

SOLUTION IN ACTION

Patient Engagement: In-Room Mobile Technology

No more waiting for data. No more feeling cut off from family and friends. No more one-way communication with treatment staff. The days of analog, antiquated bedside care are over. Replaced by a revamped patient experience that centers around greater care team connection, greater convenience and greater satisfaction with the process of receiving care – all because of the strategic use of mobile technology at the bedside and throughout the care continuum.

► **Let's look in on one patient room** where mobile technology is changing the way care is given, and how it's perceived:

ENGAGED PATIENTS

A recently admitted patient is confined to bed, worried about her condition. A physician walks in with a tablet in hand, and sidles up to the bedside to **share an image of one of the patient's scans from that morning**. The doctor is able to clearly explain the patient's medical issue, and can even pull up supplemental educational material. The patient feels better knowing she understands her ailment.



A nurse walks in with another tablet. She hands this one to the patient to use during her stay – shows her how to **access email** to correspond with loved ones, how to **call up movies or TV** to help pass the time, and even how to **research more about her condition**.



She can even use it to **order meals, pay her bill and access her medical records** and message her care team (not to mention hand it to her 6-year-old nephew to play games when he gets bored during a visit). The patient is more comfortable and relaxed thanks to mobile technology.



CONNECTED CLINICIANS

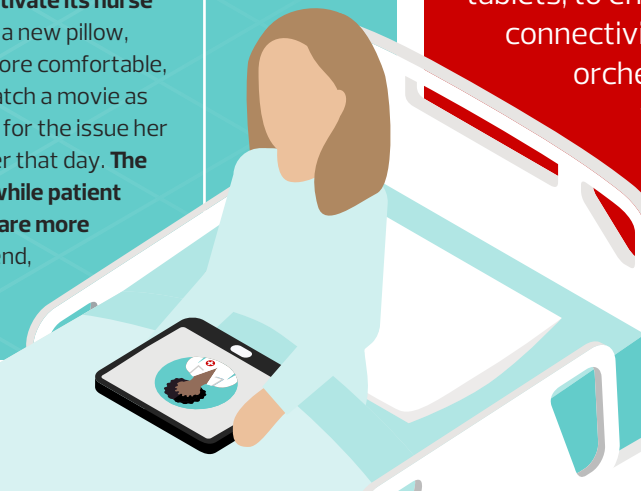
Soon after her family and nephew leave, a clinician on rounds uses the tablet to **securely message a nurse that the patient needs a higher medication dose**. The patient also knows this because the doctor's orders show up in her medical chart.



The nurse comes to the patient's side, using her own tablet to **barcode scan the medication** and the patient's wristband, verifying identity and dose accuracy, which helps the patient feel safer and more confident about her care.



Later that day, the patient again uses the tablet she's been given, this time to **activate its nurse call button** to see about getting a new pillow, which arrives within minutes. More comfortable, the patient settles back in to watch a movie as she waits for further treatment for the issue her doctor discussed with her earlier that day. **The care team is more responsive, while patient data and identity management are more secure and streamlined**. In the end, the patient is happier with the care she's received.



BEHIND THE SCENES

Robust and secure Wi-Fi provides the must-have connectivity that promotes anywhere, anytime care and collaboration. **Wireless routers and access points** deliver reliable, on-demand access to data, **software** and **apps** for patients and providers, while an intuitive **tablet form factor** makes for simplified IT rollout and maintenance across the health system.



Create an **enhanced patient experience** and **streamlined clinician workflow**. From selecting the right tablets, to ensuring seamless connectivity, CDW can help you orchestrate a mobile solution that transforms the way care is provided at the bedside and helps improve patient satisfaction.

Learn more about mobile strategies for using technology to provide enriched, connected care. Contact your account manager at **800.500.4239** or visit **CDWG.com/Healthcare**.

