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## On-Demand Patient Educational, Entertainment, and patient information Services

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### **The Background:**

Pocono Medical Center (PMC) is a not-for-profit community hospital, fully accredited by the Joint Commission on Accreditation of Healthcare Organizations. The organization needed a system to provide On-Demand Patient Educational and Entertainment Services.

### **The Challenge:**

The On-Demand system needs to stream various formats of video content, provide easy-to-use video-based entertainment, and patient specific information and services through the end-user portal. This requires a flexible channel lineup and program scheduling, and intuitive user interface.

### **The InfoValue Solution:**

Deployed by InfoValue's IPTV experts, InfoValue SuiteTV system's video-on-demand (VOD) server streams patient education videos on such topics as heart and respiratory diseases, diabetes, rehabilitation, wellness, and prevention. Some videos provide detailed explanation of how PMC doctors treat illnesses so patients can feel more empowered and informed about their healthcare decisions. Each patient room at the ESSA Heart and Vascular Institute is private and contains a plasma television, IP set-top box, and remote control. A simple and easy-to-use interface allows the patient to navigate various menus for educational videos, surveys, and cable television. The videos feature the same functionality as a full-featured VOD system, with the ability to pause, fast forward, rewind, and stop at any time, which is especially convenient as patients often have nurse and family visits.

### **The Epilogue:**

Since deployed, Ponoco Medical Center greatly improved their service to the patients. The facility is one the first of its kind to offer this technology and services to patients and visitors.