

LodgeNet[™]

INTERACTIVE PATIENT TELEVISION SYSTEM



A LODGENET HEALTHCARE SOLUTION



With the upsurge of consumerism in healthcare, patients and their families are insisting on more from care providers – special amenities, access to more information and, of course, the best medical care. Patients are becoming more selective on where to go for their care, while providers are looking for ways to create and maintain patient loyalty.

The **LodgeNetRX™ Interactive Patient Television System** from **LodgeNet Healthcare** creates a **positive experience** for **patients, their families** and **the healthcare provider's staff**. Over your existing coaxial cable network, **LodgeNetRX** is **delivered seamlessly** to the room without the use of a set-top box or additional wiring required.



Why LodgeNet?

LodgeNet Interactive Corporation has been providing proven, reliable interactive television systems for almost 30 years. LodgeNet Healthcare focuses solely on the needs of healthcare organizations and applies the same forward-thinking philosophies that have resulted in LodgeNet being a world leader.

World-Class Service & Support

Your LodgeNetRX system will be installed, inspected, maintained and supported by the same world-class service and support organization serving nearly two million rooms in over 9,300 properties across the world. Our Professional Solutions group can help meet architectural, design and installation needs. And you'll get 24/7 Contact Center support and access to an established Field Service network of more than 400 expert technicians.

Brand & Project Management

To make the process easy every step of the way, you'll be assigned a Brand Manager and Project Manager who will assist with aligning your LodgeNetRX system with your organization's brand as well as walking you through the process from installation to implementation.





Integrated Patient Education

Doctors can prescribe education content that is specific for the patient's diagnosis. Comprehension of that content is measured by interactive questions that can be sent automatically to the patient record system. Doctors can choose from over 1,000 titles within the library from Patient EDU, LLC. Over 80% of all medical conditions requiring hospitalization are covered in this library.

Patient Education Library

Care providers can incorporate their existing digitized patient education content. Videos can be supplemented with a set of standard non-content specific questions upon completion.

Digital Movies

Movies are edited to be family-friendly and include LodgeNet's playback controls (pause, skip and save/bookmarking), so viewers can save their spot in a movie and watch the rest of it later.

Nintendo GameCube™

As a must for any facility caring for families, Nintendo® games are popular and fun. They appeal to everyone and are great for keeping kids mentally stimulated and distracted from a stressful situation.

Server-Based Games

Patients can play strategy and skill games such as solitaire on the TV using only the remote control or pillowspeaker. Patients of all ages will be entertained with a variety of familiar games, along with up-to-date games that are just as fun.

Satellite & Off-Air Programming

With HDTV, satellite, cable and off-air programming, patients and visitors can watch their favorite TV programs. News, local channels, game shows, sports and cartoons are available – just like at home.

XM Music

Listen to your favorite genres – classical, country, oldies and more – back-to-back and commercial free with no DJ chatter.

Internet

LodgeNetRX offers patients the ability to access the Web through their laptop with broadband Internet solutions. Access is also available through the television set with a wireless keyboard. With these options, patients can receive and send e-mail and surf the Internet as if they were at home.



patient services

Healthcare Menuing Suite

Convey healthcare-related information to patients and visitors via an interactive menu system. This provides an efficient way to deliver information such as your mission statement, maps, directories, visitor information and more.

My Meal Menus

Some patients have diet limitations, and this feature allows staff to prescribe the diet that is appropriate for their condition. Selected choices are directly forwarded to the food services department.

Meal Menu

Provide a paperless method for offering patient meal selection. Patients can view and order breakfast, lunch or dinner options during specified times from the interactive TV or bedside device. Orders are dispatched to the food service department for fulfillment.

My Care Team

Specific information is displayed regarding the patient's care team; this includes names, photos and bios of attending physicians, referring physicians, consulting physicians and more.



Patient Survey

Survey questions and answers can be customized to meet needs, ask about patient stays or assess care team satisfaction. Survey responses can be forwarded to the care facility or a third party for tabulation and reporting to help improve administrative efficiency. Tracking of both positive and negative trends via assessment is also reported. This tool can be used to assist in immediate service recovery. An e-mail notification is dispatched, allowing staff to address the issue while the patient is still on site.

Patient Requests with Fulfillment

Patients can make a request using the interactive system at any point. Many of those requests do not require the help of a registered nurse. So by sending an e-mail of the request to the fulfillment party you can avoid interrupting the nursing staff and still provide patients with the service they expect.

communication

Welcome Channel

As the first-on channel, the Welcome Channel is branded for your facility, including custom video to welcome your patients, their families and other visitors. The Welcome Channel, a powerful in-room communication and marketing tool, encourages patients and visitors to press the MENU button for entertainment and other patient services.

Digital Healthcare Open Channel

The Digital Healthcare Open Channel allows you to broadcast looping video content throughout your facility with the flexibility to target specific areas. Messages can be broadcast from the CEO or other authorized personnel or for general information. Leverage your existing video content to communicate with consistency.

Healthcare Information Channel

The Healthcare Information Channel provides patients and family members with text-based information about meetings or group sessions throughout the facility. Authorized staff can immediately change information or configure it to send unique messages.



operational features

HIPAA Password & Log-In

Care facilities have a responsibility to comply with the Health Insurance Portability and Accountability Act (HIPAA) of 1996, which provides continued insurance coverage for pre-existing conditions when a person changes employment. The HIPAA Password/Log-In feature allows you to accept secure password/log-in on the LodgeNetRX system for access to personal health information (PHI).

System Reporting

This feature allows you to enable staff to measure and analyze various aspects of the system. It provides timely and historical system usage, and data is recorded so providers can assess trends in patient satisfaction. Access to administrative menus can be issued and obtained remotely via PC access by authorized personnel.

Multilingual

The LodgeNetRX system has multilingual functionality, which enables patients to view information in English, Spanish, French and Japanese. Other languages can be translated, subject to a statement of work.

DECREASE OPERATING COSTS



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