

# Integrated Healthcare Services

The LodgeNetRX™ Interactive Patient Television System allows your organization to collect valuable patient feedback in real time – supporting your quality initiatives and positioning your healthcare organization for success with Press Ganey® Hospital Consumer Assessment Health Plan Study® (HCAHPS).



EMPOWER YOUR PATIENTS



## Interactive Patient Surveys

The system allows you to customize survey questions and target surveys by room or unit. It includes a “question branching” capability to elicit more detailed feedback on specific patient issues to provide the information you need to manage quality and make important decisions.

In addition, LodgeNetRX can automatically alert staff about service recovery issues that might impact patient satisfaction. Responses are collected in a real-time database with automated reporting capabilities and can be sent to a pager number, e-mail address or specified printer/fax to enable quick and effective recovery.

## Interactive Meal Ordering and Dining Services

The LodgeNetRX Interactive Patient Television System includes the capability for meal ordering or in-room dining service, which allows patients or visitors to electronically select their meals without the need for paper menus. The interactive bedside menu system increases patient satisfaction and enhances staff productivity through automated ordering at the patient’s convenience. It can significantly reduce the time from meal ordering to delivery. The Guest Tray feature of the system can also serve as an additional revenue opportunity by offering “room service” capabilities for visitors.

## Personalized Patient Information and Communication

The LodgeNetRX Interactive Patient Television System provides a wide range of patient facing information customized for your organization. The system includes a branded Welcome Channel that encourages the patient to use the easy TV menu to access information and entertainment.

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## Personalized Patient Information and Communication

You can use this channel to convey brief messages to your patients. The system can also include a Patient Banner, which transmits the patient name and room number from your ADT system to the interactive menu screens for a more personalized TV experience.

LodgeNetRX also includes Healthcare Information Channel(s), that can provide information about meetings and activities within your facility. It includes an easy-to-use “back office” interface with an editor menu that empowers authorized staff to immediately update information for patients and their visitors using the Healthcare Information Channel(s) at minimal or no cost to your organization.

The LodgeNetRX system’s Digital Healthcare Open Channel enables your healthcare organization to broadcast “looping” video content throughout the care facility with the flexibility of targeting certain video content to specific wards. The Digital Healthcare Open Channel can be used to broadcast a message from your CEO or other authorized personnel or to broadcast general information. You can leverage already created video programming to communicate information and present marketing messages in a manner consistent with the organization’s branding practices.

## Menuing Suite

The LodgeNetRX Healthcare Menuing Suite is an interactive menuing system that offers a flexible, “paperless” way to deliver a variety of in-room information (mission statement, maps and directions, visitor information, etc.) to patients and their visitors. The Healthcare Menuing Suite includes fulfillment capability (with our Patient Request With Fulfillment feature), enabling patient requests to be relayed to care facility staff without involving a nurse, thereby maximizing the productivity of your staff.

## Patient Request With Fulfillment

Nurses are very busy and often overworked. They are also many times bogged down with nurse calls that do not require medical expertise (for example, a request for an additional pillow). LodgeNetRX improves the quality of patient care by enabling patient requests to be fulfilled quickly. Through the Menuing Suite, your system can be customized so patients can use the TV to make non-clinical requests, such as ordering meals, scheduling a case worker or requesting blankets, pillows and linens. Not only can this expedite response time for patients, but it allows caregivers to focus on providing quality care by maximizing the productivity of the nursing staff.



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*The following services are provided today through our relationship with McKesson Corporation (and its Horizon® PatientVision interactive system), and are integrated with different clinical systems to provide a customized patient experience for your facility. Upon request, these services can also be developed for non-McKesson customers (pursuant to a Statement of Work).*

## myMeal Menus\*

MyMeal Menus allows a doctor or nurse to prescribe a diet code for a patient and then allows a patient to choose meal options within that code. This service is available through the interactive system and can directly notify the Food Service Department about patients' choices.

## myDiet Information\*

MyDiet Information enables a patient to identify and view information about the diet his/her doctor has prescribed. It is available through the system.

## myCare Team\*

MyCare Team Integrated will display specific information regarding the patient's assigned care team on the Horizon PatientVision system's bedside device or television. Physicians' names and roles are displayed in case the patient or family members need to contact them. My Care Team Integrated is available to care facilities that have purchased the McKesson Care Assignment application.

## myProfile Integrated\*

MyProfile Integrated provides the patient and the caregiver with immediate access to pertinent patient-specific information via the bedside device and/or television. Caregivers will save time by having this information in the patient's room instead of retrieving it from another area within the facility.

## myOrders\*

As patients select this service, their schedule for the day will display, answering many questions and putting information at their fingertips.

## myPortal\*

The Patient Services - myPatient Portal service will provide access to the McKesson Patient Portal through the Horizon PatientVision system.



To learn more  
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