

MEDITEL[®]
HealthCareNetwork

Québec

Ontario

*Applications
& Services*



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*Patient Engagement &
Interactive Healthcare Media
Cloud Delivery Solutions*

PATIENT

**INFOTAINMENT, EDUCATION, SURVEYS
& COMMUNICATION APPLICATIONS**

BASIC SERVICES

Welcome Greeting & Language Selection - Welcome greeting/language selection displayed on the TV Media Terminal.

Self-Rent TV (Broadcast Cable) - The Interactive menu for rental activation provides patients and or care givers the ability to self activate the TV Terminal service 24/7 with up to 50 entertainment channels using a credit card utilizing the on screen menu. Family members can have services activated remotely from the Call Centre or directly via the Hôpital website.

Automated Patient Transfer Tracking - Patient bed transfers are automatically tracked in the event the patient is transferred to another room as the rental service follows the patient to the new location without the need for a Hôpital representative to activate it. (ADT interface required by hospital)

Self-Rent Telephone - Patients can self-activate the in-room telephone (where available)

Status Bar (Room/Bed Location, Date/Time, Notifications) - Room/Bed location, date and time and notifications alerts for education etc displayed on the in-room TV Media Terminal.

Health Educational Programming (Prescribed & On-Demand) - Video based educational content can be prescribed for specific medical conditions, pain management etc. This content can also be accessed on-demand by multiple patients or care givers concurrently at times convenient to them. During the presence of medical staff the video can be paused and viewing completed later. Delivery of educational content may be directed to a specific Media TV Terminal or department for both patients and staff and be tracked against the patient or the care giver so that the success of the content may be measured through surveys or questionnaires. Nursing involvement is reduced, helping with overall patient care.

Patient Satisfaction Surveys (PSS) - The Meditel system can be configured to administer and securely deliver Patient Satisfaction Surveys (PSS) to patients through either the hospital in-room Telephone or in-room TV Media Terminal storing the data in a SQL database to be called upon for reporting purposes. The PSS assists hospitals in yielding patient satisfaction levels in all aspects of patient care such as; technical quality, pain management, communication (explanations of care), interpersonal manner (courtesy and respect), discharge planning and health education, environment, time spent with doctor (frequency of visitation from caregivers), accessibility of care (responsiveness of care from caregivers), financial aspects of care, overall impression of healthcare facility etc.

PREMIUM SERVICES

TV & Movies On-Demand - Patients can view and listen to broadcast TV and movies 24/7 from the in-room TV Media Terminal with pause capability for added convenience.

Music & Radio On-Demand - Patients can listen to music and Radio programming 24/7 from the in-room TV Media Terminal.

Internet - Patients can order Internet from the in-room TV Media Terminal Once connected the Patients can browse the Internet, partake in social media, access YouTube, Netflix, get updated on news, access email etc.

Wi-Fi Hotspot - Patients or family members can order Wi-Fi Hotspot to accommodate their personal BYOD. Once connected the Patients can browse the Internet, listen to music, access YouTube, Netflix, get updated on news, access email etc.

Games - Nothing provides a better distraction to the patient than simple but engaging games. Chess, checkers, card games all provide the patient an effective means of passing the time while they are confined to the hospital bed.

Relaxation Videos - These High Definition videos promote wellness and empowers patients with integrative, sound healing, spiritual, fine art, exercise and nature content

Patient's Corner - Provides patients personal amenities using the TV Media Terminal such as - Mirror (only Touchscreen TV Media Terminal), personal alarm, personal note pad/blog, personal agenda scheduler and calendar for daily reminders, meditation and mindfulness tips. (upcoming release)

HOSPITAL

**ELECTRONIC MEDICAL RECORDS, COMMUNICATIONS,
EDUCATION, ADVERTISING & MAINTENANCE APPLICATIONS**

BASIC SERVICES

Hospital Information Screens & Content Management - Hospital informational screens providing hospital facility info, notifications, health education etc. can be displayed on the TV Media Terminals for patient viewing on a 24/7 basis. Hospital administrators can self-manage and post this content on the system without any intervention required by Hôpital.

Health Education Media, Questionnaire & Survey Authoring Tools - PatientLogix cloud based authoring tools can be configured to administer and securely deliver patient health education media, follow-up questionnaires and surveys to patients through a hospital in-room Telephone or Cell Phone, in-room TV Media Terminal or through a hospital wireless network utilizing a Tablet storing the data in a SQL database to be called upon for reporting purposes.

Hospital/Clinic Content Management Authoring Tool - A multi-function web based application designed for hospital administrators to manage in-patient room content. Administrators can remotely create, upload, edit, manage and post new hospital and or clinic informational content, remotely view, upload, edit, manage and post modified hospital and or clinic informational content. System automatically renders and adapts the content to format and fit Footwall TV Terminal Screens where patients utilize numeric keypad interaction with a TV Remote Pillow Speaker to make selections. System automatically renders and adapts the content to format and fit Bedside TV Terminal Touch Screens where patients utilize touch screen interaction to make selections.

In-Room Patient TV Terminal Advertising - Availability of advertising content to be displayed on the in-room patient TV Terminals. This advertising application can generate additional revenues for Hospitals and their Foundations while providing the ability for advertisers to access a captive client base of healthcare stakeholders within the Patient Care Continuum that are high value to corporate advertisers such as patients, patient family members, doctors, nurses and clinicians.

PREMIUM SERVICES

Health Education Anywhere Access Home Media Delivery System - PatientLogix Anywhere Access Provides the ultimate in patient accessibility for Health Education media delivery. This system utilizes arrow-casting prescriptive processes which enable doctors and clinicians to deliver prescribed Health Educational media directly to the patient's home computer, tablet or smart phone in a compelling video format. Follow-up Questionnaires, Patient Satisfaction Surveys and a wide range of other patient Health Education applications the system delivers drive patient comprehension and satisfaction to their highest levels with the right content, to the right patient, wherever that patient may be at any time.

Electronic Medical Record (EMR) - Within a hospital environment Hôpital can facilitate and display an EMR on a patient Media Station at bedside. Having an the EMR available at bedside on the patient Media Station for medical staff to access for emergency situations can be advantageous in providing emergency care to patients where the hospital has digitized the patient's medical records. Since the EMR can be a mission critical application when in use in a medical emergency situation, Hôpital developed an automated diagnostic application that monitors, detects and reports anomalies or failures that may occur on the Media Station or the distribution network to maximize the system performance. The data in the EMR can also assist medical personnel in empowering patients to get involved and engaged in their own healthcare by having the ability to view their EMR or their X-Rays with a medical professional directly from their hospital bed.

Bed & Maintenance Management - The bed status and maintenance management application keeps track of whether housekeeping and maintenance services has completed preparing a bed to receive a patient. The application works by providing housekeeping and maintenance staff an application that uses the in-room Media Station to provide a "Bed Status" menu. The staffs uses an IR remote or a smart card specific to them to indicate the current state of the room - cleaning started, cleaning finished, needs maintenance etc. This information is then communicated to bed management so that they can manage bed availability in real time, making the whole process more efficient including the aggregating of data on employee performance, efficiency and their whereabouts which is tracked on a room per room basis. Phone calls to nursing floors, maintenance services and housekeeping to determine bed status are eliminated.

Patient Food Menu - Patients are provided an electronic food menu for their in-room meals directly from the bedside Media Station to order customized meals from the hospital dietary department. This application provides many advantages to both the hospital and patient by providing the patient a choice of foods they prefer to eat based on their unique dietary profile ultimately leading to less food being wasted, a more timely delivery of the requested food, redirecting deliveries to the right place where the patient is, or not at all if the patient has left. The application also reduces human resources costs by eliminating the need for the manual distribution of patient paper menus while simultaneously garnering up a "Green Initiative in reducing hospital printing costs.