



HCI offers a variety of customizable Apps to fit any facility need through [MediaCare](#), which supports reporting features for budget and staffing management, ondemand, push education and apps for patient diversion and relaxation.



Patient Education App

Easily prescribe and assign [educational](#) content to a patient's television, or the patient can search and select content they choose. With push and prescribed content, clinicians can:

- Focus on the quality and consistency of care.
- Provide additional information to the patient so they more fully understand their condition and/or prognosis.
- Utilize time for teach-back and clarification.
- Reduce time spent on non-clinical tasks.
- Make educational content convenient and accessible for both patients and their circle of caregivers, empowering patients with information for post-stay follow up.
- Avoid or reduce readmission risks.



Telemedicine/Videoconferencing Apps

[Telemedicine](#) for virtual care, and patient videoconferencing with [Family and Friends Connect](#) keeps patients informed and connected with their social circles for updates and support.



Whiteboard App

Uses typically include scheduling, patient updates, and [care team](#) information. The Whiteboard App can automate and enhance many of these functions while the Whiteboard itself provides a writing area for communication. The Whiteboard App:

- Integrates with the EHR to display daily goals, daily schedule, care team, prescriptions, and education.
- Organizes and increases staff efficiency.
- Keeps patients, family and caregivers informed and in touch with changing circumstances.
- Raise satisfaction levels and HCAHPS scores.



Music Apps

Music has long been known to alter mood. For a patient, music can help with [diversion](#), reduce anxiety and provide deeper rest. With the Android platform operating on all HCI products, endless options for music streaming are available to patients and their caregivers.



Customized, Branded Apps

Patients expect to have access to their regular television programs and phone apps while hospitalized. HCI provides a selection of [apps](#) with its suite of products, but additional, customized apps are available to provide patients with a more home-like and less stressful stay experience. Some examples include:

- Internet access.
- Social networks.
- Standard email providers.
- Netflix, Hulu, Sling TV and other television streaming apps for patients to use with their own login credentials.



Survey App

With the [Survey App](#), facilities can track staff performance and identify quality improvement areas. Surveys can be customized for a variety of formats to meet specific needs. Data is reported through the MediaCare Reporting dashboard and can be shared with relevant departments heads, board members and teams. Surveys can be pushed to Tablets and TVs.

- Dynamically change follow-up questions based upon patient response.
- Patient responses trigger messages to staff members alerting them to satisfaction issues
- Patients can provide free text comments, suggestions or compliments.



TeamViewer App

The TeamViewer App allows administrators and IT Staff to remotely connect, monitor and control HCI devices. Devices can be remotely [administered](#), updated and managed without additional in-room staff support.

- HIPAA and SOC2 compliant.
- Remotely perform maintenance and troubleshoot technical issues.
- Provide immediate assistance and support to patients.
- Transfer files of any size.



Rx Search App

If a patient has difficulty identifying their prescribed medication, OTC, generic or brand name medication, the [Rx App](#) helps them to quickly identify drugs and medications. The App includes color photographs of the medications using an RxList Pill Identifier database, displayed on the Tablet or Digital Whiteboard.

- Fully informs patients and families about prescribed medications, uses and side effects.
- Promotes treatment compliance, health literacy and may contribute to lower readmission rates.
- Medications that require specific administration techniques are more easily understood with video education.



Messaging App

Send instant [messages](#) to the TV regardless of what the patient is watching, and even if the TV is off. Mass Messaging is built into the app for wide-dispersion facility or other notifications.

- Send any message at any time (scheduled or not).
- Acquire real-time feedback on any issue at any time.
- Send follow-up reminders for appointments or therapies.
- Improve HCAHPS rankings and satisfaction through regular, consistent dialog.



Gift Shop App

With the [Gift Shop App](#), patients and caregivers or visitors can shop via the in-room TV or Tablet by placing an order directly with the retailer, right from the bedside.



Cafeteria App

The [Cafeteria App](#) provides convenience for patients. They can order meals, specific to their dietary guidelines, right from the bedside using the Smart TV or Tablet. This reduces man-hours, and costs, streamlining the ordering process and ensuring ensures meals are safe and accurate.



Relax App

Experiencing a healthcare dilemma or hospitalization is a stressful time. The HCI [Relax App](#) offers soothing video content to help with stress and anxiety. The HCI Relax App is one of the most-viewed apps in healthcare facilities, and offers many of the same benefits as the Music App.



Service Request App

The [Service Request App](#) streamlines productivity and automates non-clinical tasks. Non-medical patient requests are directed to the fulfillment provider with confirmation direct to patients, freeing up clinical staff for care delivery.

- Medicare supports an unlimited number of Service Request categories and can be customized.
- Provides additional data for administrators to determine staffing levels, budgeting requirements and facility retail needs.



Clear My Data App

This app was designed to protect patient data. Staff have the ability to clear all patient status information from the interactive devices at any time. Data deletion can be handled manually or pre-scheduled, or set to automatically clear upon discharge.



Custom TV Guide App

Scrolling viewing menus for Tablets or TVs are customizable by patient, unit or specialty.

- Extend the facility brand and colors.
- Notify patients and guests of activities, events and celebrations via the Tablet or TV while they wait for appointments or treatments.
- Advertise system-wide facility amenities, daily retail specials, cafeteria selections with dynamic ads.

Your HCI Authorized Dealer can work with you to determine which CareApps will be most effective for your patients and how HCI can [customize solutions](#) for you.