Comprehensive TV Solutions that Improve Patient Experience

Touchpoint Solutions for Better Outcomes

telehealth.com
EXPERIENCE THE TELEHEALTH DIFFERENCE

Transform your patient experience and quality of care. Join the more than 2,500 hospitals that have made TeleHealth Services their comprehensive healthcare television solutions provider. Our patient-centric entertainment, education, and engagement solutions help hospitals gain operational efficiencies, increase revenue and enhance patient satisfaction.

Beginning with an in-depth discussion, TeleHealth takes a consultative approach to understanding your challenges and goals. With that knowledge, we develop a customized roadmap that offers a clear vision for meeting your immediate requirements and paving the way for future upgrades and capabilities.
TeleHealth’s comprehensive turn-key solutions provide your hospital with valuable capabilities that address emerging patient-experience initiatives and transform patient bedside televisions into powerful platforms for delivering customized patient entertainment, education and information.

A Solutions Roadmap
TeleHealth’s solutions roadmap provides hospitals with a strategy for addressing current needs while also planning for future capability upgrades. It is a guide for scaling a solution that accommodates a hospital’s short- and long-term performance, technology and budgetary goals. Our tailored, scalable solutions range from high-quality HD entertainment that gives patients a comforting at-home experience to comprehensive interactive patient engagement systems with condition-specific educational programs, service recovery and revenue generation features, workflow enhancement capabilities, and enterprise-level interoperability.
TeleHealth tailors your existing infrastructure to give you access to a wide range of outstanding patient content. Rely on TeleHealth Services to power your patient experience with HD entertainment content that offers the familiarity and comfort of home. We can customize your hospital television network from an extensive list of high-definition channels and deliver the perfect balance of education, news, entertainment, and sports. Our roadmap will show you how to develop your own customized television network with programming and advanced capabilities that support many key healthcare industry initiatives, including advancing patient satisfaction, improving outcomes, and increasing workflow efficiencies.

**Extensive, High-Quality Content**
- High-Definition Entertainment Channels
- On-Demand Programming
- Customized Channel Line-ups
- Patient-Centric Education
- Interactive Patient Engagement Features
- Relaxation Programming
- Hospital Branding & Information
- Foreign Language Channels
- Music

**What’s on YOUR Hospital Televisions?**
Maximize the performance, capabilities, and picture quality of your healthcare televisions with high-definition digital programming.

We integrate high-quality headend technology and distribution systems to give your hospital the ability to scale a healthcare television solution specifically to your needs, including solutions that require RF-over-data or IPTV. Our solutions provide the extensive, high-quality HD programming patients expect while positioning your facility for future digital technology upgrades.

A Robust, Well-Designed Infrastructure...
- Increases hospital programming capacity
- Delivers vivid HD content to patients
- Provides easy-to-use customizable on-screen programming guides
- Accommodates RF, fiber, and data network interfaces

Headends, custom-built to meet your needs, deliver the wide range of HD programming that helps increase patient satisfaction.

INFRASTRUCTURE
QUALITY AT THE SOURCE

ARE YOU READY FOR HD?
To find out, let TeleHealth conduct a Television Signal & HDTV Readiness Assessment. We will evaluate the status of the television signals throughout your facility as well as your distribution system, and deliver an objective assessment of your current distribution system architecture, with a focus on:

- Picture quality
- Bandwidth expansion
- Industry-leading solutions
- Future technology expansion

To get started, call 1.800.535.2459 ext. 2 or email us at info@telehealth.com
**A PATIENT-POWERED EXPERIENCE**

**HD LED HEALTHCARE TELEVISIONS**

A memorable patient experience begins with a healthcare television with the stunning clarity of HD and access to extensive entertainment. To patients it is more than just a television, it offers a comforting connection to the familiarity of home with features that aid in their satisfaction and recovery.

TeleHealth Services has partnered with leading global manufacturers of healthcare-grade LED televisions. They are designed for sustainability, operational efficiency, and exceptional picture quality.

**DIRECT-ACCESS PILLOW SPEAKERS**

TeleHealth’s healthcare televisions provide spectacular HD picture quality and an important link between your patients, the hospital, and the outside world. Pillow speakers provide patients direct access to hospital channel line-ups and interactive features that enhance the patient experience.

Our intuitive, easy-to-use pillow speakers provide patients the same convenient remote control features they enjoy at home. They give patients complete command of the television experience along with unique room-specific features, such as lighting and temperature control, nurse call, and more.

TeleHealth’s pillow speakers advance your commitment to safety. The lightweight, ergonomic design is UL-Listed for healthcare environments and specially designed for easy cleaning and infection control.

**FEATURES:**
- Superior sound quality
- Customizable buttons
- Direct access to television features
- Compatible with multiple in-room technologies
- Field programmability

**FEATURES:**
- Easy and familiar access to patient entertainment, education, and information
- High-quality, customizable HD programming
- Essential functionality:
  - Universal pillow speaker interface
  - Cloning options
  - Autosensing side inputs
  - Pro:Idiom® decryption
  - Multiple video processing
Developed from evidence-based research and responsive artificial intelligence, our iCare Navigator patient experience solution is designed to actively engage and enhance the patient and family experience across the care continuum. With education plans, communication tools, service recovery capabilities, and entertainment features the patient experience has never been more engaging. Innovative, empathetic virtual health coaches interact with patients while the system provides clinicians with real-time analytical data for better patient care and quality improvements.

iCare Navigator provides:

- On-demand, EMR-driven patient specific education plans
- Personal health coaches to communicate with empathy to drive engagement and education efforts
- AI engine for responsive and personalized patient experience and better outcomes
- Patient/comprehension assessments, surveys, and business intelligence reporting
- Pain assessment tracking for caregiver follow-up
- Service recovery capabilities for active management of patient requests
- iCare®Home pre-admission and post-discharge education for access and engagement across the continuum of care
- Electronic whiteboards that display care information for care team, daily schedules and goals, education plan completion, and medication information
- Greater hospital efficiencies through interoperability with your existing hospital systems (EMR, ADT, CPOE, dietary, etc.)
- Enterprise-level software for care consistency, with ambulatory and affiliate care applications
- Cloud-based and cost effective for facilities and/or health systems of any size
- Available for patient television or tablet deployment to best reach your patient population
A PARTNERSHIP
ALIGNED WITH YOUR NEEDS

Our healthcare industry expertise, cutting-edge technology, and consultative approach to fully understanding your short- and long-term goals, ensures customer satisfaction while providing for future scalability. Plus, we offer full service and support for our extensive line of patient-centric healthcare solutions.

Installation & Project Management Services
Our experienced and knowledgable project managers provide system design expertise, insight into best practices, and installation oversight. Experienced installation teams, equipped with a thorough understanding of hospital environments, seamlessly integrate our solutions into your facility, including:

- HD digital entertainment programming
- Interactive patient engagement systems
- RF-over data and IPTV systems
- Digital headend & distribution systems
- MATV Systems

Customer Service
TeleHealth’s US-based, 24/7 state-of-the-art call center, features multi-tiered call escalation protocols to ensure timely resolution of customer support requests.

Service & Account Management Agreements
TeleHealth’s customized service contracts are structured to extend beyond standard manufacturer warranties. A national presence, regional management structure, and remote capabilities, enable TeleHealth representatives to be on-site within 24 hours, giving you outstanding service and peace-of-mind.

Financing Options
We offer a wide range of convenient financing options which enables us to custom-fit a solution to meet your needs and align with the fiscal goals of your project.

CONTACT
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