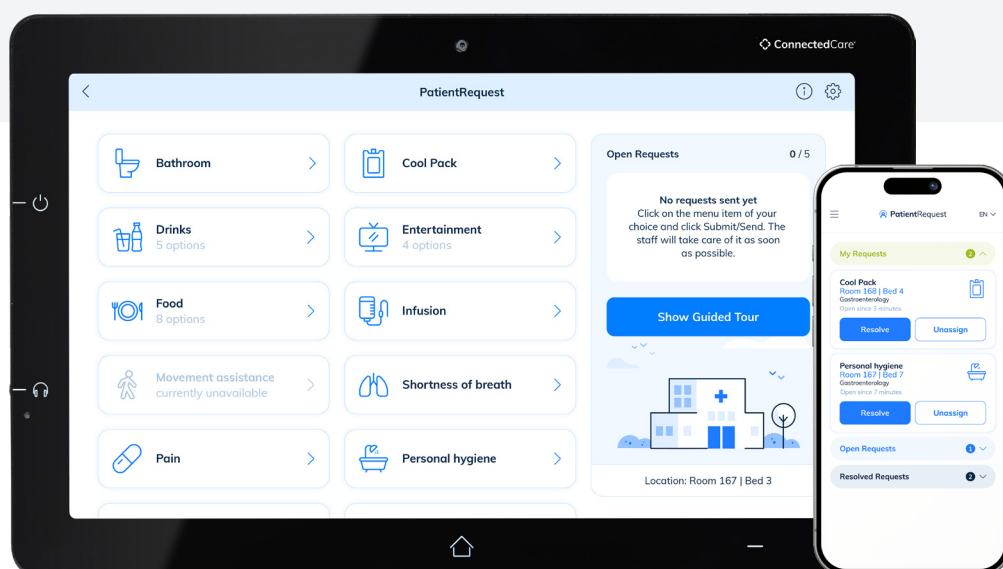


ConnectedCare

PatientRequest

Service requests digitally & efficiently - directly from the patient's bedside

With the "Patient Request" module, you enable patients to make specific requests to hospital staff - directly via ConnectedCare tablets, hospital devices or their own smartphones. Requests are received, prioritized and processed digitally - a clear relief for staff and added convenience for patients.



Scope of services

The Patient Request module adds an intuitive communication interface between patients and staff to the ConnectedCare ecosystem. Patients can select and send requests from predefined categories via a digital user interface. The requests are automatically forwarded to the relevant staff, who process the patient's needs and report them as completed in the system. This ensures that patient needs do not go unnoticed and that the highest level of convenience and service is provided.

Overview of functions

Patient view:

- Selection from individually configurable request categories (e.g. drinks, help getting up, painkillers)
- Request status display (Sent, In progress, Completed)

Staff view (staff app):

- Receipt and assignment of requests in a central dashboard
- Acceptance, processing and completion of requests
- Cross-team, transparent overview of requests
- Access only for authorized roles
- Escalation management for delayed requests

Administration:

- Configuration of request categories and definition of station-specific templates
- Assignment of roles and assignment of request categories to employee groups
- Language settings and translations for multilingual use
- Monthly report of usage statistics

Advantages at a glance

More efficient processes:

Transparency regarding patient needs - reduction of unnecessary travel, inquiries go directly to the responsible department - without any additional communication effort.

Resource conservation:

service and care requests are differentiated, assigned to the appropriate employee group and processed in a targeted manner.

Improved communication:

Digital interactions create transparency for patients and staff.

Relief for staff:

Transparency regarding patient needs, reduction in walking distances, focus on the medical care of patients.

Active involvement of patients:

Intuitive operation on the ConnectedCare bedside terminals and on personal devices.

Technical requirements

- **Access for patients:**
 - Via ConnectedCare bedside terminals
 - Via patients' own devices (BYOD - via the ConnectedCare app)
- **Access for hospital staff:**
 - via the ConnectedCare staff app on the hospital's or employees' own mobile devices
- **Access for administrators:**
 - via a web browser
- **Minimum requirements for employee and BYOD devices**
 - compatible with devices from iOS 14 (released September 2020) and Android 6 (released September 2015).
- **No in-depth IT integration necessary.**

Statistics & reports

- **Monthly usage report (anonymous):**
 - Number and type of requests
 - Average processing times
 - Utilization per role (e.g. nursing, transport service, etc...)
- The evaluations provide targeted support for quality assurance and personnel planning.

Data protection

- GDPR-compliant
- No storage of sensitive data within the app
- Pseudonymization via room/bed number
- Anonymous login for employees, assignment by role
- The usage report is created completely anonymously and does not contain any personal data.

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