



Connected, integrated and delivered at bedside

SMART TERMINALS BRING THE WHOLE HOSPITAL TO THE POINT OF CARE

Hospitals reap the benefits of more efficient service delivery, clinical integration and better patient experience.

CHALLENGES

Healthcare costs are rising rapidly, and hospitals are under enormous pressure to keep these costs down and improve their bottom line. They are looking for new ways to achieve greater operating efficiencies and reduce costs. The challenge is balancing these efficiencies with the quality of care. Delivering a better patient experience and providing patient-centered care is a top priority as higher levels of patient satisfaction can produce a healthier bottom line.

Hospitals have discovered that both the level of patient satisfaction and the efficiency of the hospital dramatically improve the more quickly and easily that healthcare practitioners can respond to and act upon a patient's needs. The ability to access medical records, imagery and hospital databases at the point of care is key. As is the ability to prescribe medication, treatment and diagnostic procedures.

Patients have come to expect their in-hospital experience to be much like a hotel stay. They desire all the conveniences of home, with on-demand services that fit their situation. Among these is the demand for entertainment and internet access – services that hospitals have been unable to deliver cost-effectively and have resulted in increasing a hospital's costs rather than lowering them.

Hospitals have begun to realize that there may be significant gains in operating efficiencies through the "connected hospital", whereby the information network and clinical services are integrated and accessible anywhere throughout the facility – even at the point of care.





Solutions



ALL-IN-ONE SOLUTION

The "smart" bedside terminal can address most of these challenges. The new generation of smart bedside terminals is enabling hospitals to become fully connected, accessible and integrated all the way to the point of care with the quick touch of a button. What adds even more value is that the system can also address the patient's increasingly high expectations for a superior hospital experience. This all-in-one device connects and integrates the hospital information network, clinical services, patient entertainment, and communication systems, enabling better and more efficient access at the point of care. The device is easily accessible to doctors and nurses at the patient's bedside. Healthcare practitioners can promptly record and retrieve patients' data such as vital signs, medical records; and prescription types and doses. Using a picture archiving and communication system, doctors can easily share imagery with patients right at their bedside including CT scans, ultrasounds, MRI's and X-Rays.

IMPROVED PATIENT EXPERIENCE

Patients can use the terminals as well. They can order meals, access services such as laundry, browse the internet, enjoy a vast library of multimedia entertainment, communicate with family and friends and subscribe to other personal services.

ADDITIONAL SOURCE OF REVENUE

These terminals can enable new sources of revenue. Through the seamless delivery of premium "infotainment" services such as movies on demand, webcam/video phone or gaming applications, hospitals can generate additional revenue that helps pay for the terminals. These are services that patients desire and are willing to pay for.

REMOTELY ACCESSIBLE

With an integrated camera, speakers, microphone and other peripherals it's possible to set up a networked connection to care providers down the hall or even in another building. This enables face-to-face consultation between patient and doctor via the screen, creating a more efficient way to communicate regarding routine services or answer quick questions. Other hospital services such as room-service style meal ordering can take advantage of this capability to further advance the patient experience.

An Integrated Smart Terminal satisfies the hospital's need for efficiency and lower costs and the patient's need for an improved in-hospital experience. It's a first in a revolutionary integrated solution that will improve the way hospitals and patients interact on a daily basis.



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Get in touch with TCS Canada today to learn more about the solution and schedule your complimentary consultation.