



Frequently Asked Questions about IT Integration of the PatientEDU Patient Education System

1. **Q:** What Delivery Platform for patient education content do you recommend for use in a hospital setting?

A: Our Patient Education content is not platform specific. It can be run on any hospital television delivery system or you can use Patient EDU's PC tablet based delivery system. This PC Tablet based system has a simple to use interface that functions for both creating prescribed playlists and patient viewing. It features an SQL database run off a central server that tracks patient progress through the patient education content. This database can be tied to your hospital's EMR. All mpeg video content resides on the tablet to avoid network bandwidth issues. All patient data is housed on the server and off the tablet to meet HIPAA requirements. Through the use of MS IIS Server, patient orders can be created by the nurse or physician at their workstation over the hospital's intranet.

2. **Q:** What tablets do you recommend?

A: Though our content and interface software can run on any PC based tablet, notebook or work station running WindowsXP, we recommend that hospitals consider the Motion Computing series of tablet PCs. These tablets were chosen by us after a thorough evaluation and comparison to other PC tablets for their ability to play video smoothly, superior audio capability, decent battery life, detachable keyboard, strong wireless networking capability, clean interface design and ability to be cleaned. They offer the option of using a docking station, which is typically located at the nurses station and used with a normal-sized PC keyboard and mouse for creating patient orders and battery charging. Most importantly, we chose this manufacturer because of their commitment to the medical community.

3. **Q:** Where does the video content reside and how much disk space does it take?

A: The MPEG video resides locally on the tablet, not on the server. For all of the Patient Education specialties roughly 30 gigabytes of hard disk space is used. Low band-width Flash format streaming video resides on the server and is run over the network for content review/preview by staff only.

4. **Q:** Is it necessary to have a server?

A: Though the PC Tablet based system has the capability to be run locally with the video and data stored on individual tablet PCs, this use is only recommended for small physician based practices, where central database storage is not needed. For hospital installations, we configure a MS IIS Server with MS SQL. We recommend that this be a dedicated server, but is not required. Please see the Patient Education Technical Specifications document for more detail.

5. **Q:** What are the specifications for this server?

A: Patient EDU Server Specifications: (Note: though we routinely use HP servers, they are not required and are presented here only as a example)

HP Proliant DL360 G3 (Rack Mountable)	
2.8Ghz Intel Xeon Processor, 512K L2 Cache	1
1GB PC2100 DDR ECC SDRAM	
72.8 GB 10,000 rpm U320 Hot Swap (HW Mirror)	2
Integrated Ethernet 10/100/1000 Mbps	
48X CD-ROM	
3.5" Floppy drive	
8MB SVGA PCI Video	
2 Button mouse / Keyboard	
Warranty: Three years	
15" Compaq monitor	1
Server Accessories	
APC Server UPS Backup Battery	1
Adaptec 29160 SCSI Card	1
80/160GB tape backup drive	1
80/160GB tapes	10
Software Accessories	
MS SQL Server Single Proc or mySQL	
Windows 2003 Server or Unix Linux server running on Unix	
MS Internet Information Server(IIS) or Apache	

6. **Q:** How much bandwidth is necessary for the videos?

A: Very little. The mpeg video resides locally on the tablets, not on the server. Flash format streaming video resides on the server and is run over the network for content review/preview by staff only. The hospital's network is also used for database collection and connection to the EMR.

7. **Q:** Will the software permit downloading of unit specific patient information so the nurse can get a list of patients rather than having to type the patient IDs in manually?

A: Yes, the PatientEDU Patient Education system has the capability of interfacing with your hospital's electronic medical record system using HL-7 or web Services to give clinicians access to unit specific patient information in a drop down menu.

8. **Q:** Will we be able to send the patient information collected in PatientEDU's Patient Education program to our hospital's EMR?

A: Yes, though there may be some custom programming required to facilitate this, the PatientEDU software's database does have the capability of being connected to the hospital's EMR using HL-7 or Web Services.

9. **Q:** What training is required to learn to use your system and when is this done?

A: As part of the installation process, we typically run two days of on-site training for your staff over three shifts, though this period can be tailored to your specific needs. We ask the nursing staff to allocate a half an hour for the training sessions. This half hour includes instruction and a hands-on trialing of the system. We typically use a portion of the training time to follow up with the nursing staff on the unit to make sure that they are having no problems using the system and to answer any questions that may come up. These training sessions can be 'train the trainer' sessions or we train all your staff. It is your choice.