

**Hillrom**TM

A DAY IN THE LIFE:

How Remote Management Can Help
You Take Control of Connected Devices



INTRODUCTION

The worlds of biomedical engineers and IT professionals become a little more challenging each day. New security threats and vulnerabilities are constantly emerging. Asset management requires more detail than ever before. And as more devices are added to your network, managing updates and preventive maintenance becomes even more complex.

In a complicated world like this, new remote device management tools can have a big impact. Let's explore how Hillrom's **SmartCare** Remote Management* can help make your day-to-day simpler so you can focus your time on where it's needed most.

A FAST FIX CAN BE EVEN FASTER

Let's start the day with routine device or accessory repairs. After logging into your computer, a work order comes through asking for assistance with a vital signs monitor — the battery seems to be malfunctioning. You don't have a lot of detail — aside from the serial and asset numbers — but you know the asset was originally assigned to the fourth floor, so you'll start there. About an hour into your search, you find the device had been moved to the third floor where it's used more often.

One week later, you receive a work order for that same device stating the **SureTemp** probe is not working. Hopefully the device is still located in the same spot, however that's a lot of troubleshooting and searching for the same device all in one week.

Enter SmartCare Remote Management — a remote solution that can help you shorten the path from locate, to update.

In this case, **SmartCare** Remote Management lets you troubleshoot right from your office. After receiving a work order, you search for the device's serial number to check the detailed component information. A status alert for the device shows that the battery's maximum capacity has deteriorated and a battery replacement is recommended. Now that you know which device is impacted, approximate location tracking helps you quickly find where the device last connected — fourth floor, west wing. With those details you can grab a spare battery and head to the right location for a quick replacement, helping get the device back in the hands of your clinicians sooner. But before you go, you decide to check the status of the other device components and notice the **SureTemp** probe cycles are reaching capacity. This signals a replacement is due soon, so you throw one in your cart for a proactive repair.

TAKE CONTROL OF YOUR HILLROM SOLUTIONS

HILLROM SMART BEDS



Progressa Smart+ Bed



Centrella Smart+ Bed

PATIENT MONITORING AND TELERETINAL IMAGING



**Welch Allyn
Connex Spot Monitor**



**Welch Allyn
Connex Vital Signs Monitor**



**Welch Allyn
Connex Integrated Wall System**



**Welch Allyn
RetinaVue 700 Imager**

UPDATES AND UPGRADES ARE A FEW CLICKS AWAY

The clinical team is standardizing all patient monitors with an early warning scoring protocol, so each device must be updated with the same configuration file. You've already built the file via the **Welch Allyn** Configuration Tool and it's loaded on to your trusty thumb drive. You leave your office to begin manual updates for the 50 monitors at this facility. With an average configuration update time of 15 minutes per monitor,** you have a long week ahead updating each device across the three facilities you manage.

What previously required hours of manual updates can now be activated with a few clicks using SmartCare Remote Management.

The remote service portal allows you to plan updates with your clinical teams, push updates remotely and confirm when the updates have completed — all without needing to touch each device. Faster configuration deployments help your clinical teams standardize their device interfaces for simpler training and more consistent care. It enables you to focus on other projects instead of manual updates. Firmware updates can be achieved in a similar, streamlined fashion with remote management.

ASSESS ERRORS TO TROUBLESHOOT WITH EASE

It's early afternoon and you've seen something unexpected: a device error message. Errors happen, so you need a simple way to understand issues and troubleshoot accordingly. Right now, if there's a device fix you can't complete or identify, you are required to manually pull log files from the machine via a USB, upload them to your computer and send them to the Hillrom technical support team for review and assistance. This takes time out of your day and means the device is no longer available for clinical use.

SmartCare Remote Management can help here too, providing easier access to log files so you can assess errors and seek assistance.

Simply open Hillrom's new cloud-based solution to pull log files right from the device and download them directly to your computer. No USB is needed. In some cases you can analyze the details to identify the issue and begin working on a fix.

Sometimes, however, you need an extra set of eyes to help define an error. By pulling log files without leaving your desk, you can connect with Hillrom's technical support team more quickly and share log files sooner for real-time discussions to help identify and resolve issues.



DID YOU KNOW?

SmartCare Remote Management never interacts with PHI or PII.

PREVENTIVE MAINTENANCE JUST GOT SIMPLER

Each month you dedicate time to preventive maintenance, but the process is rarely simple. Tracking down the devices can be daunting, causing preventive maintenance to sometimes fall to the bottom of your ever-growing to-do list. Hillrom recommends you perform preventive maintenance annually, so you know it's an important part of maintaining the health and well-being of your devices.

SmartCare Remote Management offers a new way to proactively plan maintenance schedules.

Our remote service solution informs you when preventive maintenance is due and, with a few clicks, where that device is located — allowing you to schedule maintenance in advance. Additionally, you can download device data to a csv file to easily import device data into your Computerized Maintenance Management System (CMMS). To make your updates more efficient, leverage **SmartCare** Remote Management's reporting tool to determine which devices are due for calibration in each location. Now you can schedule multiple device updates at once.

MAKE YOUR TO-DO LIST SIMPLER WITH REMOTE DEVICE MANAGEMENT

Your time is valuable. Make the most of it with a remote management tool that is designed to help reduce manual tasks and give time back in your day. **SmartCare** Remote Management's web-based portal puts device details at your fingertips, helping make repairs, updates and preventive maintenance simpler.

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

hillrom.com

*Features may vary per device. Contact your Hillrom representative to learn more.

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

Hill-Rom reserves the right to make changes without notice in design, specifications and models. The only warranty Hill-Rom makes is the express written warranty extended on the sale or rental of its products.

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TAKE CONTROL WITH SMARTCARE REMOTE MANAGEMENT

Take control of the health and well-being of your equipment by proactively managing it 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 firmware updates
- Remotely deploy configuration files
- Troubleshoot with ease
- Track device locations
- View usage metrics on device components
- Plan preventive maintenance
- Enhance platform security and streamline user-experience with Single Sign-On (SSO) capability
- Reduce manual transcription