



Elo Touch News September 2025

Solution Brief: Empowering refugee healthcare through innovation



Bridging the healthcare gap for displaced populations

In the face of growing displacement across the globe, access to quality healthcare remains one of the greatest challenges for refugees, migrants, and underserved populations. Together, Elo, 19Labs (GALE platform), and Doctory are transforming how care is delivered, even in the most resource-limited environments.

In Lebanon, thousands of refugees now receive critical medical care thanks to a turnkey solution built on the GALE Telemedicine platform by 19Labs, integrated with Elo's interactive touchscreen technology, and implemented by long-standing partner Doctory. The initiative brings scalable, end-to-end healthcare services to refugee camps across the Middle East.

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"19Labs' eClinics enable our customers to easily deploy enhanced telehealth using the world's most advanced diagnostic devices such as ultrasound, ECGs, and even blood pressure. The eClinics do more than just video calls. They combine Zoom, Echonous, and Starlink with custom wellness applications and remote patient monitoring, delivering a solution that anyone can use, while drastically reducing operating and deployment costs."

—Dan Ludwick | Chief Product Officer, Elo

19Labs + GALE's value

- All-in-one eClinic platform integrating advanced diagnostics, video consults, and health records
- Optimized for low-bandwidth settings and non-clinical operators
- Compatible with leading diagnostic tools for real-time, remote care delivery

Doctory's value

- Localized platform with multilingual support and simplified workflows
- Trains and empowers local health workers to operate and manage eClinics
- Rapid deployment and scaling across refugee camps and underserved regions

Elo's value

- Rugged, medical-grade Android touchscreens optimized for remote and resource-limited environments
- Seamless, intuitive user interface for both patients and providers
- Scalable device management via EloView® for secure, remote updates and monitoring

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"Elo has been a great partner. They are a dynamic, innovative company with global reach, and we are happy to work with them in making healthcare more accessible worldwide. Their Android-based touchscreen systems are beautiful, well-engineered, and provide a unique, affordable solution to deploying kiosks in different form factors within the healthcare industry. Elo's tablets are built-to-last and highly reliable. Their commercial-grade hardware is complemented by great Android implementation. These make Elo's solutions perfect for enhanced telehealth."

—Ram Fish | CEO & Founder, 19Labs

Through this partnership, we are combining strengths to achieve shared goals.

In just three months, the Doctory team stood up a fully functional network of GALE eClinics powered by 19Labs and Elo, enabling thousands of patients to receive screenings, diagnoses, and treatments, many for the first time in their lives.

Doctory localized the GALE platform to meet the unique needs of refugee populations, including language support, low-bandwidth functionality, and simplified workflows.

Local health workers are trained to collect vitals and perform diagnostic tests using connected medical devices.

Remote physicians consult with patients in real time, leveraging Elo's reliable touchscreen interface and GALE's integrated health records. Diagnoses (including chronic conditions like diabetes) are made possible through on-site blood sugar and A1c testing, with treatment plans and medications dispensed promptly.

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This is more than technology. It's a lifeline.

When healthcare access is a matter of survival, the right technology and the right partners make all the difference. This solution, powered by GALE's advanced telemedicine platform, enabled by Elo's rugged and intuitive touch technology, and implemented by Doctory's local expertise, was built for the realities of delivering care in crisis settings.

Purpose-built for low-resource, high-need environments

- Rapid deployment with eClinics stood up in just weeks
- Seamlessly integrated hardware and software experience
- Adaptable and localized to meet cultural and logistical needs
- Scalable and sustainable for long-term impact across regions

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