

## Johns Hopkins Hospital

The Johns Hopkins Hospital is widely regarded as one of the world's greatest hospitals and with over 1,000 patient beds, scalability was a key success factor when determining a patient experience partner. Since 1998, Johns Hopkins has partnered with TeleHealth Services for their patient engagement solutions. In order to best utilize the resources of the hospital, TeleHealth has implemented their TigrVision approach to scale the solutions per the greatest value to the hospital. Currently TeleHealth provides healthcare-grade televisions and the full suite of interactive engagement systems. Based on demographic factors, diagnosis, and acuity levels, Johns Hopkins Hospital has deployed the Tigr, TigrNet, and iTigr solutions to maximize effectiveness while being fiscally responsible. The latest interactive solution deployed is TeleHealth's H-Browser iTigr solution. This state-of-the-art solution is a culmination of TeleHealth's wealth of knowledge across both television and interactive platforms. The solution delivers all of the high-end features and benefits of a full interactive patient engagement solution, while utilizing the Samsung Smart TV functions to eliminate a set-top box and driving a lower capital expenditure.



## The Ohio State University Medical Center

When The Ohio State University Medical Center (OSUMC) began their expansion, the project was the largest construction project in healthcare history. Needing a trusted partner to provide a next-generation patient entertainment experience, OSUMC turned to TeleHealth Services for the flexibility and scalability of their solutions. The solution consisted of an IP television system at over 600 locations that would need to be expanded across the complete medical campus, with video-on-demand programming, an interactive program guide, and a custom Ohio State channel. TeleHealth Services was the first IPTV operator to undertake a large scale deployment of the iTigr interactive patient engagement platform. OSUMC saw the interactive layer as a critical option in the hospital for not only branded and promotional content, but also patient education and care information. The medical center saw these factors as a way to differentiate its services in the increasingly competitive healthcare market, while reducing capital and operational costs. The current IPTV system is delivering high-definition picture quality to the patient television that is immune from noise, distortion, and signal loss; unlimited channels with controlled user access; and remote system management by way of a web browser interface. With the success of the medical center deployment, discussions are underway for the expansion across the whole college campus.



## University of Arkansas Medical Sciences

The University of Arkansas Medical Sciences (UAMS) is one of the region's largest academic health centers spanning a total of 84 acres, with 25 buildings situated in downtown Little Rock. UAMS needed a technology solutions partner that could design and install a comprehensive television system in their new patient tower expansion (330 TV locations), but needed a provider with the expertise to expand their vision of the patient experience across their complete footprint. A key to success for the expansion project was the need to tie in the new distribution system to the existing headend located in a separate building using a fiber network. TeleHealth Services was the only provider in the country that was able to design and engineer a fiber backbone that would reach every building on campus and convert the campuses' programming over to a hybrid DirecTV HD satellite system, as well as implement an interactive patient engagement system and music channels to round out the complete patient experience package. By offering a wide variety of both digital and high-definition entertainment programming, UAMS was able to increase patient satisfaction while being able to scale the project to meet their financial objectives. The Tigr patient education system compliments the entertainment offering and provides UAMS' patients and caregivers with patient-specific education, hospital information, instructions, and skills to improve their health. In addition, the Tigr platform also serves as a pivotal technology for surveying their out-patient population on the services and experience at UAMS.



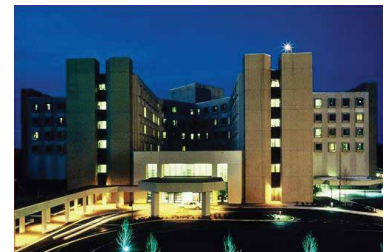
## Methodist Dallas Health System

Methodist Dallas Health System approached TeleHealth Services to provide them an alternative option to their current TV vendor that was better equipped to support their current and expanding health system. With the Methodist Bush-Renner Medical Center (220 beds) facility close to completion, along with additional patient tower construction projects at Methodist Dallas Medical Center and Methodist Mansfield Medical Center, TeleHealth was uniquely positioned to build expertise there, as well as upgrade their patient television and expand the Methodist Television Network. During the discovery process of the project, TeleHealth assessed the current distribution system needed an upgrade to address signal level issues from the expansion of the system over time. Through TeleHealth's consultative approach, the initial launch of the Methodist Television Network was defined as a robust selection of HD DirecTV programming, patient education channels through the Tigr patient education platform, and a Methodist channel for brand management and emergency notifications. The complete solution allowed the health system to standardize not only the patient entertainment offering, but most importantly the patient education program, to better define the level of care at the Methodist facilities. Working on an aggressive timeline for the opening of the new facility, TeleHealth Services installed the comprehensive offering in approximately 3 months, which included the installation of (725) Samsung Smart LED TVs, RF distribution upgrades at two campuses, replacing over (800) television outlets, installing (5) HD DirecTV Headends and an enterprise configuration of the Tigr engagement system across the health system, as well as all of the super-user and in-service training for all staff members.



## Baptist Medical Center

Baptist Medical Center, part of the Mississippi Baptist Health System in Jackson, MS, was looking for a solutions provider that could provide both the full comprehensive television solution for their new tower, but also upgrade their television distribution system and add in a high-end interactive patient engagement system to the existing facility. Through TeleHealth's "Roadmap to Success" program, the new tower (Phase 1) was completed with all new Samsung healthcare televisions, new coaxial infrastructure, DIRECTV HD programming, and the iTigr interactive patient engagement system. In tandem, TeleHealth began upgrading the current facility's coax distribution network (Phase 2). In the final phase, the hospital replaced all of the healthcare televisions in the current hospital and installed the iTigr interactive patient engagement system, finally cutting over to the HD headend that had been supplying HD programming to the new tower. Currently, Mississippi Baptist has seen dramatic increases in patient satisfaction due to the DIRECTV HD programming and new televisions, while their interactive system continues to evolve through a dietary system interface and a prescription medication interface.



## HealthSouth

With more than (125) rehabilitation centers in 28 states, HealthSouth partnered exclusively with TeleHealth Services to provide a standardization of the patient television experience at all of their facilities. HealthSouth relies on TeleHealth Service's expertise in the design and implementation of the television system for all new construction projects. The offering includes Samsung Healthcare LED TVs, HD DirecTV programming and head-end, a customized electronic program guide, and an in-house marquee channel informing their patients of the products and services offered.

