Technology in Action

- The Waiting Room
- Intake/Reception
- In-Room Patient Care
- The Nurses' Station
- Doctor's Perspective
- Telehealth/Remote Access
- Mobile Clinic
- Admin, HR, Management, & Finance
- The IT Department

Forthright.

"Health information technology improves patient's safety by reducing medication errors, reducing adverse drug reactions, and improving healthcare quality and safety."

- U.S. National Institutes of Health (NIH)

By using unified communications and collaboration tools, patients can receive better care through improved knowledge sharing, streamlined clinical workflows, and personalized experiences.

Forthright.

An Ideal, Technology Driven Experience in Healthcare Today…

✓ Ability to roam freely from room-to-room with near instant tap and go logins

✓ Focus on patient care over trying to recall the process to ensure you are accessing or sharing data securely – It should just "be secure" without any concern around process or data left behind on local devices

✓ Everything just works and is fast; technology doesn't get in the way

✓ Compliance is automatic – not something for users to worry about

✓ Access is designed with cyber security in mind not bolted on negatively impacting the user experience

✓ Easy & quick access to collaboration data, internal workflows, internal procedural docs & forms – finding documents needed should intuitive

✓ Easily share educational information & intake forms with patients

What does it entail?

• Fully managed specialized endpoint devices

• Adoption of a central hub for collaboration & communication

• Standards for data governance & enforcement

• Built-in data protection

• Workflow templates

• Built in governance & cybersecurity

The Waiting Room

- Intake/Sign-in kiosk

- Receiving/submitting forms & confirmation via text

- Appointment setting/confirmation

- Digital signage

- Secure guest wireless access

- Access to educational material

Patient Mobile app features:

✓ Appointment setting

✓ Directions for parking & where to go

✓ Electronic check-in

✓ Payment processing

✓ Educational resources

✓ Directory of departments/doctors with contact info & location

✓ Real-time localized alerts

Forthright.

Intake/Reception

- Reliable kiosk that handles appointment setting, payments, check-in, scheduling

- Secure sharing and receiving documents from patients

- Access to patient accounting information

- (Notifications) Real-time global or localized alerts

- Centralized access to the most up-to-date versions of forms & educational material

- Automated form processing

- Digital forms sent via text to patients

- Support for point of sale, signature pad & scanning devices

How we facilitate the technology (internally)

- Integrated telephony & internal chat
- eFax access
- Internal directory
- Access to cloud printing
- Real-time global or localized alerts

Forthright.

In Room Patient Care

- Info screens in the lobby, exam rooms & hallways with educational & status information

- Secure integrated telehealth monitors with on-screen markup and the ability to consult with remote doctors & family

- Form automation and access via text

- (Notifications) Real-time global or localized alerts

- Secure guest wireless

- Access to educational material
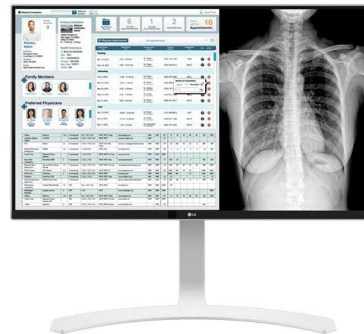
The Nurse's Station

- One consolidated device/computer with integrated telehealth
- Near instant tap-and-go Imprivata logins
- Mobile & battery powered carts
- Integrated telephony & real-time internal chat
- Easy access to an internal global directory (People Search)
- Centralized access to the most up-to-date versions of forms & educational material
- Form management, version control, & digital processing

- Access to eFax & digital scanners
- Access to secure printing
- Notifications: Real-time global or localized alerts
- Digital signage

How technology can be part of their workday (patient-facing)

- ✓ Digital forms & educational information (vaccination / Consent forms) sent via text to patients
- ✓ Secure way of sharing & receiving documents from patients
- ✓ Secure access to EMR & other patient digital records and applications

Forthright.

Doctor's Prospective

- One consolidated device/computer with integrated telehealth

- Near instant tap-and-go Imprivata logins

- Easy access to an Internal global directory (People Search)

- Integrated telephony & real-time internal chat

- Centralized access to the most up-to-date versions of forms & educational material

- Access to EMR & other patient digital records & applications

- Specialties:

  - Access to diagnostic patient information/chart

  - Access to specialty medical systems (like x-ray, CT, dental, etc.)

  - Access to reports/images from scans, lab results

- Digital educational information and forms (vaccination/consent forms) sent via text to patients

Forthright.

Labs, Pharmacy, Radiology, & Other Specialty Care

- One consolidated device/computer/desktop with a multi-screen setup designed for healthcare imaging

- Integrated telephony, eFax & internal chat

- Easy access to an internal global directory (People Search)

- Notifications: Real-time global or localized alerts

- Centralized access to the most up-to-date versions of forms & educational material

Secure Access to:

- ✓ eFax

- ✓ EMR and other patient digital records and applications

- ✓ Diagnostic patient information/chart

- ✓ Specialty medical systems (like x-ray, CT, dental, etc.)

- ✓ Reports/images from scans, lab results, drug test logs

Forthright.

Telehealth/Remote Access

(Walking around the hospital or working from home)

- Working securely to ensure compliance from anywhere on any device including BYOD

- Integrated telephony, eFax & internal chat

- Easy access to an internal global directory (People Search)

- Centralized access to the most up-to-date versions of forms & educational material

- Secure way of sharing and receiving documents from patients

- Digital educational information (vaccination & consent forms) sent via text to patients

Secure Access to:

✓ EMR & other patient digital records & applications

✓ Diagnostic patient information/chart

✓ Reports/images from scans, lab results, & logs

Forthright.

Mobile Clinics

- Access to data & applications from a moving platform

- Integrated telephony, eFax & internal chat

- Walk-up appointment and patient tracking

- Centralized access to the most up-to-date versions of forms & educational material

- Secure way of sharing and receiving documents from patients

  - Digital educational information (vaccination & consent forms) sent via text to patients

Secure Access to:

✓EMR & other patient digital records and applications

✓Diagnostic patient information/chart

✓Reports/images from scans, lab results

Forthright.

Administration, HR, Management, & Finance

- Working securely ensuring compliance from anywhere on any device including BYOD

- Access to the financial system and/or employee records

- Document search & management, form processing, scanning docs/forms/content

- Departmental, center-wide, and patient facing policies & procedures

- HR manuals, training, & onboarding workflow management

- Manage workflows for updates to forms, approval of forms, and posting of forms

- Tracking Chaplaincy Referrals / Census forms and data

- Manage referrals, demographics, factsheets, authorizations

- Secure sharing and receiving documents internally

✓ Easy access to an Internal global directory (People Search)

✓ Centralized access to the most up-to-date versions of forms & educational material

✓ Access to secure printing

✓ Notifications: Real-time global or localized alerts

✓ Integrated telephony, eFax & internal chat
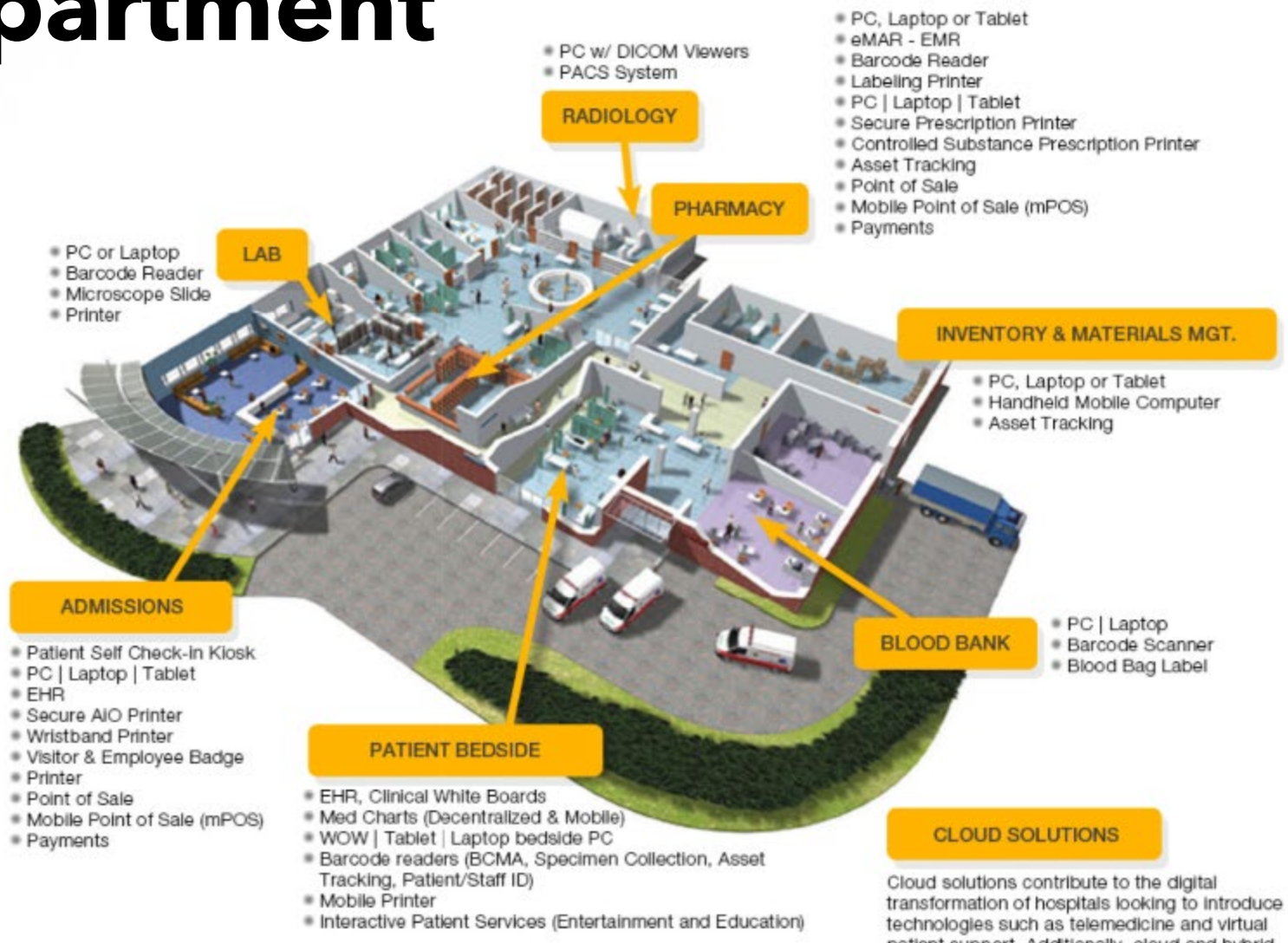
Forthright.

The IT Department Footprint

RADIOLOGY
* PC w/ DICOM Viewers
* PACS System

PHARMACY
* PC, Laptop or Tablet
* eMAR - EMR
* Barcode Reader
* Labeling Printer
* PC | Laptop | Tablet
* Secure Prescription Printer
* Controlled Substance Prescription Printer
* Asset Tracking
* Point of Sale
* Mobile Point of Sale (mPOS)
* Payments

LAB
* PC or Laptop
* Barcode Reader
* Microscope Slide
* Printer

INVENTORY & MATERIALS MGT.
* PC, Laptop or Tablet
* Handheld Mobile Computer
* Asset Tracking

NURSES' STATION
* EHR
* PC | Laptop | Tablet | Thin Client
* Medication & Supply Carts
* Secure AIO Printer
* Smart Board
* Voice to Text for Physician Dictation

INFRASTRUCTURE
* DAS Antenas
* Secure Wireless Network
* Visitor's WiFi
* Role Based Access Control (RBAC)
* Mobile Device Management
* Mobile Device Security
* Physical Security

ADMISSIONS
* Patient Self Check-In Kiosk
* PC | Laptop | Tablet
* EHR
* Secure AIO Printer
* Wristband Printer
* Visitor & Employee Badge
* Printer
* Point of Sale
* Mobile Point of Sale (mPOS)
* Payments

BLOOD BANK
* PC | Laptop
* Barcode Scanner
* Blood Bag Label

SERVICES
* Wireless Network Assessment
* Social Engineering Assessment
* Penetration Test Assessment
* Compliance Reviews
* Physical Security Design

PATIENT BEDSIDE
* EHR, Clinical White Boards
* Med Charts (Decentralized & Mobile)
* WOW | Tablet | Laptop bedside PC
* Barcode readers (BCMA, Specimen Collection, Asset Tracking, Patient/Staff ID)
* Mobile Printer
* Interactive Patient Services (Entertainment and Education)

CLOUD SOLUTIONS

Cloud solutions contribute to the digital transformation of hospitals looking to introduce technologies such as telemedicine and virtual patient support. Additionally, cloud and hybrid IT platforms offer a scalable and secure approach to managing large data sources for analytics, payment processing with various healthcare providers, and the management of confidential health records to follow imperative HIPAA compliance requirements.

Forthright.

The IT Department

Managed Services

- Co-managed and full managed IT services
- Professional services project support
- Part-time or full-time technical staffing
- Monitoring & management tools
- Nationwide on-site support
- Remote support/24x7 helpdesk
- Call center support and technology solutions
- Localized and cloud-based Infrastructure solutions and management
- Technical and development support hotline for your IT staff
- Vendor management & procurement

Managed Collaborative Hub

- Collaborative Hub customization
- Managed 365 services

Managed Cyber Security

- 24x7 Unified security operations XDR/Zero trust SGN)
- Continuous technology & dynamic cyber training
- Vulnerability\Pen assessments
- WIFI assessments and optimization

Professional Services

- Compliance readiness services
- Development of IT solutions to close identified gaps
- Access to innovation/Proof of value lab

Managed Hardware

- Purchase-as-a-service & leasing options
- Endpoints (PC's, laptops, tablets, terminals, smart displays, all-in-one devices, telehealth
- Lifecycle management including device pickup and recycling services with certified data destruction certificates
- On-prem server & storage solutions
- Printers, scanners, network routers, switches, and WIFI, devices

Forthright.

Over a Decade of
Helping HCN Centers

Forthright.

Learn More or Book a Discovery Call
www.Forthright.com/HCN

Forthright.