



Care Experience Platform Cloud Enterprise

Powering personalized, exemplary care
with enterprise healthcare systems



For healthcare systems who lead on exemplary care, Oneview Healthcare provides digital tools for patients, families and caregivers to improve the care experience.

Unifying a facility's systems and services into one digital platform at the point of care with dedicated touch and TV devices, Oneview helps providers enable patients and families, deliver virtual care, manage experience and optimize patient flow.

Oneview's Care Experience Platform (CXP) Cloud Enterprise edition provides the full CXP capability for enterprise healthcare systems. Unlike other solutions in the market, CXP Cloud Enterprise has been built in partnership with leading healthcare systems to meet enterprise needs, scaling to thousands of end-points across every type of facility, from new construction to existing hospitals with legacy wiring, without requiring on-premise server infrastructure.

Deployed in the cloud for maximum efficiency and agility, integration with the EHR enables automation and personalization for a truly exemplary care experience – for patients, families and care teams.

BENEFITS

Enabling patients and families

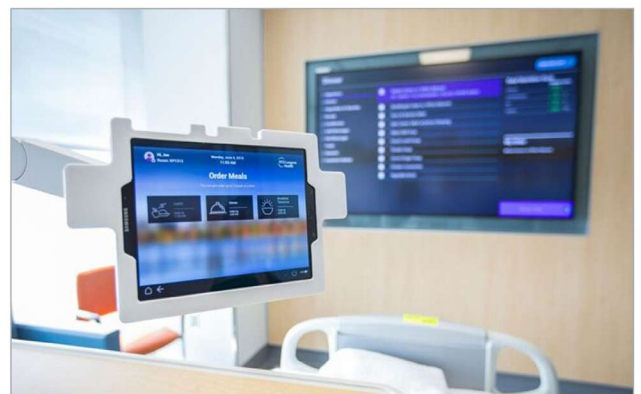
- Oneview provides patients with digital tools to enable them and their families to be active participants in care, to improve the experience during hospital visits, and ultimately to support better care transitions.
- Patients bring consumer expectations to their healthcare encounters, and Oneview helps healthcare systems meet these expectations with a "home-like" entertainment experience.

A platform for innovation

- Oneview's secure, flexible and scalable platform is the digital infrastructure for content, apps and services at the point of care.
- Built for the enterprise, and designed for scale, Oneview provides the performance, reliability and configurability that allow CIOs to sleep well at night.
- By unifying digital content and services, Oneview minimizes the cost and complexity of point solutions, while providing a user experience consistent with the organization's digital brand.
- Market-leading data analytics capability provides you with near-time utilization insight across the enterprise at a unit, hospital and organizational level, with easy to use self-service dashboards using Microsoft's PowerBI.

Supporting the entire care team

- Through task automation and patient self-service, Oneview reduces the task burden for the care team, giving more time for delivering personalized care.
- "Always on" digital services at the bedside enable workflow optimization, for example enabling the care team to include an interpreter or a remote clinician at the touch of a button.
- "Zero touch" fully-automated digital wiping to ensure patient privacy without adding device management task burden for nursing.



FEATURES

UNIFY DIGITAL CONTENT & SERVICES

Deliver digital content and apps/services at the point of care, with a branded, unified digital interface.

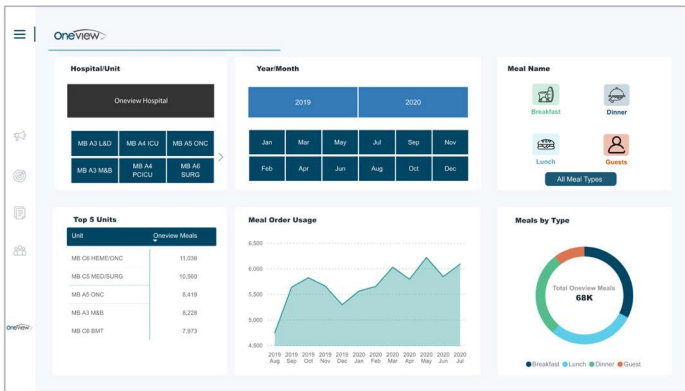
Content management & delivery	Ensure patients have up-to-date information and education. You can use your own content, content from our partners, or a combination, with video, PDF, app and web-based content supported. Content is centrally managed and can be updated in real-time.
Enterprise configurability	You can configure apps and services at a unit, hospital or organizational level. This means you can offer digital meal ordering at one hospital, but not at another. Or you can offer digital room controls in a new tower, but not in older facilities. Customer support teams can manage configuration through a secure web app.
Entertainment & streaming	TV with Electronic Program Guide (EPG), available on the TV and large touchscreen. On the tablet and large touchscreen, consumer streaming services like Netflix, Spotify, and cable TV apps can be deployed, so patients can use their personal accounts to enjoy a “home-like” entertainment experience. Patients can also use a web browser to access websites.
Third-party apps	Enterprise apps can be deployed to touchscreen devices, supporting digital workflows like eConsent, or virtual care workflows: <ul style="list-style-type: none">• Allow clinicians to round on patients and monitor remotely using Cisco Jabber, Zoom, or other tools.• Enable virtual visitation, allowing patients to call friends and family using Facebook Messenger, Skype or Google Duo.• Enable virtual interpretation using your language services partner’s Android app or web app.
Visual branding	Brand the user interface on all the devices deployed in your organization with your chosen logo and background image. If you have multiple hospitals, each can have its own logo and background image.

AUTOMATE, PERSONALIZE & PROTECT

Integrate with the EHR to drive workflow, personalization and privacy.

EHR integration	Oneview integrates with your EHR to drive workflow automation, personalization and digital wiping automation. CXP Enterprise includes the EHR integration pipeline, and ADT and ORD interfaces.
Home screen	When a patient is admitted to the room, the home screen shows the patient’s name, room information, date and time, care team information and expected discharge date (if set), as well as your logo and a custom background image. This digitises much of the information from the physical whiteboard, saving nursing time. When the device is in “guest mode”, the home screen shows the room or location information, date and time, as well as the hospital logo and custom background, and enables access to basic functionality, including TV.
Personalization	Patients can personalize the “look and feel”, select a visual theme from a choice of three, and select a background from a choice of six. Content can be personalized to patients based on rules. For example, a child can see different content to an adult in the same hospital.

<p>Notifications</p>	<p>Inform and engage patients with notifications, delivered on touchscreens and TVs. Notifications can be driven based on integrations, for example schedule events from SIU messages. Notifications are targeted based on location or are personalized to a patient. Patients can view notifications and see actions in the “My Notifications” center.</p> <p>For organizations with compatible Real-time Location Services providing staff location, staff entry to the room can trigger a staff presence notification with staff information.</p>
<p>Language</p>	<p>The user interface can be displayed in the patient’s preferred language. This happens automatically based on the ADT feed, and patients or users can change the language. A choice of 5 languages are included and other languages are optional.</p>
<p>Digital wiping</p>	<p>Fully automated, selective digital wiping after a patient is discharged or transferred. Patient apps and web browsing are fully wiped, while enterprise app configurations (e.g. Cisco Jabber) are preserved. Wiping is automated via HL7 ADT integration.</p> <p>When the device is in “guest mode”, a digital wipe can be triggered with one-touch digital wipe capability.</p>



The configuration interface includes sections for:

- FACILITIES:** Overview of content trees.
- CONTENT TREE / Inpatient Content Tree:** A hierarchical tree structure.
- CARDS:** Configurable content cards such as 'My Treatment Team', 'My Stay', 'Education & Information', 'My Education', 'COVID-19 info', 'CDC COVID-19 info', 'Entertainment & Caring', 'TV', 'Movies', 'Music', 'Internet', and 'Games'.
- TILES:** Additional content tiles.
- LOCALISED URLS:** Configuration for localized content.
- DESKTOP MODE:** Toggle for desktop view.
- ICONS:** Selection of icons for content items.
- TAGS:** Tagging options for content.
- TRANSLATIONS:** Language and localization settings.

ENABLE INSIGHT

Industry-leading data platform, providing metrics and trends on utilization, operation and experience.

<p>Cloud data platform</p>	<p>Oneview’s market-leading cloud data platform receives anonymized, event data which is aggregated for customer reporting. This platform powers self-service dashboards enabling customers to understand utilization, to identify opportunities for optimization and ultimately to track return on investment.</p>
<p>Self-service dashboards</p>	<p>A suite of dashboards, delivered on Microsoft’s PowerBI platform, provide you with access to metrics and trends on device, content and app utilization. Dashboard filters allow you to view unit, hospital and organizational level data. Export functionality enables dashboards to be exported in order to share or include in executive presentations.</p>
<p>Data warehouse feed</p>	<p>Integrate Oneview data to your enterprise data warehouse, adding “X” data (Experience) to “O” data (Operational) to drive new insight.</p>

MONITOR & MANAGE

Tools to secure and manage devices, provide real-time visibility on system operation and control system configuration.

Cloud-based enterprise mobility management	Oneview's cloud EMM enables our support and operations teams to remotely manage devices, app deployment and OS updates.
Pro-active monitoring	Oneview's cloud monitoring tool enables our support and operations teams to pro-actively monitor environments, with monitoring alerts.
Customer-facing device monitoring	Customer support teams can see a real-time view of device status at hospital, unit and room level via a secure web app.



A compatible RTLS system is required for staff presence notifications.
A compatible EHR is required for EHR integration and related capabilities.

ENHANCING THE VALUE

CXP Cloud Enterprise can be extended with optional Oneview solutions:



Personalized Education

Engage patients effectively and automate education workflows, saving care team time.



Patient Feedback

Real-time surveys for patient feedback during hospital stays.



Patient Concierge

Non-clinical requests routed to the appropriate staff member, reducing burden on clinical staff.



Room Control

Enable patients to control their environment, for hospitals with building automation.



Meal Ordering

A quicker, easier meal ordering experience for patients, guests and Food Services teams.



Calming

Video content designed to help calm and comfort patients during their hospital stay.



Movies

Full HD movies featuring your choice of latest releases and classics.



Cast

Enable patients to cast content from their personal devices to the TV screen.



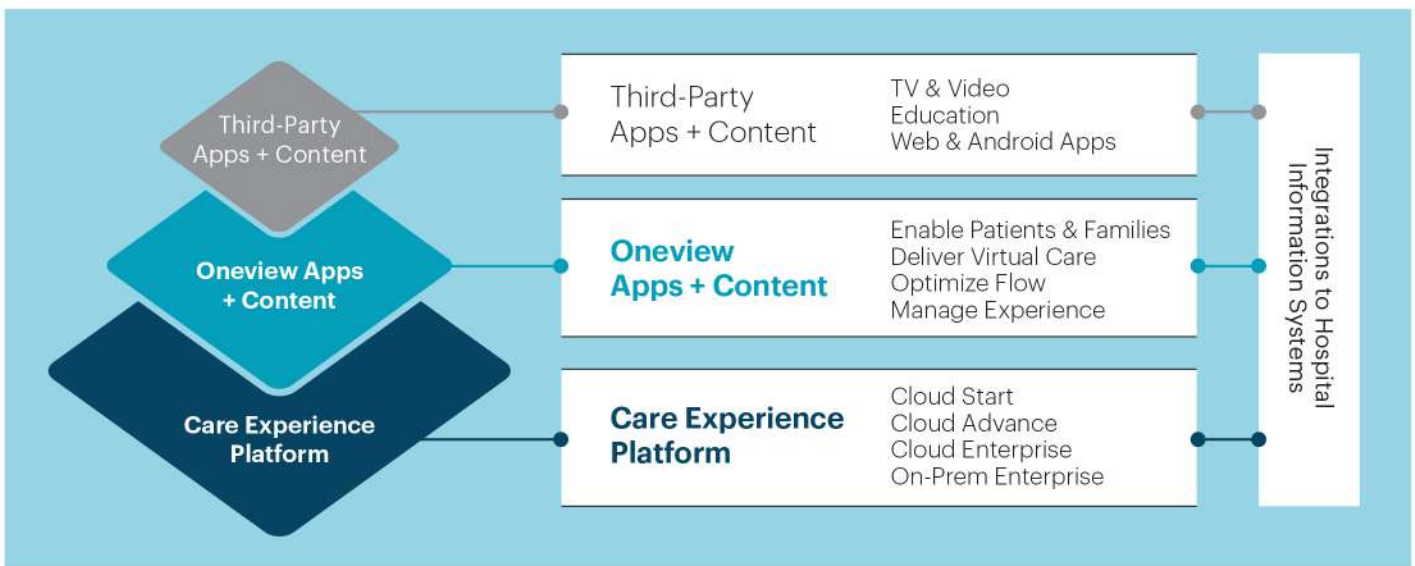
iConsult

Virtual care app for virtual rounding, virtual visitation and virtual consults.

DEVICE OPTIONS

CXP Cloud Enterprise provides the hardware flexibility needed to support different care settings and facility configurations:

	<h3>Tablet Only</h3>	<p>Samsung 10" tablet, providing the reliability and security you need to protect patient privacy and support clinical workflows. Fixed on a table with built-in tablet arm, on an existing table with an adaptor arm or a wall-mounted arm.</p>
	<h3>TV and Tablet</h3>	<p>HDMI-CEC capable or compatible healthcare grade TV powered by Oneview's purpose-built Android set-top-box, controlled by a Curbell infotainment pillow speaker or fully-cleanable remote control; paired with 10" Samsung tablet.</p>
	<h3>TV Only</h3>	<p>Purpose-built Oneview Android set-top-box, controlled by a Curbell infotainment pillow speaker or fully-cleanable remote control.</p>
	<h3>Large Touchscreen</h3>	<p>Purpose-built Oneview Android All-In-One touchscreen (22"), on a wall- or ceiling-mounted arm.</p>



Android is a trademark of Google LLC.

For more information or to arrange a demo, contact email info@howard-medical.com or visit www.howard-medical.com