



SAMSUNG

Re-imagining Healthcare

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



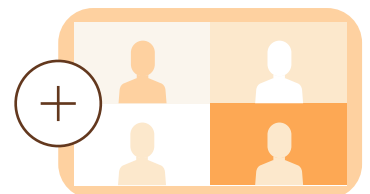
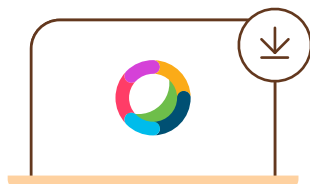
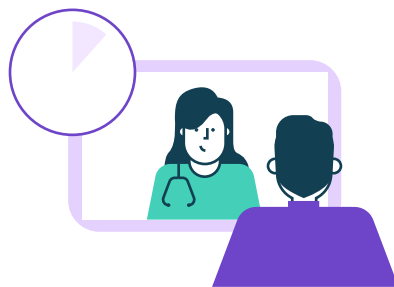
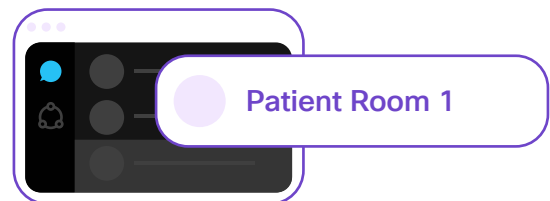
Disruption meets innovation



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.



Increased exposure of doctors to contagious patients increases the risk of contamination to other patients.



Doctors and nurses are at risk when interacting with patients in the examination room and during daily rounds.



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.



Touchless experience for patient and technology (tablets) in the room.



Patient and Family “Social Distancing” during testing/evaluation.



Minimize PPE/N95 use due to limited interactions and sanitation needs for solution’s devices.



Empower clinical staff with cloud collaboration.



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

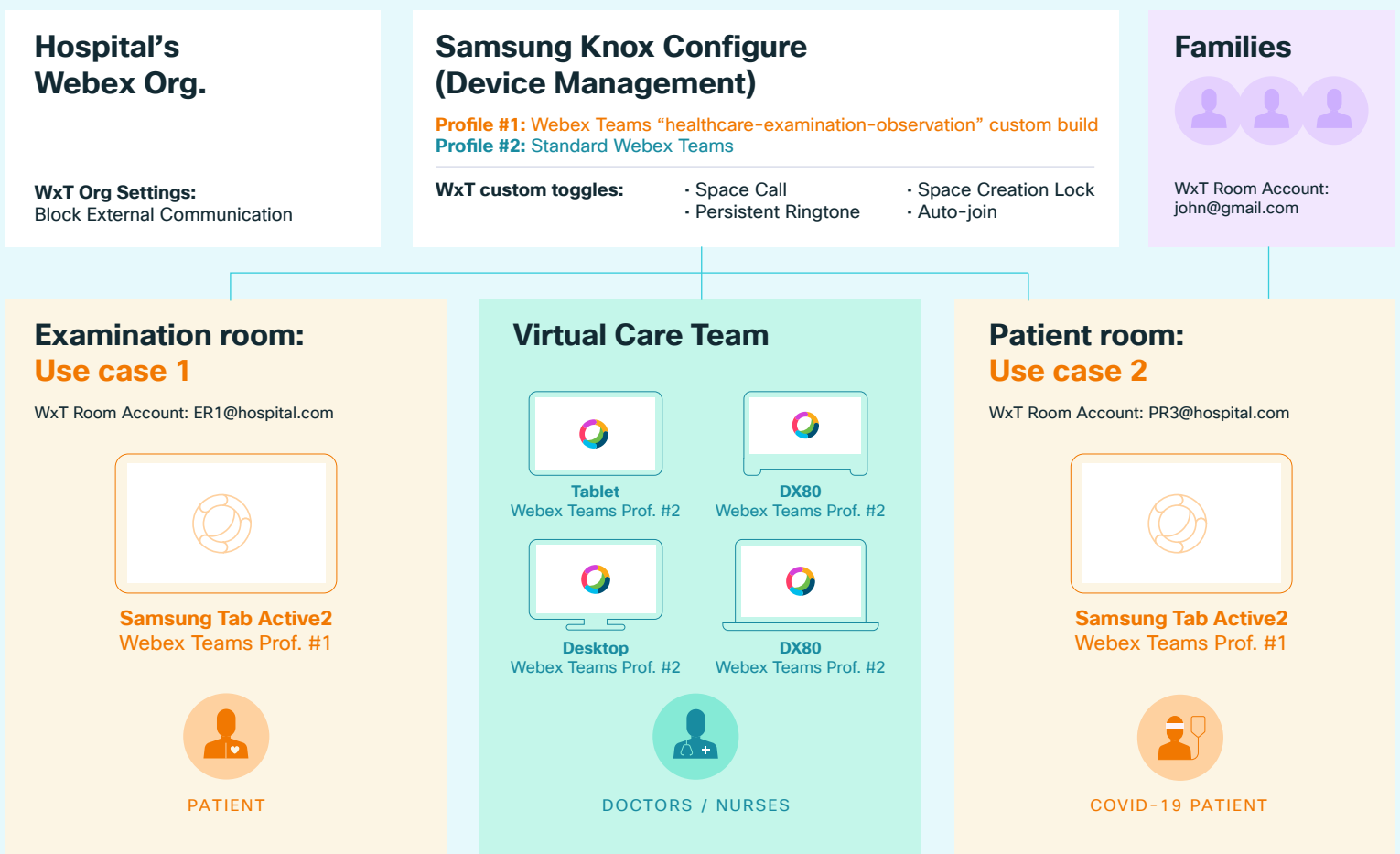
Virtual rounds of the care team during observation phase of patient recovery.

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.



 **Get Started**

[Review our implementation documentation here](#)

Or contact your **Cisco Account Manager**

