

Increasing Patient Satisfaction and Clinician Productivity with the Extenway Bedside Terminal

An innovative new bedside terminal is making its mark on the North American healthcare sector. The Extenway Infotainment platform is an all-in-one media and connectivity solution that helps boost clinician efficiency, simplifies administration, and offers patients a significantly improved bedside environment. It can also generate new revenue channels for hospitals and foundations.

The first Extenway terminals were inaugurated in October 2010 at the Jewish Rehabilitation Hospital of Laval, Quebec – and now the solution has crossed over into America, with the Memorial Sloan-Kettering Cancer Center in New York investing in the platform for its outpatient chemotherapy unit.

A better patient experience

On the most basic level, the Extenway bedside terminal is a high-tech replacement for standard television. It provides a comprehensive on-demand entertainment experience, complete with educational and communication tools. By using the device's touch screen, patients can choose from a wealth of options, including digital TV, audio books, internet radio, music, internet access and video games. Alternatively, they can access a desktop work environment (e-mail, Microsoft Office, etc) and make use of the built-in USB ports and smart card reader for business purposes. The systems most popular application is social networking (Facebook and Twitter) allowing the patient to remain in contact with friends and family.

The terminal also offers educational content about the patients' condition and practical information about their caregiver team and healthcare facility. Furthermore, it doubles up as a communications tool. Thanks to its integrated IP telephone and webcam, patients can use video-chat and phone services to stay in touch with friends and family.

In brief, Extenway's solution brings the conveniences of home to the bedside. But it also does much more than this: it offers patients unprecedented autonomy, thereby freeing up staff time for more urgent tasks. Patients can, for example,

consult the hospital's menu directly on the terminal and send their orders online. They can even adjust the light and temperature in their room – without having to move.

Increased productivity

Clinicians will appreciate the platform's powerful potential as an internal communications and information hub. Nurses and staff can deliver their electronic library of patient education directly to the patient over the solution. Moreover, the terminal can be used as an access point to the hospital's existing medical software, thereby providing faster access to key information such as patient schedules, Electronic Health Records (EHR) and medical library records. In this way, it can literally save caregivers hours per shift. Other professional communications functionalities include doctor-to-doctor conferencing and remote doctor-to-doctor consultation.

Customization and scalability

In terms of technology, the solution uses an IP-over-Ethernet platform to deliver a secure, scalable, end-to-end network. The system is divided into three major components: the Network Operations Centre, which is centrally hosted and managed by Extenway; the Hospital Media Centre, which is located within the IT centre of the hospital; and the in-room hardware components, which typically consists of a bedside terminal, wireless keyboard and remote control. Additional

options include wireless connectivity.

The solution can be adapted for clients' specific needs and has already been redesigned from the wall-mounted configuration to a direct mounting version on chairs used for chemotherapy treatment. The platform offers the flexibility and scalability to evolve in the future. At a later date, customers may choose to integrate new media features or introduce compatibility with new third-party products and applications.

Additional cost savings

The Extenway Infotainment platform therefore offers a wide range of benefits for healthcare facilities, including enhanced operational efficiency, heightened patient satisfaction, and cost savings. The user interface can be customized to display the facility's logos, colours, key information and overall look and feel, and patients can choose to offer donations directly from their bedside. There is even the possibility of generating extra revenue by charging channel partners and suppliers to place discrete messaging on the terminal.

In summary, the Extenway Infotainment terminal is an extremely interesting development in healthcare media and connectivity solutions. It represents the very latest in bedside point-of-care technology – and looks set to become an essential solution in the years to come. For more information, visit www.extenway.com.

