Re-imagining Healthcare

Increasing access to doctor-patient interactions, COVID-19 and beyond.
Disruption meets innovation

We live in unprecedented times, where the way we go about conducting day to day activities has changed. Whether its running a business, learning in a classroom or seeing a medical provider, Cisco collaboration is striving to change this new complex reality into an intelligent and manageable lifestyle.

In healthcare we have seen a new wave of telehealth adoption—from small private practices to large scale hospitals. And this is just the beginning...

Cisco and Samsung have partnered together to combine Cisco Webex Teams™ and Samsung Galaxy tablets with Knox Configure, providing a powerful no-touch virtual care solution that lets healthcare providers connect with patients and reduce physical contact.
Problem

- Health systems worldwide are experiencing a surge in demand for evaluation, testing, treatment and virtual care.
- Doctors and nurses are at risk when interacting with patients in the examination room and during daily rounds.
- Increased exposure of doctors to contagious patients increases the risk of contamination to other patients.
- Patients receiving treatment in the hospital or care facility are isolated, with no way to connect with loved ones not in quarantine.

Objectives

- Minimize patient–doctor contact within hospital premises and protect clinicians.
- Patient and Family “Social Distancing” during testing/evaluation.
- Empower clinical staff with cloud collaboration.
- Touchless experience for patient and technology (tablets) in the room.
- Minimize PPE/N95 use due to limited interactions and sanitation needs for solution’s devices.
- Enable families to be connected during this isolating situation.
Solution overview

Hospitals can reduce the risk of exposures for doctors and nurses by setting up virtual in-hospital doctor-patient evaluations and observations. Combining the power of Webex Teams and the Samsung Galaxy tablet with Knox Configure, we propose a solution that is two-fold:

**Use Case 1**
Virtual consultation with patients registered for testing/evaluation at a care facility (for COVID-19).

**Exam room**

Enabled by Samsung Galaxy tablets running a custom “COVID Healthcare” version of Webex Teams in Kiosk Mode deployed through Knox Configure.

- **Ringtone**: Causes a looping ringtone to be played when a Group/Space call is initiated. Allows patient to hear the call.
- **Auto-join**: Tablet auto-joins calls after 5 seconds.
- **Modified View**: Simplified view of Webex Teams restricts patients from creating spaces, search, etc.
- **Session Teardown**: Call is torn down once once non-patient participants leave the call.

**Use Case 2**
Virtual rounds of the care team during observation phase of patient recovery.

**Patient room**

Tablets located in examination rooms and patient rooms.

- Standard version of Webex Teams used on physicians’ devices (Tablets / Phones / Desktop / or Webex Devices).

Each Examination/Patient Room tablet has dedicated Webex Teams account and moderated space with care team.

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**Hospital’s Webex Org.**

- **WxT Org Settings**: Block External Communication

**Samsung Knox Configure (Device Management)**

**Profile #1**: Webex Teams “healthcare-examination-observation” custom build
- **Profile #2**: Standard Webex Teams

- **WxT custom toggles**: Space Call, Persistent Ringtone, Space Creation Lock, Auto-join

**Families**

WxT Room Account: john@gmail.com

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**Examination room: Use case 1**

- **WxT Room Account**: ER1@hospital.com

- **Samsung Tab Active2**
  - Webex Teams Prof. #1

**Virtual Care Team**

- **Tablet**
  - Webex Teams Prof. #2

- **Desktop**
  - Webex Teams Prof. #2

**Patient room: Use case 2**

- **WxT Room Account**: PR3@hospital.com

- **Samsung Tab Active2**
  - Webex Teams Prof. #1
Review our implementation documentation here

Or contact your Cisco Account Manager

Get Started