Empower every persona

How IT can make a difference in patient care & clinical workflows

ManageEngine
Endpoint Central | Solution brief

01
Inpatients

Devices:
Welcome terminals, patient bedside iPads and tablets, smart TVs, AR/VR devices

Apps:
MyChart bedside, communication and entertainment apps

- Incoming patients use **self-service kiosks** to access the **MyChart portal**. We enable these terminals to be securely configured in kiosk mode and deploy the MyChart app for quick access.

- Simplify patient check-in at the lobby with a **shared mobile kiosk**. These are ready for patient use with **preconfigured, generic profiles**, reducing wait times.

- Personalize the inpatient experience. **Deliver bedside iPads and tablets set up with Apple TV** and personalized device configurations. These allow patients to view their medical records, control room temperatures, close blinds, and call a nurse.

- Once admitted, patients can use their devices to access **Epic MyChart Bedside**, where they can view recent doctor visits, discharge summaries, medications, immunizations, allergies, lab results, and food menus to stay engaged with their treatment and stay. We **enable automatic installation of MyChart Bedside on patient devices**.

- **Engage patients and put them at ease with entertainment and communication apps**. Deploy these apps on their bedside tablets to help them relax during extended hospital stays.

- For patients seeking more information about their condition or treatment, distribute **educational materials** securely on their devices through a **content catalogue**.

- Leverage **immersive AR and VR technologies** to enhance patient rehab. Our UEM solution ensures that these immersive devices are **securely managed**, **up-to-date**, and run seamlessly.

02
Physicians

Devices:
Clinical rounding iPads/iPhones, shared devices with auto-login, clinical workstations, BYOD, AR/VR devices, dedicated laptops and iPhones

Apps:
Epic Hyperspace, Epic Hyperdrive, Epic Haiku, Epic Canto, EpicCare, dictation apps like 3M M*Modal Fluency Direct

- Keep **clinical workstations automatically logged on a generic, secured profile** so doctors can share and access EHRs throughout the day. **Automate the life cycle,** from onboarding the device to deploying software and updates to remote wiping.

- Equip physicians' with iPads and iPhones with apps like Epic Canto and 3M M*Modal Fluency Direct to **review patient charts** and **dictate notes** on the go. We help deploy and manage these apps and keep them updated.

- During emergencies, give physicians **uninterrupted access to EHR systems** and critical clinical apps. Our DEX capabilities leverage drag-and-drop workflow orchestrations to **self-heal commonly recurring device issues**.

- During emergencies, enable physicians to access EHRs without needing to manually input credentials. To simplify access, we help configure Citrix to accept the **smart card authentication** method during app deployment.

- When contracted specialist physicians are engaged for critical care cases, enable them to access clinical tools without delay. We facilitate the setup of their personal devices through **BYOD enrollment** and **deploy healthcare apps in a containerized format** for immediate and secure use. Once their stint ends, all **work-related data is wiped remotely**, ensuring data privacy and security.

- Enable physicians to access Epic and imaging apps on medical-grade PCs in patient wards. To ensure secure usage, we help lock down these PCs in **kiosk mode**, restricting them to preapproved medical applications.

- As physicians rely on browsers to **access medical journals** and educational materials crucial to their ongoing learning and clinical decisions, we secure the browsing experience by **locking down browsers**, URLs, extensions, and restricting web downloads.

- With **AR/VR devices**, physicians can **simulate surgeries** and engage in immersive learning. We manage these devices to ensure they are secure and properly configured, allowing physicians to use cutting-edge technology for improved patient care and continuous learning.

- Limit **unauthorized exposure of PHI** and potential leaks via insecure flash drives by setting up **USB restrictions.**

03

Nurses

Devices:

Case management iPads/iPhones, shared devices with auto-login, barcode scanners, laptops, workstations on wheels, thin clients

Apps

Epic MyChart Bedside, Epic ClinDoc, Epic ASAP, EpicCare Inpatient, Epic Rover, Epic Willow, Epic Bedside Medication Verification (BMV)

- Make it easy for nurses to share iPads to access Epic Haiku, Canto, and Rover for **patient assessments** and **developing care plans**. We give them a personalized experience with a **simple tap and login**. When their shift is over, the **device is automatically wiped clean and reset for the next shift.**

- Enable nurses to perform secure **barcode medication administration (BCMA)** with Zebra Devices. Nurses perform **BCMA at the point of care** using Epic Rover on Zebra devices. We facilitate this by capturing inventory of all Zebra devices and sharing the device ID to the EMR host so they can associate license for EPIC Rover. To stay HIPAA compliant while performing BCMA, use our solution to harden the device configurations and update them to the latest firmware.

- Leverage iPhones for real-time patient communication and optimize telecom costs. Replace traditional DECT devices with **iPhones distributed with communication apps** to keep nurses in touch with patients in isolation wards. Analyze usage patterns to **optimize telecom charges.**

- Adhere to state health department requirements for a traceable path to prove that nurses are carrying out home health visits. The ability to **turn on locations in bulk** and **track them with MDM** and Epic Rover strengthens our commitment to patient and staff safety.

04

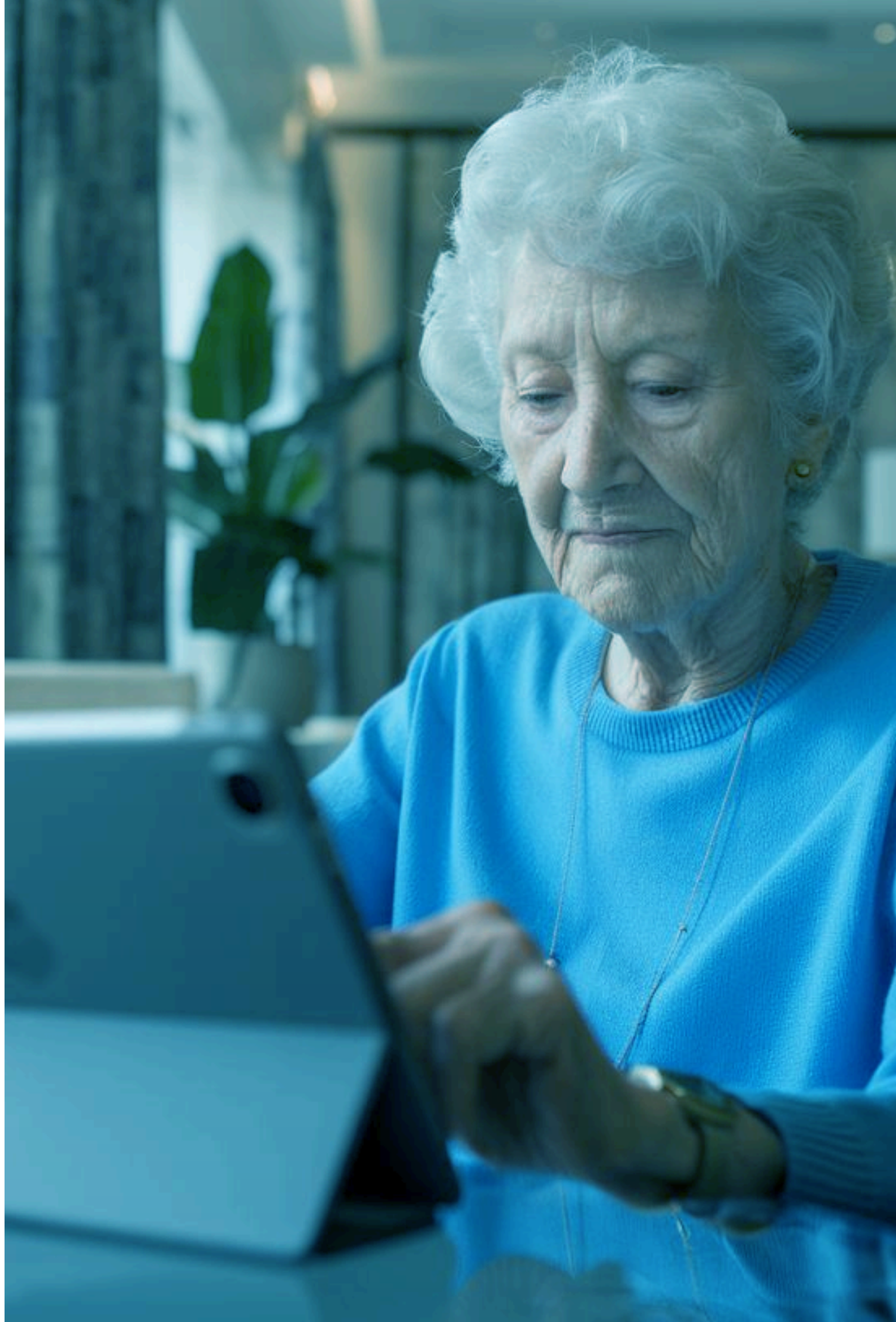
Senior living facilities

Devices:
Shared iPads and tablets

Apps:
PointClickCare, Epic, communication apps like Zoom, Google Meet, and entertainment apps

- Keep residents connected with their families while ensuring they don't install unwanted apps on their devices. Our solution sets up **shared devices in kiosk mode** distributed with communication apps for easy access.

- Restore access to residents that **forget device passwords**. When residents accidentally lock themselves out of the devices, our system swiftly **resets** them, ensuring **device availability** for all users.



- Stop relying on paper-based charting for elderly care. With EHR adoption mandated by the HITECH Act, we secure charting on mobile devices through apps like **Point Click Care.**

- Avoid the devastating **cost of a data breach**. We help **harden shared devices** through app and Wi-Fi restrictions and device encryption. If a device is lost, lock it and display the contact number to facilitate its return.

05
Shift workers

Devices:
Pharmacy iPads, lab services iPhones, Epic housekeeping iPads, department-specific workstations, common devices in kiosk mode

- Enable multiple departments, like speech therapy, physical therapy, housekeeping, and pharmacy, with easy **device handover after shifts**. Set-up **kiosk devices in shared mode** with **department-specific profiles.**

- In care settings involving users from multiple departments, set up general iPads in **kiosk mode** with **multiple profiles.** Based on which user signs in, the device becomes specific to their department.

- From the moment the shift worker **signs** in, **personalize** the device for their **role and identity.** Once their shift is finished, wipe, reset, and ready the device for the next worker.

- Once a shift worker signs in to the device, enable SSO so they are **signed in to apps** automatically. Integrate with IdP and enable SSO to avoid redundant typing of credentials for each application.

- When shift workers **forget to sign out** after a busy shift, automatically **sign out and reset devices** after a set **idle time** to ensure that devices are ready for the next user.

- Put devices in **kiosk mode** with apps and profiles based on job role, transforming common devices into **persona-based workspaces** (e.g., Epic Willow for pharmacists or interpreter apps for therapists).

- Interlink shift workers' attendance with device activity. Leverage our SDKs with HRMS to mark **attendance** based on **device sign-in and sign-out.**

06

Telehealth and remote patient monitoring

Devices:

Telehealth iPads and iPhones

Apps:

MyChart, mHealth apps, communication apps like Zoom and Google Meet

- Give telehealth practitioners the **communication tools they need for consultation**. Enable remote physicians with communication apps for video calls, video conferences, and Epic Haiku and Canto, **without needing to be on the network.**

- Deploy **configurations and policies** for telehealth workers who are not connected to the domain or VPN, **replacing GPO dependency.**

- Onboard wearables such as **smartwatches and fitness trackers** for patients to support remote patient monitoring. To keep these devices secure and available when collecting PHI, we enable IT teams to keep firmware **up-to-date** and **troubleshoot** any problems remotely.

- Distribute hospital-owned devices and **mHealth apps** to patients at home so they can report back to clinicians

07

Diagnostics and imaging

Devices:
Radiology iPads, thin clients, embedded PCs

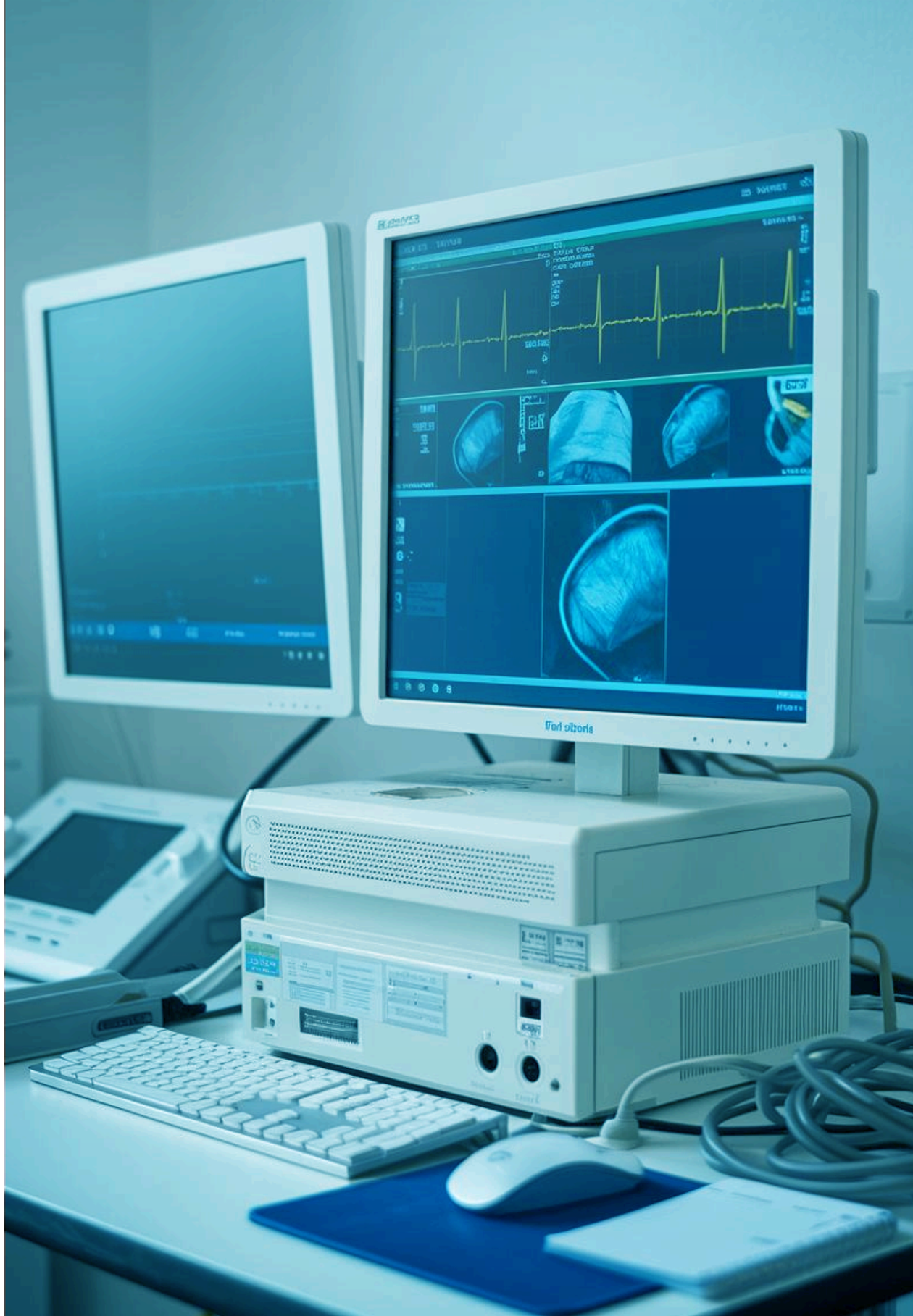
Apps:
MUSE NX, Philips IntelliSpace PACS radiology software, MagView, Ikonopedia, Epic Radiant

- Set up **role-based access** on our platform for different teams to troubleshoot issues with their own services. For instance, when physicians have trouble with accessing EHRs or PACS, **respective teams can remote** into EHR or PACS systems.

- Provide radiologists access to **PACS applications** like MUSE NX **alongside Epic** to interpret medical images. Our solution ensures these PACS apps talk to Epic using **post-deployment scripts** as part of app deployment. This enables radiologists to view images directly within Epic without switching between applications.

- Proactively address device performance issues due to medical image rendering and processing, which are highly **intensive on system memory** and computational power. Leverage our **DEX score and endpoint analytics** to monitor issues, such as low memory and CPU usage, and self heal them.

- Bring visibility into diagnostic devices tied to **modality** that still run on **Windows 7 or 8**. We help them be patched against critical vulnerabilities, minimizing frequent device replacements and associated costs.



08

Hospice and home care services

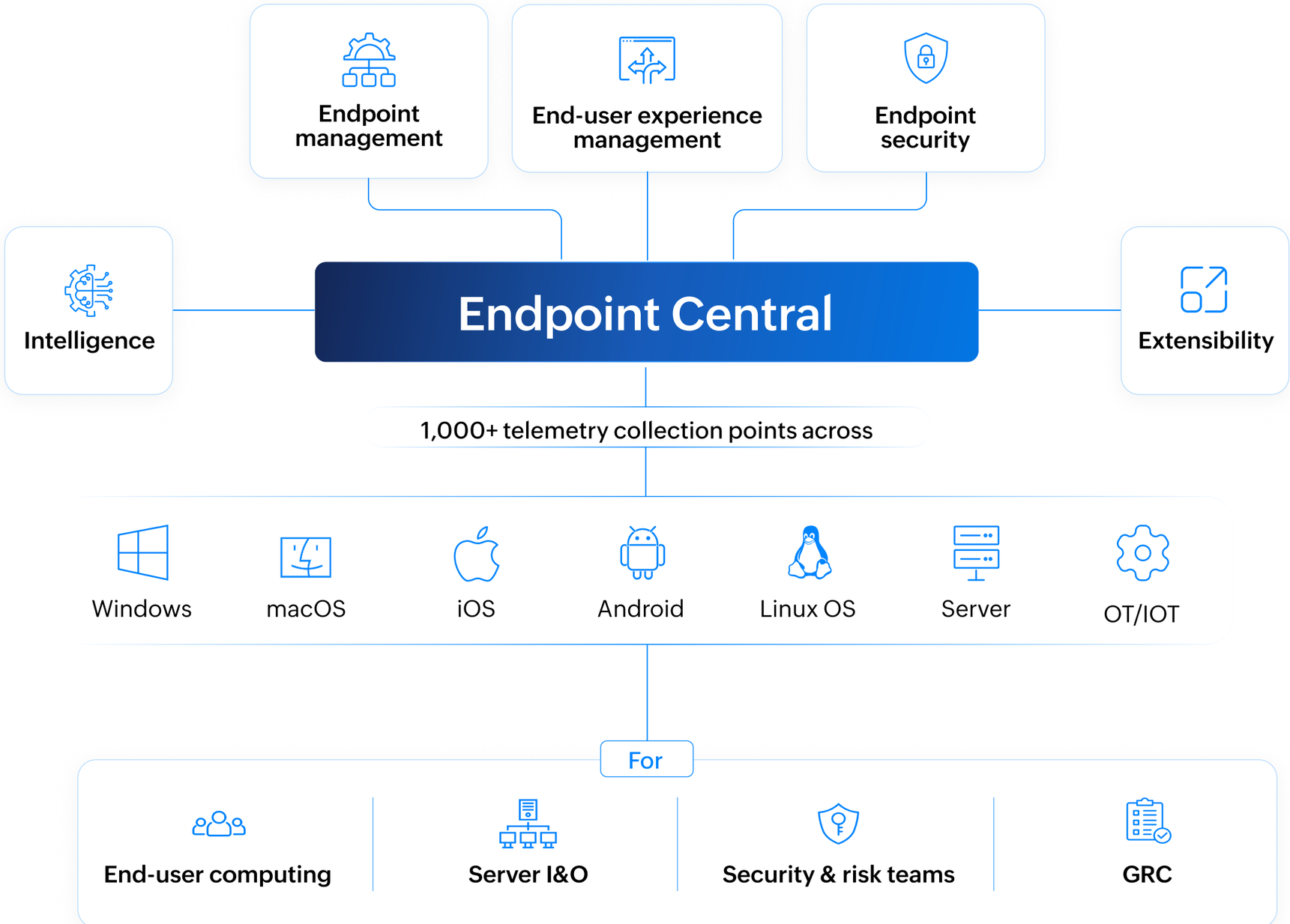
- Meet requirements from state health departments that there be a traceable path that proves a nurse's home health visits. Use our solution to **turn on locations in mass** and **track them with MDM** and Epic Rover, ensuring patient and staff safety.

- Help hospital employees who have lost their devices to locate them efficiently. **With RBAC, enable the home care department to manage their individual pools of devices** so they can track a device's location and remotely wipe it if it's lost or stolen.

- Secure home care laptops taken off site that hold offline copies of PHI. With our solution, comply with HIPAA by enabling the **encryption of all endpoints** with local data storage.

- Leverage iPhones for real-time patient communication and optimize telecom costs. Analyze usage patterns to **optimize telecom charges.**

One platform for every endpoint workflow



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