OpenScape Health Station

OpenScape Health Station is an integrated point-of-care solution that streamlines clinical access and keeps the patient informed, educated and entertained; thus increasing productivity, reducing costs and improving quality of care.

Furthermore, enabling clinical staff secure access to these systems at the point of care improves timeliness and reduces the risk of error, thus improving patient safety and quality of care.

New technology is being introduced at the bedside to improve the patient experience – televisions, radios, telephones, video cameras, computers, and room controls are just a few examples. All of these devices help improve patient satisfaction, but they often require separate and more costly maintenance procedures (and contracts) and their power and network cabling can create patient safety and infection control issues.

High costs and patient safety issues are driving the current tendency in healthcare organizations to integrate as many of these devices and networks as possible, onto a single, bedside PC platform. A single bedside terminal reduces the cost of operations and maintenance – making life easier for IT. It also creates a safer work environment by reducing trip and fall hazards for staff, patients, and family.
Main features

Clinical services
Point of care access to patient records (EMR), Healthcare IT Systems (HIT) and other information sources (hospital manuals, guidelines, policies, drug profiles) help clinical staff to make timely, informed decisions and improve the quality of care.

- **Bedside HIT Access** – Picture Archiving and Communications System (PACS), Electronic Medical Records (EMR), and Computerized Physician Order Entry (CPOE).
- **Advanced Nurse Call** – Hands free, bi-directional voice communications and alerting.
- **Remote Monitoring** – Integrated webcam for 24/7 video monitoring of patient.
- **Bedside Barcode and/or RFID Scanning** – Assure correct patient identification and safe medication dispensation.

Patient services from OpenScape PatientCenter

In the era of patient-centered care, the patient needs more than top-notch medical care and treatment. Patient satisfaction and medical outcomes are also impacted by how well the patient is educated, entertained and informed.

- **Multimedia entertainment** – Radio, cable TV, IPTV, movies on demand, and games.
- **Multimodal communications** – IP Voice, SIP video-conferencing and Skype.
- **Internet access** – Patients can access the internet (web & e-mail) directly.
- **Patient education** – Patients can learn about their medical conditions, recommended treatment options, and post-operative regimens.
- **Room controls** – Patient management of lighting, room temperature, window curtains and blinds.
- **Baby webcam** – For maternity and neonatology allows mothers to watch their new borns.

Administration services

A secure terminal in every patient room can make many important hospital operations easier and more efficient. Maintenance, Housekeeping and Quality Improvement departments can all benefit.

- **Hospitality interface** – Self-service access to meal ordering and menu planning.
- **Surveys** – Hospital administration and/or quality improvement teams can deliver and process patient surveys in real time.
- **Maintenance reporting** – Mechanical issues can be reported directly to the facility maintenance department without involving the nurse in nonclinical issues.

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**OpenScape Health Station Deployment Options**
Deployment Options

OpenScape Health Station provides unparalleled deployment flexibility and scalability. Healthcare organizations can choose which exact features they want to deploy and how they want to deploy them. Hospitals that are only interested in the clinical features can interface with their preferred HIT systems. Other healthcare organizations will deploy OpenScape Patient-Center to provide self-service access to patient entertainment, information and education services. In addition, OpenScape Health Station provides a variety of hardware alternatives for terminal size, peripherals and mounting options. Everything from an 8-inch terminal attached to a dialysis chair to a 32-inch high-definition terminal.

Bedside Terminal Options

OpenScape Health Station bedside terminals are all MS Windows 7-based all-in-one PC solutions that are fan-less and feature power-efficient Intel® embedded processors. The terminal includes a USB interface that makes it easy to integrate the latest networking, communications, wireless and security technologies. The terminal is controlled by an easy-to-use GUI interface that is customizable to each hospital and adaptable room-to-room.

The solution offers multiple terminal sizes to meet the different requirements of public and private spaces, emergency rooms and patient rooms. The touch screen terminals range from an 8" terminal that might be ideal at a dialysis chair, to an 18.4" HD terminal that provides a rich user experience at the point of care. In addition, larger flat panel displays (32" and 40") can be installed.

Other features include:
- Widescreen (16:9) and standard (4:3) aspect ratio
- Specialized casing materials that are water and dust proof (IP64 front face, IP52 rear)
- High resolution and bright TFT display
- 5 wire resistive touch screen
- Configurable LED warning indicators
- Built-in speakers with optional headphone connection

Installation and Mounting Options

OpenScape Health Station offers different arm mounting options to meet a variety of room sizes and configurations – shared rooms, retrofitting with existing head walls, and ceiling mounts when walls aren’t available. Mounting options include arms designed to be mounted above the bedside, fixed to a wall or a ceiling. A bed headwall mounting is available where wall or ceiling mounts are not available, such as in shared patient rooms, older hospital buildings or emergency departments. In addition, mounting options for desk stands and medical carts allow for standardization of terminals throughout the hospital.

- Premium bearings and gas/oil custom clutch assembly provide ease of movement in all articulations.
- Maximum extension 1745 mm (69 inches), height adjustable from -55º to 20º

Security and Compliance

OpenScape Health Station terminals can be equipped with a smartcard reader and a proximity card reader. Using a card for authentication, staff members can use the bedside terminal to securely logon to key Healthcare IT systems. In addition, the terminals can be equipped with a barcode reader to monitor which medication is administered to which patient and to avoid Adverse Drug Effects by assuring a positive patient identification.

Using Single-Sign-On software and proximity cards, clinicians can have easy, yet much more secured access to medical applications, and don’t have to remember multiple user names and passwords. OpenScape Health Station can reduce calls to the help desk for forgotten passwords, centralizes management across applications, and delivers an improved audit trail to conform to HIPAA and other regulatory requirements.
Optional peripherals and features

Once installed, OpenScape Health Station becomes the computing hub for a wide variety of optional peripheral devices that provide flexibility and expandability for both patient and clinical features. These devices include:

**Magnetic Swipe Card Reader (MSR)**
Used in conjunction with PIN code to identify and authenticate user. Can be used for loyalty card programs, credit or debit card payments.

**Biometric reader**
Biometric security ensures secure terminal logon for doctors, nurses, and patients, using fingerprint recognition which doesn’t require a keyboard or password management.

**Barcode scanners & RFID readers**
Can be used to simplify data entry (eg. patient medications and room relocations) and reduce recording errors, as well as confirm medicine distribution in real-time.

**VoIP telephones**
Reduce infrastructure and vendor complexity by consolidating data and telephony onto a common network, which saves costs and decreases the number of service providers.

**Ultrasonic microphones**
 Allows patients who cannot physically touch bedside terminals to control them with voice commands, using a microphone and voice recognition software.

**Wired and wireless keyboard**
Include Smart Disinfect™ feature to monitor keyboard disinfect status and provide reminders when sterilization is due. Both types of keyboards include a non-porous surface, manufactured using plastics injected with Novaron®, an anti-microbial agent that eliminates the spread of infections.