

FOR IMMEDIATE RELEASE**LG ‘PRO:CENTRIC CONNECT’ PLATFORM SUPPORTS
PATIENT VIDEO CALLING SYSTEMS FOR HOSPITAL TVs**

*Simple, Secure Video Calls from LG Hospital TVs
Help Improve Patient Comfort, Enhance Care*

LINCOLNSHIRE, Ill., Oct. 20, 2020 – As patients, healthcare professionals and medical facilities increasingly embrace video conferencing as part of the care delivery system, [LG Business Solutions USA](http://www.lgsolutions.com) has launched LG Pro:Centric Connect, a new tool for systems integrators to offer simple and secure video calls through LG’s healthcare smart TVs. This expands the power of LG’s Pro:Centric platform by providing back office functionality that enables WebRTC (real-time communication) systems to connect patients’ in-room TVs to remote family and friends.

“LG Pro:Centric Connect is perhaps the simplest way for systems integrators to provide hospitals, medical centers and long-term care facilities access to user-friendly videoconferencing,” said Gianni Restaino, engineering vice president for LG Business Solutions USA.

Working with new and existing Pro:Centric Smart Hospital TVs,

this is an encrypted system that protects patient information. The user interface is controlled through patient pillow speakers or connected smart devices, creating a powerful new tool that enhances speed of care and patient comfort.



Fast, simple video conferencing through LG Pro:Centric Connect is cost effective for healthcare providers and improves comfort and quality of care for patients, Restaino said. The new platform uses the WebRTC standard to enable patients to conduct in-room video calls with doctors, family members and friends.

To use the new platform, system integrators just update their application and add a compatible webcam to a webOS 4.0 LG Pro:Centric Smart Hospital TV. Then patients can do video calling using existing in-room control devices or family members can utilize their own personal mobile devices that run on Android, iOS, MacOS or Windows to reach out to patients.

The secure system does not transmit patients' personal identifiable information, and it encrypts all calls and communications through the network. The integrator application hosts the data that connects a specific patient with a specific room number, minimizing the possibility of unauthorized users accessing the system.

Restaino explained that video calling applications require a means to map people to an IP address and to revise these mappings as people go about their day. These services, referred to as "STUN" and "TURN", are highly technical and outside the core competency of most companies. "Providing these essential back office functionalities with the Pro:Centric platform gives integrators access to a powerful video conferencing solution that can be easily integrated into their own applications,"

"This solution creates an environment in which remote healthcare providers can effectively connect with patients to get more consultation time," said Restaino. "For long-term care facilities where residents may have less physical interaction with extended family and friends, this platform can provide residents with meaningful connections to stay in touch in a user-friendly and highly visible way."

For high-res images, click [here](#). For more information on LG Pro:Centric Connect, click [here](#).

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About LG Business Solutions USA

The LG Electronics USA Business Solutions division serves commercial display customers in the U.S. lodging and hospitality, digital signage, systems integration, healthcare, education, government and industrial markets. Based in Lincolnshire, Ill., with its dedicated engineering and customer support team, LG Electronics USA Business Solutions delivers business-to-business technology solutions tailored to the particular needs of business environments. LG Electronics USA Inc., based in Englewood Cliffs, N.J., is the North American subsidiary of LG Electronics Inc., a \$53 billion global force in consumer electronics, mobile communications, home appliances and air solutions. LG is a 2020 ENERGY STAR® Partner of the Year-Sustained Excellence. For more information, please visit www.LGSolutions.com.

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