



Cisco Patient Connect

Cisco Patient Connect provides an integrated platform to engage with patients, visitors, and staff at all points in the healthcare journey and delivers the right information and services at the right time. In figure 1, comprehensive information designed to inform, educate, entertain, connect and engage the patient is always available during their hospital stay. The enhanced user experience starts with their first few steps into the hospital as they are greeted by the wayfinding kiosks. Once admitted and in their hospital room, the experience continues as additional relevant sources of information are made available to the patient.

Figure 1 Cisco Patient Connect Delivers Comprehensive Information and Services To The Patient

- **Differentiates the hospital experience** for patients, visitors, and the care team
- **Improves the quality of care** with more frequent, efficient, and meaningful interactions
- **Increases patient satisfaction** with personalized information, education, and entertainment
- **Enhances efficiency** by bringing the right information to the right people at the right time
- **Continually adapts to change** with an open, scalable platform that builds on existing investments and can be integrated with third-party applications and content.

Cisco Patient Experience Solutions

Delivering Personalized Information & Services

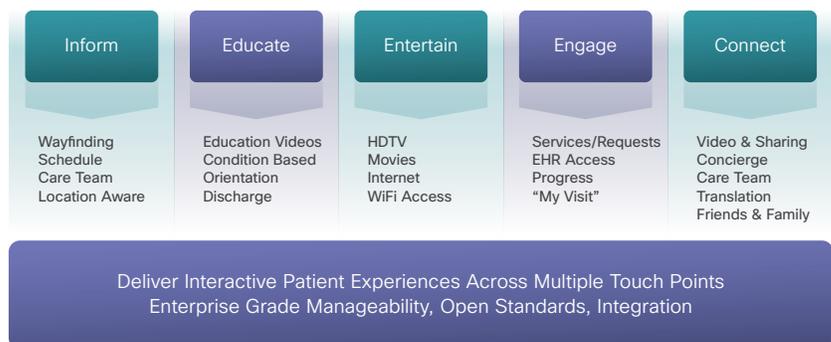


Figure 2 shows the main home page for a patient that has been admitted. This page provides access to relevant information that will assist the patient during their stay. Common tasks and options are combined into the easy to navigate page, allowing the patient to always have access to updated information.

Figure 2 Patient View Home Page



Transform the Patient Experience

An alert flashes on a touchscreen monitor beside a hospital bed. There's no medical problem, the patient has a new message: a video is waiting for her showing how to properly change her bandages after discharge, along with home care instructions ready to be emailed to her personal account.

A family waits by a patient's bedside with questions about their mother's condition. As a clinician enters, his name and picture appear on the in-room TV, letting the family know this is the cardiologist in charge of her care.

A patient has a rare condition. The care team brings in a world-renowned specialist for consultation—through videoconferencing at the patient's bedside.

A visitor enters the hospital to see a sick friend. Using an interactive kiosk in the lobby, she views a customized map showing her exactly where to go.

These scenarios, and much more, represent the world-class patient experience of the future. But you can make them a reality right now with the Cisco® Patient Connect solution.

Inform, Engage, and Connect Across the Care Continuum

Cisco Patient Connect provides a platform to engage with patients, visitors, and staff at all points in the healthcare journey and delivers the right information and services at the right time. With this solution you can make available personalized patient information, streaming media, and multimedia collaboration anywhere, on any device—in the patient room, on mobile devices, through web portals, interactive kiosks, and more.

Cisco Patient Connect is designed for the modern healthcare environment, where highly informed patients have more healthcare options than ever and patient satisfaction measures are a critical factor in reimbursement rates. Patient Connect brings state-of-the-art clinical communication and collaboration together in an integrated, easy-to-manage solution. And it's built with open standards, so you can continue to incorporate new capabilities and applications over time.

With Cisco Patient Connect, you can:

- **Inform** across multiple touch points—patient rooms, lobbies, waiting and exam rooms, and mobile devices
- **Educate** by delivering personalized, condition-based video instruction for every stage in the care continuum
- **Entertain** by bringing HDTV to patients and visitors through the IP video infrastructure
- **Engage** with hospital services, systems, and electronic health records (EHRs), customized and secured for each user—patient, visitor, or care team member
- **Connect** patients, caregivers, translators, concierge services, and family and friends through easy-to-use video and sharing tools

Next Steps

Ready to learn more? Visit www.cisco.com/go/patientconnect