Secure communications at the point of care

A single, unified terminal at the point of care: improving patient and clinician access to information, services and support. That's the power of OpenScape Health Station from Unify – part of the OpenScape Health Connect communications suite.

Longer, healthier and happy lives

Around the world we're living longer. We have medical innovations to thank for that. But there's a problem. Aging populations and falling clinical resources are putting ever more stress on already overburdened healthcare systems. So what to do?

For many under-pressure and underfunded healthcare organizations the answer is technology.

It might not be the only answer, but in the face of unsustainable public and private healthcare models, technology has a major role to play in improving patient care and reducing costs.

Streamlining clinical access

OpenScape Health Station does just that – enabling your hospital staff to access remote clinical expertise (both internal and external) and key Hospital Information Systems (HIS) at the point of care.

Armed with the most up-to-date patient information – including scans, test results and more – diagnosis, treatment and care planning at the bedside become a reality. And that ultimately improves your patient's outcome.

Risks are reduced too. With online access through the bedside terminal, clinicians can check on potential drug side effects and the latest clinical research. That means planned treatments and drug combinations are more effective and risk-free. While an instant digital record of prescribed medicines and schedules assures the right drugs are given, at the right time.

For the hospital administrator, real time access to EMR (Electronical Medical Records), hospital administration and diagnostic systems can help increase patient throughput – decreasing the length of stay and streamlining the discharge process. The result is improved room availability and falling wait times.

Supporting overworked staff

With a terminal at every bedside, OpenScape Health Station gives you the opportunity to streamline the patient care process – reducing the nursing workload.

A 'Help' button can be integrated with most existing nurse call systems. Not only that, OpenScape Health Station enables the nurse to establish direct, hands-free communication with the patient, using the terminal's integrated microphones and loudspeakers.

Nursing staff can now assess the priority of the enquiry – eliminating wasted trips to the bedside, and giving the nurse more time to care.

Emergency response

With care the priority, the importance of enabling care team collaboration cannot be underestimated.

Seamlessly integrating with our comprehensive OpenScape Health Connect hospital communications suite, we've embedded unified communications (UC) into Health Station.

It's now a simple task for clinicians to contact peers for consult and/or treatment verification. It's UC that allows you to quickly find and connect with the right person – using the best method of contact (text, voice or video).

This collaborative functionality not only improves ongoing care, it dramatically enhances emergency response.

Your specialist teams can now be contacted in an instant, and respond within minutes.

And, thanks to OpenScape Health Connect, should they be offsite, specialists can attend the incident virtually – via video to the bedside through their laptop, tablet or smartphone.

Informs, educates and entertains

Care is your priority, so the patient experience is vital.

Improving the patient experience

OpenScape Health Station HiMed [PatientCenter] gives that experience a much-needed shot in the arm.

During the course of treatment, your patients can use HiMed Cockpit IP for entertainment, communications and education – as well as for access to important hospital systems, such as patient portals.

The terminal becomes a focus for TV and radio, Internet and social media – offering email, chat, voice and video communications. Processes such as menu planning, meal ordering according to dietary compliances, and patient surveys can also be automated and accessed by patients the same way.

Not only does this save your staff valuable time, it assures direct patient feedback and fast reaction to changes or problems.

This connected environment is incredibly empowering – helping to create a sense of safety and trust between patients and care teams.

Creating new revenue streams

OpenScape Health Station HiMed also offers self-service pay functionality to further streamline the administration of patient services.

It gives patients the freedom of immediate access to the individual information and entertainment services they want. The user interface is customized to meet the identity of your hospital and to each patient: child, adult or senior.

Plus, HiMed offers billing and accounting functionality – so providers can generate revenue for the services provided. All information is synchronized with the Hospital Information System (HIS) to give patients a single 'unified' invoice after their stay.

Enhancing patient care

Rather than introduce a raft of standalone new technologies to the bedside – televisions, radios, telephones, video cameras, and computers – HiMed Cockpit IP gives you everything you need to deliver an enhanced patient experience.

You can avoid the costly maintenance procedures (and contracts) of separate systems, not to mention eliminate the patient safety (trip hazard) and infection control issues of multiple power, network cabling and remote controls.

Deployment options for every environment

Unparalleled deployment flexibility and scalability with OpenScape Health Station.

Improving the patient experience

It's easy to choose which features you want to deploy – and how you want to deploy them.

If you're only interested in the clinical features, you can interface with your preferred Hospital Information System. If you're keen to take advantage of our patient-centric self-service, entertainment, information and education services, you're free to do this too. We provide open interfaces to connect with any existing market-leading solution.

HiMed Cockpit IP is an all-in-one PC solution based on a hardened Linux operating system. It's fan-less and features power-efficient processors.

Not only that, HiMed Cockpit IP is simple to update and control. The very latest networking, communications, medical, wireless and security technologies can be integrated through multiple USB interfaces.

And the touch screen experience is easy to use and fully adaptable for the hospital – and even each room.

Flexibility as standard

Because you'll have different requirements in public and private spaces, emergency rooms and patient rooms, we offer different touch screen sizes. A small terminal may be ideal at a dialysis chair, while the larger versions are more suited to the bedside – providing a rich user experience at the point of care. It's your choice.

All of our terminals feature specialized casing materials that are water- and dust-proof (IP65 front face), and can be cleaned with anti-infection spray.

We also offer a range of different arm-mounting options to meet a variety of room sizes and configurations, including:

- Above-the-bed wall or ceiling mountings
- Bed headwall mountings
- Desk stands and medical cart mountings

Proactive support assured

Making it all work is our global services team – offering a complete range of professional, support and managed services.

Delivered by a global team of consultants, architects, project managers and engineers, we're here to maximize your OpenScape Health Connect and OpenScape Health Station investments, save you money and deliver the very best healthcare solutions.

Professional Services
How do you plan your OpenScape deployment? What's your future roadmap? How do you maximize existing investments? Answering these crucial questions, our Professional Services teams will design, implement and integrate a solution that's tailor-made to your hospital or health center – on time, in budget and with no fuss.

Managed Services
Day-to-day network, application and device management can take resources away from crucial strategic IT initiatives. A Unify Managed Service eliminates this. Underpinned by ITIL® and featuring a range of service levels to suit your organization, you now have complete confidence in, and control over, every part of your communications network.

Maintenance and Support
So that you can go live faster, and realize benefits sooner, our maintenance packages offer the instant support you need. From alarm monitoring and fast incident response through to storage and back-up, we'll keep you secure, compliant and online. Moves, adds and changes are a breeze, while rapid response parts replacement limits potential disruption.

Something for everyone

Patients, nurses, clinicians and support staff – OpenScape Health Connect and OpenScape Health Station deliver something for everyone.

For security and compliance

Our terminals can be equipped with a smart card reader, and a proximity card reader. Using the cards for authentication, staff members can securely and easily access key healthcare IT systems via the terminal.

Using single sign-on software and proximity cards, clinicians can have even more easy – but much more secure – access to medical applications without having to remember multiple user names and passwords.

Unify's security solutions reduce calls to the help desk for forgotten passwords, centralize management across applications, and deliver an improved audit trail so you conform to HIPAA in the US, the Data Protection Directive in the EU – and other national regulatory requirements.

For the patient
Keeping your patient informed, educated and entertained increases satisfaction and improves outcomes.

So, as they wake up each morning, they log in to the bedside terminal to see their daily schedule on their tailored portal on the start page. All clinical appointments: diagnostic imaging, therapy, counseling and clinicians rounds are displayed on the convenient touch screen display – thanks to open integration with all leading medical applications.

They can access the self-service menu to plan meals, answer surveys, and change their room temperature and lighting. And they can enjoy a wide range of entertainment options – IPTV, on-demand movies, radio and video games. If communications are required, the bedside terminal allows Internet browsing, email, voice and video communications. It's simple to stay connected with friends and family.

To stay in touch with their care teams, OpenScape Health Station also offers an integrated unified communications client, connecting patients to the wired and wireless devices of your clinicians.

And, because a properly educated patient is happier and shows a dramatically lower incidence of 30-day readmission, they can use their terminal to learn about their conditions, recommended treatment options, and post-operative regimes.

For the nurse

The Advanced Nurse Call option is a tremendous advantage for your nursing teams.

An intelligent terminal feature, Advanced Nurse Call routes a patient call to any wired or wireless device of the appropriate staff member. This allows nurses to clarify, validate and assess the priority of the issue before going to the room. Proactive communications also allows your nurses to give feedback and manage the expectations of the patient.

This can have a significant impact on the distance a nurse walks every shift, reducing "travel" time and freeing up more time for direct patient care.

In many hospitals, nurses spend as much as one-third of their shift away from their patient's bedside, completing documentation, regulatory requirements and other non-direct care activities.

Access to the Electronic Medical Records (EMR) at the patient's bedside – via OpenScape Health Station – not only gives nurses more time to focus on their paperwork, it can significantly increase patient face time; reducing the risk of error and increasing quality of care.

But it's not all about patient care. Relieving the overworked nurse and increasing the time they spend on direct care can significantly improve job satisfaction and reduce staff turnover.

For the clinician

Enabling clinicians to log in to key HIT systems at the bedside is a win-win. Real-time access to EMR and other clinical systems increases patient safety and clinician productivity, while reducing errors.

For example, when prescribing a new medication, the clinicians can quickly access the EMR for information about any existing prescriptions – before checking online for potential drug interactions. Offering this at the bedside makes the process less prone to error and more efficient.

In addition, during a patient assessment the clinician can use the Health Station terminal to access clinical care pathway (care map) information to determine the recommended treatment. Not only that, should your clinician need to reach out to a specialist for a consultation, the embedded unified communications application instantly returns a list of available specialists – and launches a collaboration session at the touch of a screen.

For the administrator

From a revenue perspective, hospitals can charge for patient entertainment services such as TV, phone and Internet – or choose to charge for premium entertainment, such as movies on-demand. And workflow improvements reduce the incidents of patients who 'leave without being seen' (LWBS) – further increasing revenue.

Patient access to their treatment plans and schedules can dramatically reduce hospital stays – with empowered patients more likely to leave early and not be readmitted. Added to this, with information at their fingertips, staff can devote less time to counseling patients and more on nursing duties – creating greater efficiencies and reducing additional resource costs.

Furthermore OpenScape Health Station can reduce delays in the Emergency Room, closely monitoring bed availability to help increase revenue – while dramatically improving patient satisfaction.

"It adds a level of transparency to the patient care process that I think is ultimately a very beneficial thing. It empowers patients and strengthens the patient/doctor relationship. When something needs to be done, the patient knows why it needs to be done and knows that the physician did it, because they are having a conversation literally as it is happening. There's no mystery. And, that is very reassuring to patients."

Karen Pinsky, MD, Chief Medical Information Officer, Chester County Hospital

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About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

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