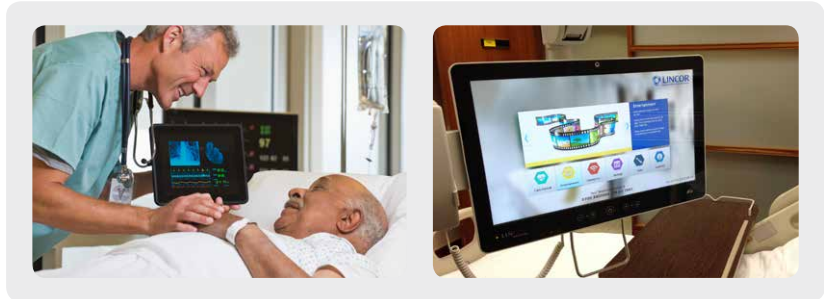


# Drive better patient outcomes and improved satisfaction through PatientLINC

PatientLINC provides easy, touch-screen access to interactive clinical information, patient tools, communication services and entertainment content directly.



## HOSPITAL BENEFITS

### Increase Satisfaction

- More meaningful interactions between clinicians and patients means patients are informed, engaged and satisfied with their care, boosting satisfaction scores.
- Clinicians can share charts, scans and test results to help patients understand their care.
- Entertainment and communications options improve patient morale — and provide hospital revenue opportunities.
- Survey tools let hospitals gauge patient satisfaction in real time.

### Improve Outcomes and Reduce Readmissions

- Educational tools ensure patients understand their treatment, medications and discharge plans before leaving the hospital, helping reduce readmissions.
- Hospitals can monitor patient engagement with tutorials and provide extra education when needed.

### Meet Meaningful Use 2 Engagement Standards

- Access to the hospital's patient portal ensures patients sign up and log in prior to discharge.
- Clinicians help familiarize patients with the portal's features so they are more likely to engage with the tool following discharge.

## THE VALUE OF PATIENT ENGAGEMENT

- Patient satisfaction = 30% of at-risk Medicare revenue
- Readmissions affect 3% of Medicare revenue in 2015
- MU failure in 2013 = 1% Medicare penalty in 2015



## PatientLINC FEATURES

### EMR Access

PatientLINC gives clinicians secure, direct access to a hospital's electronic information system at the point of care. Clinicians use PatientLINC to view and update medical records, order and verify medication, and share patient scans and test results—right at the bedside. With the addition of wireless devices, PatientLINC also serves as a vital signs monitor that automatically records results into patient notes.

### Patient Tools

Patients have access to educational materials, satisfaction surveys and other helpful tools through PatientLINC. Medical staff can “prescribe” videos, audio files and documents to educate patients on a condition, course of treatment, and post-discharge care instructions. Hospitals can prompt participation in patient surveys to collect real-time, actionable information on satisfaction scores that can be reviewed on an individual and aggregate basis. Optional features also allow PatientLINC to collect patient food orders, control room lighting and temperature, and provide remote patient monitoring.

### Communications

Patients stay connected to their family, friends and life outside the hospital with PatientLINC. The bedside technology includes a hand-held telephone that delivers all the functionality supported by the hospital phone system, as well as an integrated camera for video calls. Internet access also allows patients easy access to their personal email accounts.

### Entertainment

PatientLINC offers a range of entertainment options to keep patients happy and engaged throughout their stay. Patients can enjoy television programs, video-on-demand, radio stations, Internet access, games and audiobooks. A range of pre- and post-payment solutions are available —allowing hospitals to capture additional revenue for select entertainment options.

“We want to make the customer experience as streamlined as possible, and the stability of PatientLINC infrastructure; quality of programming; and knowledge of the project team at Lincor helped us achieve this. Ultimately, PatientLINC enables the staff at RVH to deliver better patient care.”

- ICT Director,  
ROYAL VICTORIA REGIONAL HEALTH CENTRE, CANADA

