

# Choosing the Right Provider of Healthcare In-Room TVs

## Personalized Care is Key

While caring for the health and wellbeing of patients is the upmost priority of a healthcare facility, hospitals must also be concerned about their patients overall comfort. In fact, the 2018 Global and US healthcare outlook report published by Deloitte concluded that hospitals must focus on engaging with consumers and improving the patient experience; consumers

report the biggest priority in health care is personalization of care; and, hospitals with higher patient satisfaction scores have higher profitability. It suggests that the Healthcare industry needs to treat people more like consumers and less like patients, and learn from other industries on how to provide a more personalized experience, including retail, banking and consumer services.<sup>(1)</sup>

## Providing the Comforts of Home

Patients who stay in a hospital for any length of time can experience a level of anxiety brought on by their illness and the hours spent alone in their bed. Television is perhaps the most key technology patients rely on to relax, feel more at home, pass the time and act as a diversion from the reason they're in the hospital.

The right solution will allow patients to quickly find their favorite programs and improve staff productivity.

## Key Considerations in Choosing the Right In-Room TV Solution

### Healthcare Grade Commercial TVs are not Consumer TVs

They are designed to take into consideration their environment

- Multi-coated glass
- Dust and waterproof
- Scratch resistant
- Power saving management
- 2-3 year factory warranties

### Patient Safety is a Priority

Commercial televisions designed for healthcare environments must conform to a specific set of safety features as outlined by Underwriters Laboratories which include:

- Sealed enclosures with touch-panel
- Tighter tolerances on maximum AC leakage and grounded AC plugs
- Meet specifications for add-on devices such as remote signaling and nurse call control

### Features that Streamline Operations

Healthcare Grade televisions incorporate features that reduce labor and streamline operations.

- The Commercial Installer Menu offers settings specific to patient room environments
- The webOS operating system allows for easy integration with select patient engagement systems (available on smart hospital grade TVs only)

## How LG Is a Market Leader in Specialized Televisions for Healthcare

### Built to Exacting Standards

LG hospital grade TVs are available in a variety of sizes which conform to the exacting healthcare environments standards, including:

- UL certified
- RoHS and CEC Compliant

### Reduced Labor and TCO

LG's hospital grade TVs reduce TCO with:

- EZ-Manager for easy installation
- USB Cloning
- Express Script
- Free-To-Guest (FTG) settings
- Easy pillow speaker integration
- Pro:Centric® operation

### LG Proprietary Pro:Centric Solution

provides property-wide network control for personalized patient room TVs from a central location.

- Exclusive content and encrypted channels\*
- Interactive program guides, games and internet data feeds\*\*

### Certified Dealer Network

LG Healthcare TVs are sold through certified dealers that can provide:

- Pro:Centric integration
- Onsite setup and support
- Integration of Nurse Call and Patient Education systems

### Continuous Improvement

LG continuously strives to improve its products and services by seeing real-world guidance and insight from a select group of systems integrators to constantly improve performance, durability and safety while reducing costs.

<sup>1</sup> <https://www2.deloitte.com/content/dam/Deloitte/global/Images/infographics/gx-lshc-hc-outlook-2018-infographic.pdf>

\* Integrated Pro:Idiom™ digital rights management technology

\*\* May require additional software and hardware to support third-party partner interactive systems or LG's Free-To-Guest Mode/Pro:Centric application