



# Bridging Communication Gaps with InTouch Health

## About InTouch Health

InTouch Health, ranked 2019 Best in KLAS for Virtual Care Platforms, is a telehealth services company that offers healthcare providers solutions to efficiently deliver virtual care for a broad array of use cases and healthcare environments. InTouch Health provides a reliable, dedicated cloud-based network and virtual care solutions designed to ensure connectivity for health systems, providers, and patients at all times.

## The Problem

InTouch Health was searching for a solution to create a revolutionary telehealth experience for the hospitals and clinics they work with. They were in need of a product that offered USB connectivity, exceptional audio clarity, and was extremely reliable to provide their patients with exceptional care.



**Industry:**  
Telehealth

**Website:**  
[intouchhealth.com](https://intouchhealth.com)

**Products:**



Smart Spiders



The Duet

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## The Solution

InTouch Health began implementing Phoenix Audio solutions, including the Smart Spider and Duet because of their simplicity, versatility, and functionality. Smart Spiders and Duets were directly mounted to carts in treatment rooms. This connected providers and patients with a streamlined communication alternative, creating a reliable, secure, and easy-to-use telehealth experience.



## The Outcome

"Working with Phoenix Audio has been a pleasure. The customer service is above and beyond, the responsiveness is efficient and the quality of the products are great! At InTouch Health, we currently purchase the Duet and Spider speakers because they are plug-and-play. They are so easy to install and simple to use, and more importantly, the sound quality is strong and clear further enhancing our product."  
- Kathleen Prieto, Buyer & Planner at InTouch Health



## About Phoenix Audio

Based in Southern California, Phoenix Audio Technologies is a leading innovator of audio communication solutions, striving to provide audio and video conferencing with simple-to-install, easy-to-use, high quality audio. The company designs and manufactures products that address the fast pace changes in communication trends, conferencing environments, and connectivity technologies. Phoenix Audio's proprietary audio algorithms aim to improve the communication experience and enable people to speak freely and naturally with as little compromise in quality as possible. For more information, visit [www.phnxaudio.com](http://www.phnxaudio.com).