



# Patient Experience Platform

*Entertain. Educate. Engage.*





# Why eVideon? What makes us different is our VIBES.

In a crowded healthcare IT space, eVideon brings a unique history and an impeccable service record. We like to call it our VIBES:

## Versatility

eVideon can run on nearly any operating system, any TV, and any tablet. Our unique ability to integrate with proprietary EHRs like the VA's VistA embodies our depth of expertise in systems integration. And our solutions don't stop at the bedside - with digital signage, video walls, digital whiteboards, and digital patient door displays, your entire facility can be managed in one place, easily. We focus our product design on the user, and exist to make life easier for care teams while bringing excellent experience to patients.

## Interaction

Interactive feedback propels our product design and our customers' evolving optimization.

By turning the patient's primary focus - the TV - into a tool for interaction, we guide patients through their care with interactive touchpoints. Surveys with branch logic guide patients on a complete journey to discharge with education, goals, and interactive feedback at the right time.

We thrive on patient feedback to customers, and customer feedback for us. We've implemented an advisory board to give us constant feedback on how to always make our products better. We've partnered with the Beryl Institute to collect feedback on what people *really* want from patient experience solutions. We even survey our own employees to make sure our culture of interaction and feedback is operating at every level.

“First, let me say that the overall experience with eVideon has been nothing short of exceptional. The team at eVideon is responsive and the customer service is OUTSTANDING!”

*Tracy Stokes-Ducre, Veterans Health Education Coordinator*

## Beginnings

Our first healthcare partner approached us for a new construction project. After years of delivering virtual education to schools, eVideon entered healthcare ahead of the technology curve. While other companies built a business idea, eVideon built tech-forward, reliable software. We have always been IPTV-ready.

## Expectations

As other vendors in the space have missed the mark and failed to deliver on promises, eVideon remains ahead of the technology “hype cycle,” ready to deliver every feature on our platform. Our customers expect a fully developed solution (not “vapor-ware”), and that's what they get. Furthermore, our solutions have a tangible impact on patient experience and financial outcomes. We're willing to put dollars at risk to prove it. Talk to us about value based contracting, our way of making sure your expectations for interactive patient care are met.

## Service Record

Since our first deployment in 2007, eVideon holds a 100% customer retention rate. We are one of the few patient experience technologies trusted by the VA and DoD. We're always happy to provide customer references so you can learn what it's like to work with the eVideon team.





# Start here. A new in-room experience.

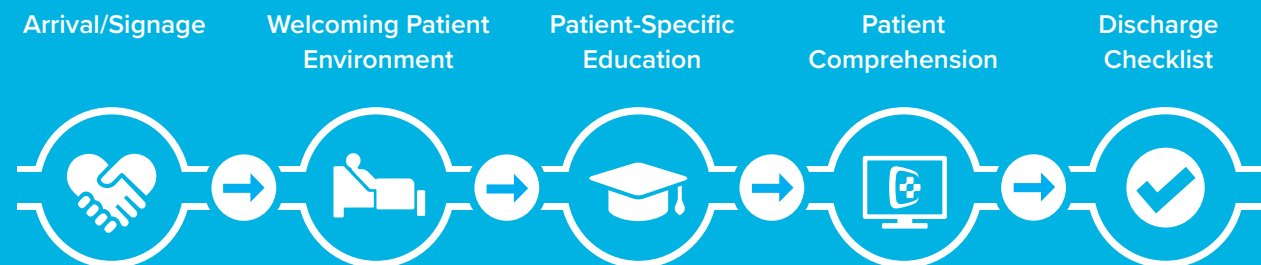
Put the comforts of home and the tools to self-manage care in patients' hands. eVideon turns the patient's TV into an immersive, digital gateway to hospital services, education, entertainment, and more. We do it so that vital education and engagement is literally wired into their entertainment for optimal interaction.

## Patients can:

- Enjoy a personalized experience from the moment they enter their room with customized welcome greetings and patient-specific information.
- Stay entertained and distracted from pain with high-definition TV, movies on demand, and streaming channels.
- Order their meals digitally from menus customized for their diet orders.
- Learn about their conditions, treatments, and how to care for themselves at home.
- Relax with soothing videos/sounds.
- Request a blanket, report a spill, or seek other non-clinical services.
- Report pain levels, satisfaction, and education comprehension with surveys.

## Benefits for you:

- **Reduce fall risk** by letting patients control their environment (lights, shades, temperature) without getting out of bed.
- **Reduce readmissions and length of stay** with condition-specific education automatically assigned in care pathways to improve health literacy and care compliance.
- **Streamline nurse workload** by routing non-clinical patient requests to the right place, bypassing the nurse's station.
- **Stay ahead of HCAHPS** with real-time patient satisfaction surveys.



## How It Works

eVideon integrates with your existing technologies to provide an immersive platform for patients. The system guides patients through a high-touch, personalized pathway from admission to discharge so they can go home informed, prepared, and educated on how to care for themselves at home.

## Features

- HD TV
- Movies on demand
- Education
- Relaxation content
- Meal ordering
- Service requests
- Surveys with branch logic
- Multi-language support
- Hospital information
- Streaming services
- Meds-to-beds first fill prescriptions
- Live events/streaming
- Environmental controls
- Care team profiles with pop-up notifications

# Take it further. Create a patient smart room.

Create a fully digital environment for patients and staff. eVideon's Smart Room brings a touchscreen interface, patient-owned device capability, digital whiteboard, and digital patient door signs to the hospital room. We do it to make interactions smooth, seamless, and most importantly - safe.

The Smart Room upgrade adds new displays to the Patient Experience Platform and digitizes more aspects of the patient's stay. Interaction is easier, because patients can use their own devices or a tablet mounted on an articulating arm at the bedside to interact with the system. Entertainment, education, and services are available with just a couple taps.

- Touchscreen interface
- Patient-owned devices compatible
- Personalizations (preferred name, language)
- Goals
- Video chat with friends and family
- Multi-user capable (patient and visitor)
- Care team profiles
- Schedule
- Access education post-discharge

Hospitals and their staff will benefit from better nurse satisfaction when nurses don't have to replace dry erase markers or manually maintain whiteboard information. They're also better informed before they enter patients' rooms,

with precautions and outstanding requests instantly visible on the patient's door. And because patients have access to their education post-discharge, they'll be better informed, too - helping you reduce readmissions.

“eVideon provided a product that has exceeded our expectations. Customer satisfaction is on the rise not only from the Veterans but also from staff who utilize the patient education modules. We have teamed with eVideon to capture real-time data to improve the customer experience whether it is broadcasting the chapel channel or utilizing the Relaxation channel.”

*Trish Weber, VP Operations & CNO, Franciscan Health*



**1** **Footwall TV**  
The patient's hub for everything you offer. Services, education, entertainment, and hospital information.

**2** **Companion Tablet**  
Includes all PX features plus touchscreen games, webcam for patients to video chat with loved ones, and Internet access.

**4** **Digital Whiteboard**  
Replace antiquated dry erase boards. Display care team profiles, goals, WiFi password, room number, and more - all integrated with your EHR for real-time updates.

**3** **Patient Personal Device Capability**  
Patients can use their own devices to update preferred name, answer care team questions, create and complete goals, and access education any time - even post-discharge.

**5** **Digital Patient Door Display**  
Prepare nurses with precaution alerts (NPO, fall risk, allergies) and display outstanding service requests, all integrated with your EHR.



# Information anywhere. Digital signage.

Digital signage and video walls modernize your facility and deliver important information to patients, visitors, and staff. Provide up-to-the-minute news and alerts while giving your facility a fully branded, modern look. We do it so patients, staff, and visitors have accurate information wherever they go.

## Patients and visitors:

- Easily navigate the hospital and find where they need to go.
- See alerts, bus schedules, or other useful information.
- Learn about upcoming hospital events, visiting hours, education, promotions, or other announcements.
- Enjoy movie nights or other cool features on a full-size video wall.

## Benefits for you:

- Get the message out quickly with an easy **drag-and-drop** editor.
- Give the hospital a **sleek and modern** look.
- Create **consistent branding** and messaging throughout your buildings (in hallways, waiting rooms, lobbies, and more).

## Features

- Easy drag-and-drop editor
- Simple web-based interface
- Displays static information or video content
- Widgets for different areas of the screen
- Available in hallways, waiting areas, lobbies, etc.
- Fully branded for each partner



# Get great insights. Analytics and dashboards.

Our web-based staff interface is easy to use and streamlines clinicians' work day. With full integration with your EHR (whichever it may be), clinicians will still only need one place to document, assign, and track patient activity. Every interaction is recorded, so your staff will have a real-time view of patient satisfaction, activities, and learning comprehension for real-time service recovery and continual improvement. It's a great way to make nurses' lives easier.

Dashboards are customizable for each user (CNO, CXO, nurse leaders, and more).

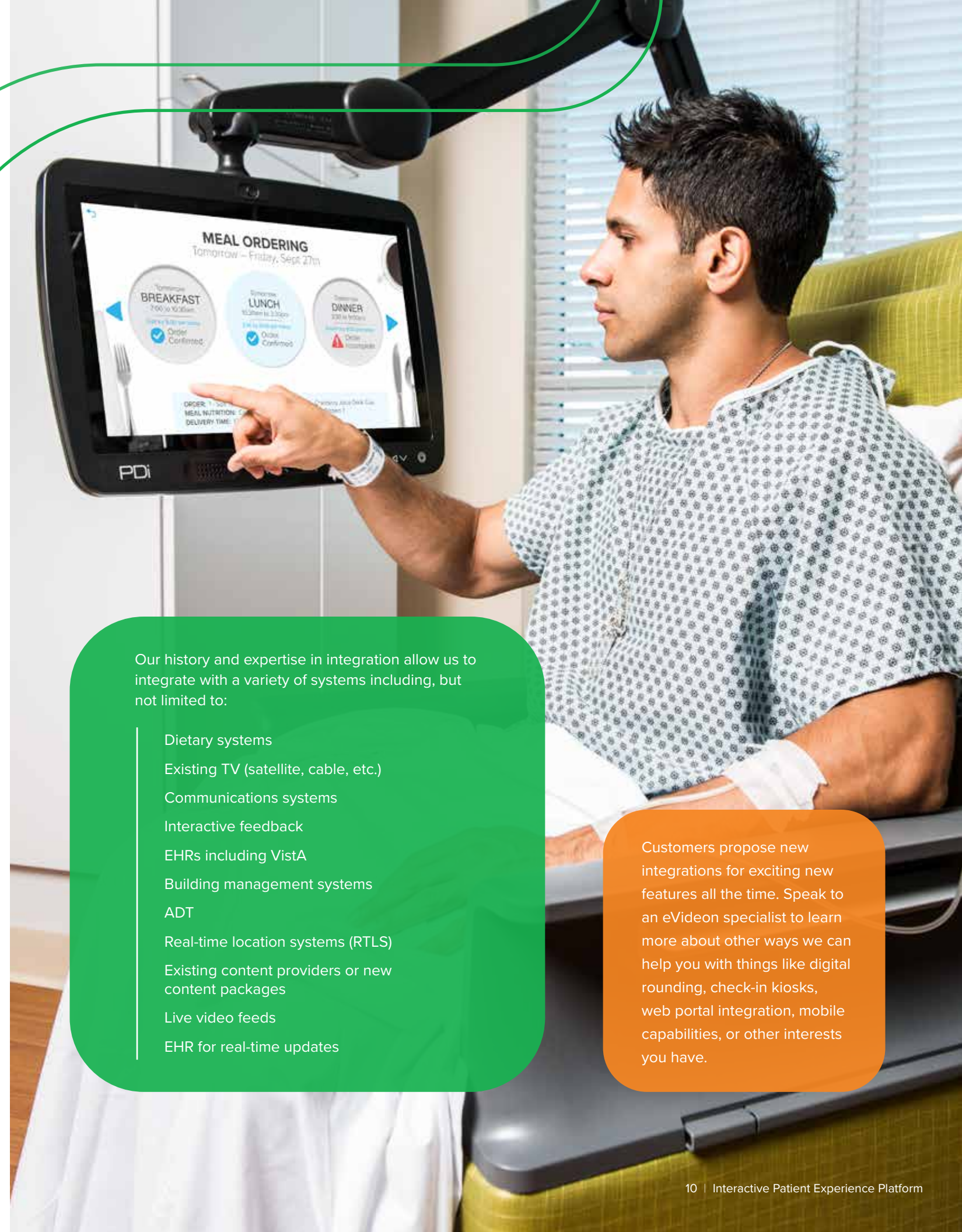
Our team works with you directly to configure the reporting that's most meaningful to you.

Staff can use one tool to access the EHR, assign education, view patient status, and more.



# Prepare your environment for the future. eVideon technology.

While our roots are in IPTV, our solutions can be deployed over COAX or IP environments. Furthermore, our solutions run on a variety of hardware and operating systems. Many of our clients have purchased or received donations of TVs or tablets. In most cases, we can use these to deploy the eVideon system in your environment.



Our history and expertise in integration allow us to integrate with a variety of systems including, but not limited to:

- Dietary systems
- Existing TV (satellite, cable, etc.)
- Communications systems
- Interactive feedback
- EHRs including VistA
- Building management systems
- ADT
- Real-time location systems (RTLS)
- Existing content providers or new content packages
- Live video feeds
- EHR for real-time updates

Customers propose new integrations for exciting new features all the time. Speak to an eVideon specialist to learn more about other ways we can help you with things like digital rounding, check-in kiosks, web portal integration, mobile capabilities, or other interests you have.



 **eVideon™**  
*Transform Patient Experience*



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