



Hillrom™

IT'S TIME TO SAVE SOME TIME

Realizing the Impact and Time-Savings
of Remote Management



INTRODUCTION

Time may be one of the most valuable assets in the healthcare industry. From creating efficiencies, to implementing time-saving technologies, to reallocating saved time to critical tasks — managing and maximizing time is critical for patients and care teams alike. Often, however, time is in high demand and short supply. The backbone of many organizations — like biomedical engineering and IT teams — know this challenge all too well. Whether it is installing, maintaining, repairing devices or providing technical support, biomedical and IT staff are in high demand and challenged to do more with the finite time they have.

Today, biomedical and IT teams typically need to physically locate devices and manually make updates, troubleshoot and more. In fact, data shows many preventive maintenance

measures are not completed because service teams simply cannot find devices that need maintenance in the first place.¹ With a wide range of devices and growing demand for safe, efficient servicing, device management has become an increasingly complex job. That's where remote device management can make a tangible difference.

Introducing **SmartCare** Remote Management from Hillrom — a remote, cloud-based software application that allows users to efficiently monitor, troubleshoot and maintain a fleet of Hillrom connected devices. With **SmartCare** Remote Management, many time-consuming service tasks can be conveniently performed from a laptop or tablet.

It may seem like a simple change, but adding remote device management can make a big impact. Let's explore how.

STOP PLAYING HIDE & SEEK: SIMPLIFY DEVICE LOCATION TRACKING

One important aspect of medical device management is knowing where all your assets are located — at one facility, or throughout numerous locations. Devices with wheels or on stands or carts are mobile by design, so they often move around a facility. Therefore, the current location of those devices can be inaccurate at any given time. Biomedical and IT teams are no stranger to spending a large portion of their time locating devices in order to complete service work. Traveling to a device when you know its location is one thing, but it's a whole other undertaking if you must locate and service a device without a clue to its whereabouts. Biomedical and IT teams can spend 20-30 minutes locating a single device.² Wouldn't it be nice if you could spend more time servicing devices and less time searching for them?



SmartCare Remote Management helps make location tracking simpler. Customers can use the access point-location feature to understand the last reported approximate device locations via a display in the web-based portal. A fully customizable and editable access point mapping feature is also included, allowing teams to quickly locate devices and more effectively plan service work. With device location details at your fingertips, you can effectively reduce the amount of time spent searching for devices across your facilities, practice or mobile healthcare fleet. Now that you have a simple solution for device location, the real work can begin.

Without remote management, you can spend up to
30 minutes
locating a single device²

IN THE CLOUD & AT THE READY: RETRIEVING REMOTE LOG FILES

With existing processes, retrieving a log file from a device for analysis is not a streamlined task. It requires biomedical or IT staff to physically locate the device and insert a thumb drive into the device to download the log file. Then, once the log file is acquired, you must load it onto your computer for analysis, or send to Hillrom's technical support team for troubleshooting. All these activities, not including locating the device, can take an average of 10 minutes per device.²

Right now, pulling log files can take an average of
10 minutes
per device²

As a cloud-based solution, SmartCare Remote Management allows you to retrieve log files remotely from a device and download them to your computer or tablet. If further support is needed, you can simply email those files to Hillrom technical support for analysis. Easy-to-access log files help enable advanced troubleshooting and diagnosis for faster repairs.

NO NEED TO LEAVE YOUR DESK: STREAMLINE FIRMWARE & CONFIGURATION UPDATES

Today, performing a firmware or configuration update is a highly manual process. First, a biomedical or IT team member must physically locate the device that needs an update. Once located, they must make a direct connection between the device and a computer — via a wired USB or thumb drive — to initiate and deploy the update. On average, the process of updating a patient monitor or bed can take up to 30 minutes² — and that does not include the time it takes to locate the device initially.

SmartCare Remote Management enables you to deploy updates and confirm successful installation within minutes. The best part? This can happen right from your desk.

Updating a patient monitor or bed can take up to
30 minutes²

IMMEDIATE REPAIR VISIBILITY IS HERE: ERROR CODE NOTIFICATION & RESOLUTION

Service needs sometimes go unnoticed and are not reported right away putting patients and caregivers at risk. When known, the biomedical or IT team member might not have the necessary information to accurately diagnose the issue. Once physically at the device, they can retrieve the error code and reference the service manual or call Hillrom technical support for troubleshooting. This troubleshooting process for beds can take up to 60 minutes.²

SmartCare Remote Management gives you and Hillrom's technical support team immediate visibility to active error codes, device location and information on how to solve the issue. This enables proactive, advanced troubleshooting and diagnosis for faster repairs.



Error code identification and troubleshooting can take up to
60 minutes
per bed²



SmartCare Remote Management can help shorten the time spent locating your devices — because you don't have time to waste.³

TAKE CONTROL OF CONNECTED SOLUTIONS: IMPLEMENT REMOTE DEVICE MANAGEMENT TODAY

SmartCare Remote Management can help you work smarter, minimizing manual tasks for efficient device management. By adding time back in their day, biomedical and IT teams can refocus valuable time on other important, time-sensitive projects. Whether a healthcare system has five devices or five thousand, remotely managing those solutions can help you save time and protect your investments.

TAKE CONTROL OF YOUR HILLROM SOLUTIONS³



- Centrella Smart+ Bed
- Progressa Smart+ Bed



- Welch Allyn Connex Spot Monitor
- Welch Allyn Connex Vital Signs Monitor
- Welch Allyn Connex Integrated Wall System



- Welch Allyn RetinaVue 700 Imager

GET TO KNOW SMARTCARE REMOTE MANAGEMENT³

Take control of the health and well-being of your assets by proactively managing them from a single, remote location. Whether you manage devices at one facility or many — including hospitals, primary care offices and mobile clinics — remote management helps make your life simpler.



- Deliver the latest firmware updates
- Deploy configuration updates
- Troubleshoot with ease
- Track device location
- Plan preventive maintenance
- View essential device data



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Take control. Visit us at hillrom.com or contact your Hillrom representative today.

hillrom.com

¹ <https://dc.etsu.edu/cgi/viewcontent.cgi?article=2627&context=etd>

² Estimated time. Actual time may vary based on the facility size and number of devices.

³ Not all SmartCare Remote Management features are available on every device. Contact your Hillrom representative to learn more.

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