

The Healthcare Communications Terminal

Unlock \$2.9M in Potential Value - Explore Inside



Siemens Enterprise Communications
www.siemens-enterprise.com

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Your strategic priorities

Strategic Goals	Key Opportunities	Key Value Drivers
Improve Patient Safety and Quality of Care	Improved Care	Reduce Medical Errors and Improve Operating Efficiency
Deliver a World-Class Patient Experience	Provide Service Differentiation	Improve HCAHPS Scores and Patient-focused Services
Improve Clinician Workflow	Integrated Workflow Management	Reduce Cycle Time and Streamline Processes
Regulatory Compliance	Simplify Compliance Processes	Fewer Errors and a Reduced Cost of Compliance

Turn market trends into your competitive advantage

Regulatory Compliance

Your healthcare organization is legally mandated to establish processes and operating procedures that are in compliance with HiTech, HIPAA, Joint Commissions, and HCAHPS. It's a lot to do, and it requires a tremendous amount of administrative work from your already busy staff. Making even marginal investments in automation technology has a significant impact on your organization's bottom line.

Create New Revenue Streams

New technology is enabling healthcare organizations to reap additional profits from alternative revenue streams from ancillary patient entertainment services. Significant revenue can be obtained by offering patients robust entertainment options beyond just television. Movies, internet access, and games improve patient morale and drive new revenue straight to the bottom line.

Mobility

Mobile has graduated from 'nice to have' to 'necessity' for efficient, agile healthcare organizations. Your clinicians require access to information anywhere, any time, on any device. Integrating mobile into your communications infrastructure improves patient care, fuels clinician productivity, and minimizes operating costs.

"Hospital nurses spend three hours of a typical 12-hour shift away from the patients' bedside to complete regulatory requirements, redundant paperwork, and other non-direct care."²

HealthLeaders Media

Increase patient satisfaction, quality of service, revenue, clinical efficiency, while enabling easier compliance and reducing costs, errors, and risks - all in one solution. It's not too good to be true. Allow us to introduce you to the Healthcare Communications Terminal, our newest solution for the healthcare industry.

Features - The Healthcare Communications Terminal



This innovative device comes complete with a hospital-grade monitor and telephone for the patient's bedside, and provides simple and secure access to applications that benefit doctors, nurses, and the patient. From streamlining medication administration to patient access to entertainment – you HAVE to see this new solution.



Streamlined Clinician Access

Enable clinicians to make chart updates directly at the patient's bedside. An integrated barcode scanner allows for digital scanning and verification of any drug prior to dispensing. Reduce errors while improving efficiency.



Nurse Assist

Designed to improve clinician effectiveness, this function can launch a video call to the nurse's station. Now, a request for a water or a blanket requires one trip, not two. An article in The Permanente Journal notes that nurses walk an average of 3 miles per shift, and "evidence suggests that time saved walking translates into more time spent on patient-care activities."⁴



Patient Services

Provide commonly-requested information at the patient's bedside. Offer push-button meal ordering to launch menus that meet specific dietary requirements. Help meet HCAHPS goals with patient satisfaction surveys that escalate patient concerns to hospital administrators BEFORE the patient leaves the hospital. Offer discharge paperwork digitally.



My Care Team

The Healthcare Communications Terminal features an innovative application that allows the patient to learn about the various medical professionals on their team. User-friendly applications enable patients to direct non-emergency questions to their doctor, or keep a digital notepad so that they (or their family members) don't forget to ask any questions.



Patient Education

The Healthcare Communications Terminal can optionally deliver patient education modules, tailored to patient's specific requirements. Created your own patient education material? No problem - we'll integrate it to maximize your investment.



Patient Entertainment

Offer your patients access to the internet, movies, games, a phone, and television. Optional, low-cost daily fees can enable the creation of new revenue streams, while improving patient well being. Better yet, there are no complex content provider agreements to manage. We do all that for you - it works out of the box.

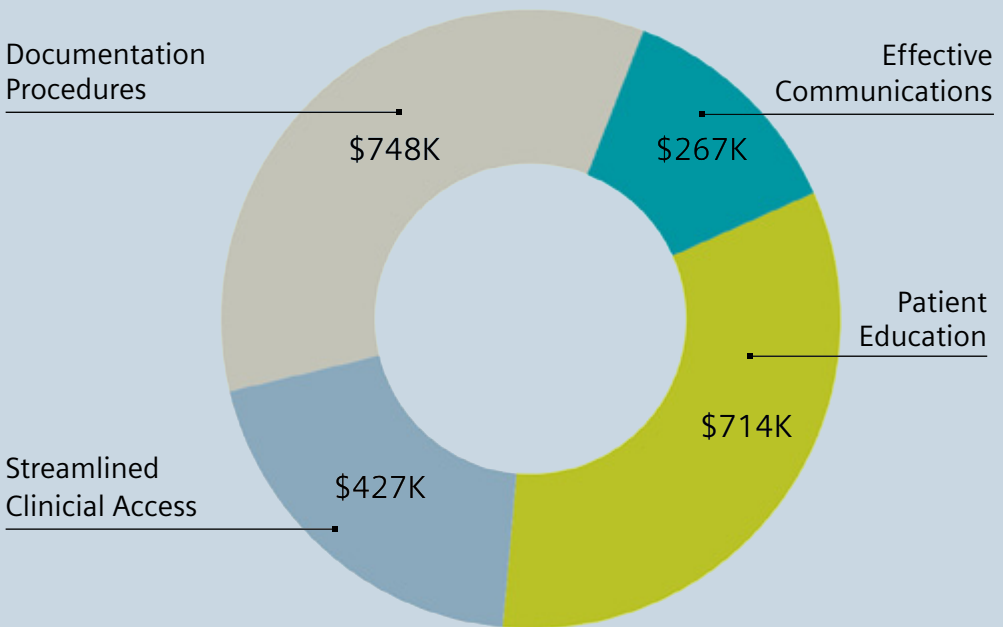
What are the economic benefits?

Estimated annual value for a 250 Bed Healthcare Organization

Key Function	Conservative Annual Value	How?
Streamlined Clinical Access	\$594,000	Enable clinicians to make chart updates at the patient's bedside. Improve operating efficiency and reduce errors.
Nursing Documentation Management	\$748,000	Document at bedside to reduce paperwork and duplication of effort.
Nurse Assist	\$267,000	One request, one trip. Improve patient and nurse interaction with two-way visual communication.
Self-Study Patient Education	\$714,000	Automate and standardize patient education - saves nurses' time and improves
Patient Entertainment Services	\$628,000	Offer optional paid internet access, movies, television, and games to patients.

Improving Nurse Productivity

An estimated \$2,156,000 in annual value can be realized by deploying the Healthcare Communications Terminal to improve nurse productivity. Reducing time spent on administrative tasks, walking, or redundant requirements directs more nursing resources to improving patient care. The magnitude of productivity improvements are:



Source: Independently conducted by Siemens Enterprise Communications, 2011.

Why Siemens Enterprise Communications?

Our Healthcare Pedigree is Unparalleled

Siemens has a rich history of solving the needs of patient-care facilities. Many of the largest healthcare organizations in North America trust Siemens Enterprise Communications to manage their communications needs.

Our commitment to innovation and excellence will assure your long-term success.



Want to see more?



Schedule an on-site visit and we'll bring the Healthcare Communications Terminal to you. We'll even set it up in one of your rooms and leave it for a week for you to try out at no cost.

Scan using your smart phone or contact us at value@siemens-enterprise.com

Proven results

“The Healthcare Communications Terminal is making a big difference here at The Chester County Hospital by significantly streamlining our clinicians’ workflow, while at the same time supporting our goals of excellent patient safety and satisfaction.”

Mary Buckley, Vice President of IT
The Chester County Hospital and Health System

“We needed a vendor we could depend and rely on. A vendor that could give us the service we needed, when we needed it. We had a solid working relationship with Siemens and a good support staff. Combine those two teams together and we had a good match.”

Alberto Kywi
Chief Information Officer
Santa Barbara Cottage Hospital

“A systematic review found that bedside terminals and central station desktops reduced nurses’ time spent on documentation by 24 percent.”³

Journal of American Medical Informatics Association

Sources: [1] “The rise of the networked enterprise: Web 2.0 finds its payday,” McKinsey Quarterly, December 2010. [2] “Nurses Say Distractions Cut Bedside Time by 25%,” John Commins, for HealthLeaders Media, March, 9, 2010. [3] “The Impact of Electronic Health Records on Time Efficiency of Physicians and Nurses: A Systematic Review,” Journal of the American Medical Informatics Association, 2005 [4] “A 36-Hospital Time and Motion Study: How Do Medical-Surgical Nurses Spend Their Time?,” The Permanente Journal, 2008.

Siemens Enterprise Communications is a premier provider of end-to-end enterprise communications solutions that use open, standards-based architectures to unify communications and business applications for a seamless collaboration experience. This award-winning “Open Communications” approach enables organizations to improve productivity and reduce costs through easy-to-deploy solutions that work within existing IT environments, delivering operational efficiencies. It is the foundation for the company’s OpenPath commitment that enables customers to mitigate risk and cost-effectively adopt unified communications.. This promise is underwritten through our OpenScale service portfolio, which includes international, managed and out-source capability. Siemens Enterprise Communications is owned by a joint venture of The Gores Group and Siemens AG. The joint venture also encompasses Enterasys Networks, which provides network infrastructure and security systems, delivering a perfect basis for joint communications solutions.

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