pCare™ Ranked #1 for Interactive Patient Systems by KLAS for the Fourth Consecutive Year

New York, NY, January 31, 2019 – pCare™ Interactive Patient Systems from TVR Communications have been rated KLAS Category Leader for four years in a row. Issued by the independent research firm KLAS and based on actual client feedback, the 2019 Best in KLAS: Software & Services Report recognizes pCare as 2019 Category Leader, having achieved the highest customer satisfaction scores in the Interactive Patient Systems category.

pCare received an overall segment score of 94 out of 100. pCare also earned A's in all Key Performance Categories (Culture, Operations, Product, Relationship, Value) and an A+ in Loyalty.

"Category Leaders are committed to providing the very best technology, service, and guidance to providers and payers," said Adam Gale, President of KLAS. "The Category Leader award carries with it the voice of thousands of providers and payers, highlighting outstanding vendors who have raised the bar."

The pCare platform delivers patient education, entertainment, and clinical applications using in-room televisions and mobile devices to drive patient engagement, increase satisfaction, and improve outcomes. pCare's enterprise-wide platform, available in both inpatient and outpatient settings, is fully interoperable with hospital EHR, food service, environmental controls, service recovery, real-time patient feedback and location services.

A pCare customer who is a Manager states, "TVR Communications is very responsive to meeting our patients' needs and our organization's goals relating to our use of the product. TVR Communications' team is engaged, creative, and innovative. It has been a pleasure working with this team to improve the quality of care at our medical center."

"We are thrilled to again be recognized by our customers as the top-performing interactive patient system in the 2019 Best in KLAS report," states Robert Geckle, Acting Chief Executive Officer for TVR Communications. "Working in close partnership with hospitals, health systems and patients has allowed us to drive remarkable improvements in patient experience and engagement. To earn this achievement four years in a row is a reflection of our commitment to a full-service patient engagement platform that makes patients' experiences better and staff's lives easier."

The above commentary collected about pCare November 2018 by KLAS © 2019 For a complete view, https://klasresearch.com

2015/2016-2019 Best in KLAS: Software and Services reports, January © KLAS 2019

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About TVR Communications
TVR Communications provides pCare™ Interactive Patient Systems and related services to millions of patients and hundreds of leading hospitals and health systems. For nearly 70 years, TVR Communications has helped healthcare providers improve the patient experience and achieve sustainable improvements in patient satisfaction and quality of care. pCare Interactive Patient Systems are rated KLAS Category Leader, Interactive Patient Systems in the 2019, 2018, 2017, and 2015/2016 Best in KLAS: Software & Services report. For more information, visit p-care.com. Follow TVR Communications on Twitter @pCarebyTVRC and TVR Communications on LinkedIn.

About KLAS
KLAS is a data-driven company on a mission to improve the world's healthcare by enabling provider and payer voices to be heard and counted. Working with thousands of healthcare professionals, KLAS collects insights on

software, services and medical equipment to deliver reports, trending data and statistical overviews. KLAS data is accurate, honest and impartial. The research directly reflects the voice of healthcare professionals and acts as a catalyst for improving vendor performance. To learn more about KLAS and the insights we provide, visit www.KLASresearch.com