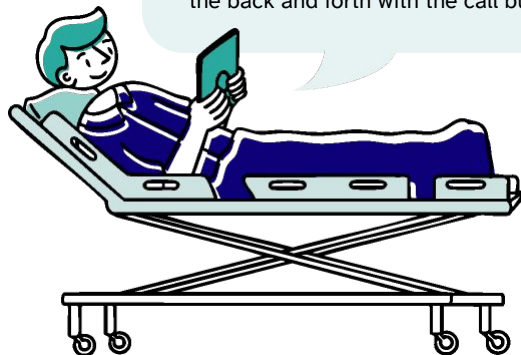
User Feedback.



WRHN
Waterloo Regional
Health Network



Brightshores
Health System



"I liked the ability to send specific requests so that the staff knew what we needed and could send the appropriate staff member and we did not have to do the back and forth with the call button."



"This app is amazing, especially for those requests that aren't urgent!"

"One night shift the nurse and I used it to communicate how much babe drank at feeding time. It saved her steps and it meant I could feed and go right back to sleep."





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Revenue Model

Simple per-bed SaaS pricing with setup fees for workflow configuration

Recurring SaaS

• **\$20-\$35**

per bed/month

Implementation

• **~\$10K**

workflow configuration

Expansion

• **Add-ons**

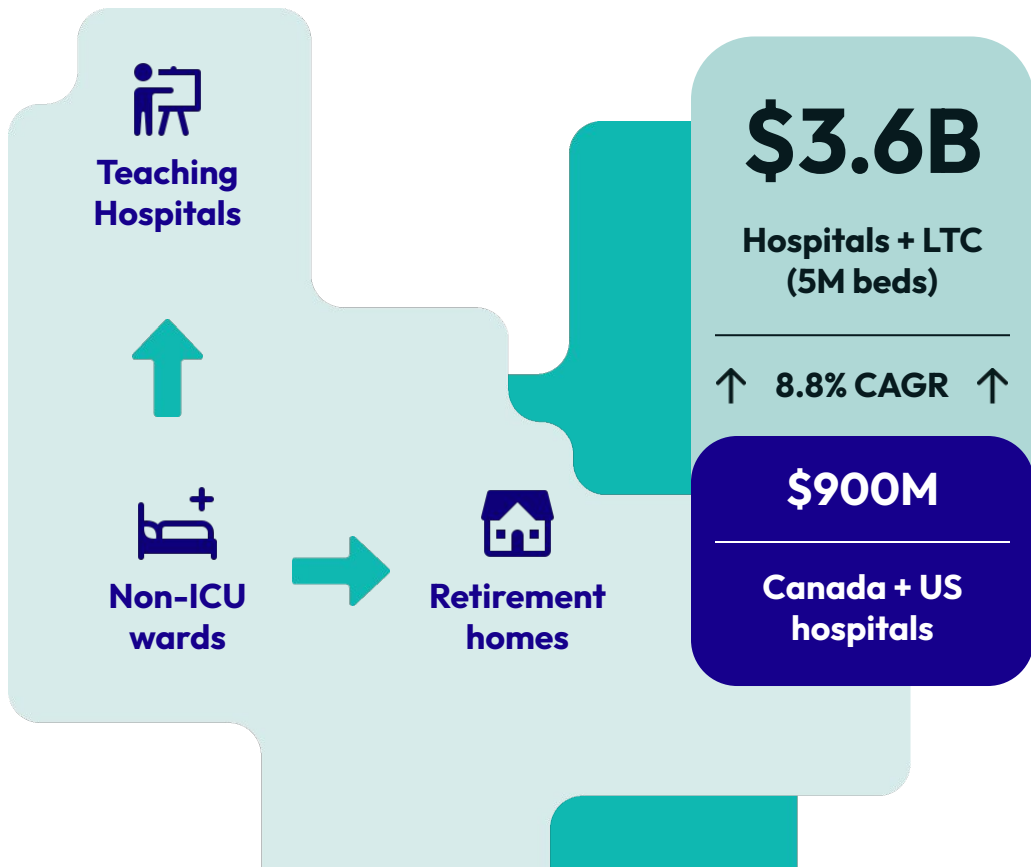
hardware + enterprise



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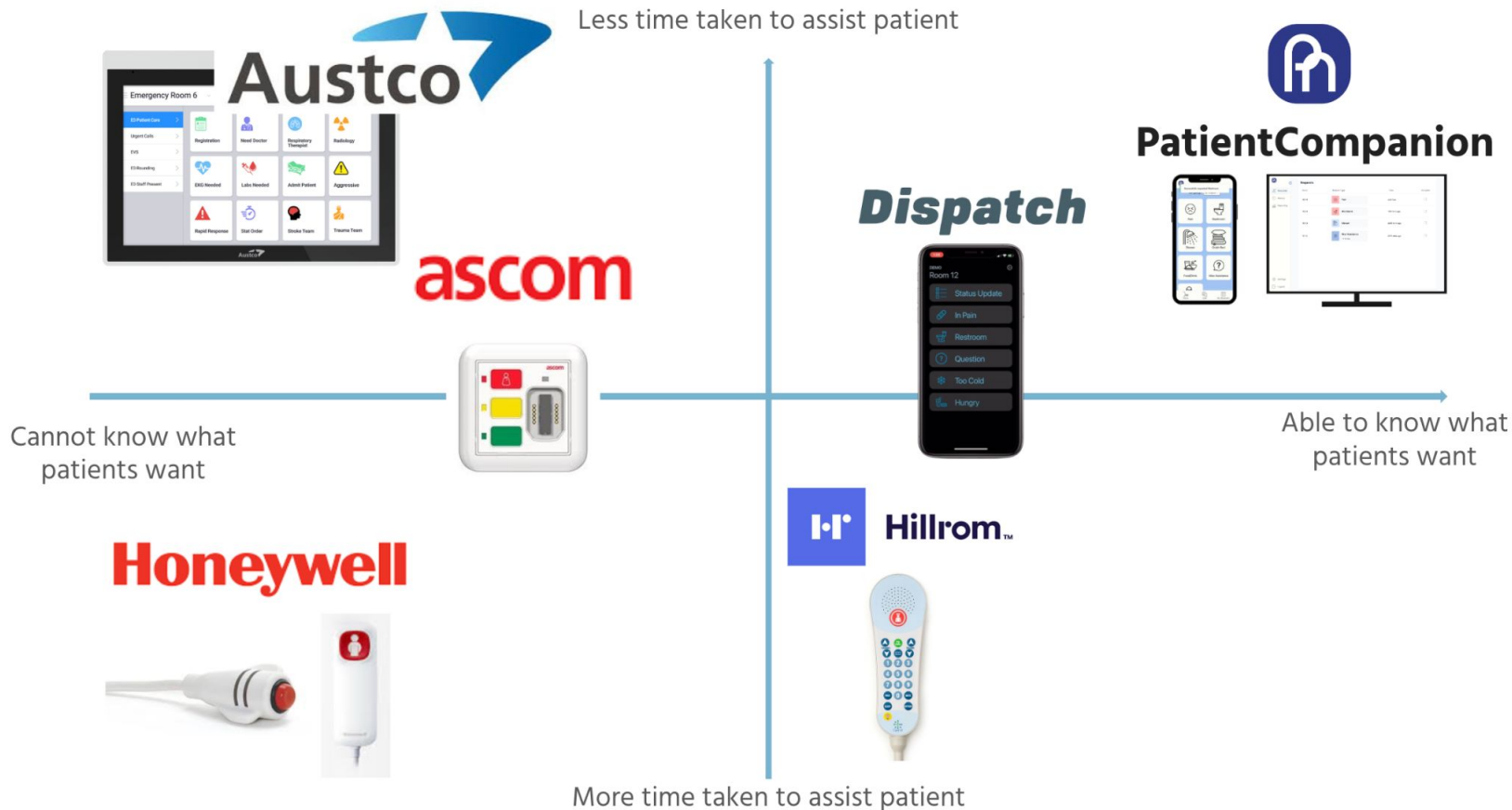
We're after a \$3.6B market opportunity.





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Leadership



Christy Lee | CEO 

Volunteered at a hospital and LTC for 2 years.

- University of Waterloo Biomedical Engineering
- Cloud Engineer, PM, and Data Analyst @ Amazon, Sterasure, KA Imaging



Ethan Alvizo | CTO 

Has 5 family members who are nurses.

- University of Waterloo Biomedical Engineering
- Software Engineer @ Deephaven, VTS, AI Arena

Advisors



**Michael Ackerman, PhD, RN |
Healthcare Innovation Advisor**

- Director of Center for Healthcare innovation and Leadership, The Ohio State University
- Professor of Clinical Nursing



Laurie Laffleur | MedTech Coach

- 20+ years in Health IT design, development, commercialization
- MedTech strategy and commercialization for startups and scale-ups



Moazam Khan | Health Director

- Previous Co-Founder/CEO @ Curiato
- Scaled company to 3 continents

Part of Canadian and U.S. startup programs, giving us access to healthcare mentors, commercialization support, and investor networks.



**Brampton
Venture Zone**
By TMU



HEALTH ENGINE



**THE
ACCELERATOR
CENTRE**

**LEAGUE of
INNOVATORS**

**THE
FORGE**

COMMUNITECH®

VELOCITY



Expansion across the spectrum of care



Hospitals

- Build on deployments and workflow proof
- Wellness & Recovery rollout in September

NEXT STEP



Retirement homes / Independent living

- same workflow pain point
- independent living has lower acuity needs with longer stays
- Heidehof and Shalom Village pilots in discussion

LONG TERM



Naturally Occurring Retirement Communities

- aging at home initiatives from government and reluctance to move to LTC
- discussions with apartment owners with older populations



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In the News



Enhancing How Patients and Care Teams Connect

DIGITAL HEALTH AND AI

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Every interaction between a patient and their care team is an opportunity to deliver thoughtful, personalized care. At Brightshores Health System, the patient call bell is now being reimagined to strengthen communication at the bedside and support teams in delivering more responsive, informed care.

This work is part of a collaborative research partnership between Brightshores, PatientCompanion and the CAN Health Network. Through this partnership, the organizations are exploring how frontline-informed technology can build on existing strengths in care delivery, supporting clear communication and helping care teams respond with greater clarity and confidence.



NEW CALL BELL TECHNOLOGY SUPPORTS MORE RESPONSIVE, PERSONALIZED PATIENT CARE



Healthcare Technology

INNOVATION

Brightshores adopts new nurse-call system

February 4, 2026



OWEN SOUND, Ont. – Brightshores Health System is introducing a new digital call bell system designed to make it easier for patients to communicate with their nursing team and help nurses respond to the most urgent needs first.

Developed in Waterloo, Ont., this technology replaces the traditional one-button call bell with an easy-to-use app. Patient requests are automatically sorted and prioritized, giving nurses quick, useful information at a glance.

"Clear communication is foundational to high-quality care," said Ann Ford (pictured), president and CEO, Brightshores. "With this app, patients can easily express what they need and care teams can respond more effectively. Delivering patient-centred care is important to us, and PatientCompanion helps us to do this well."

n and Child Care Unit at the Owen Sound Hospital, gathering feedback from both patients and staff on both sides of the call bell," said Christy Lee, into procurement is incredibly meaningful, and nurses are better supported, every day."

ed at Brightshores by its Office of Research and Innovation's Medical/Surgical Unit, with additional partnerships.

New tech cuts response times in half for nurses

"I am excited to see we have solved a problem I saw while volunteering at a hospital"

Aug. 9, 2025 | | |



Patients can scan a QR Code for the Patient Companion software, or a bedside tablet can be provided. The app helps nurses prioritize calls for assistance.

WATERLOO REGION RECORD



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\$1M via SAFE to accelerate commercialization. \$230K non-dilutive raised to date.



Impact

- 48-56% faster response times
- Very high nurse workload: down from 28% → 8.3%
- 24% of requests rerouted



Commercial

- Brightshores procurement within a year
- Expansion from Rehab into Wellness & Recovery Centre



Next

- 10 additional high-fit units to repeat Brightshores expansion
- Canada to US expansion
- patient engagement hardware partnerships



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www.patientcompanion.ca

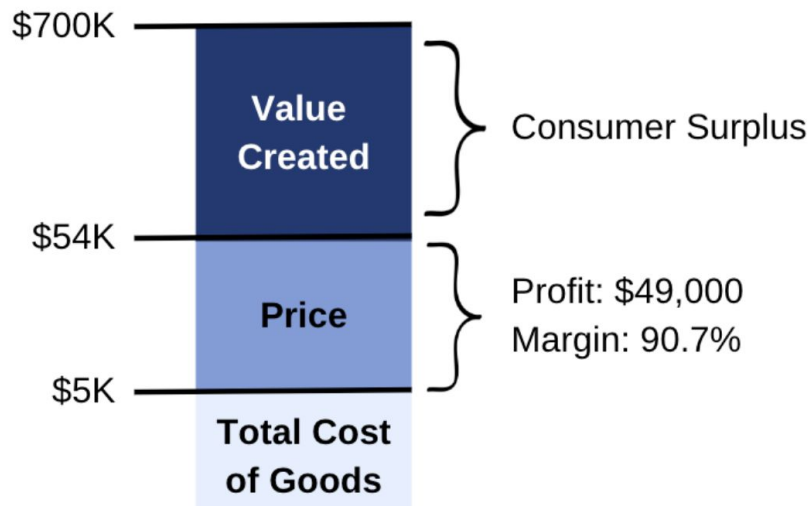




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	 PatientCompanion	ascom	 Hillrom.	Dispatch	 Austco
Eliminates unnecessary trips					
Distributes non-urgent requests to PSWs and volunteers					
Automatically prioritizes requests					
Allows requests to be customized					
Supports translation					



ROI for Hospitals:

- Based on 150 beds per hospital
- Price = \$30/bed/mth x 12 mths x 150 beds = **\$54,000/year**
- Value created: 60 nurses x \$32/hourly wage x 1 hr time saved/day x 365 days = **\$700K/year**