



# Cisco HealthPresence: Telehealth Collaboration Software

## Healthcare Trends

Today's healthcare organizations are focused on improving the quality of care for their patients, managing healthcare professional resources, reducing costs, and making health services more efficient. The organizations are challenged to provide equitable access to health services, reduce patient wait times, manage inpatient growth, and match the skills of healthcare professionals with patient needs.

Cisco HealthPresence® 2.5 is a telehealth collaboration software platform that addresses the needs of healthcare organizations by providing a mechanism for delivering healthcare to a greater number of patients. The platform supports integration of multiple healthcare technology components through a common user interface to provide secure, scalable delivery of care-at-a-distance.

## Cisco HealthPresence 2.5

Cisco HealthPresence 2.5\* is a comprehensive telehealth collaboration software platform that stands out in two ways:

- It facilitates the aggregation and transfer of information between healthcare professionals by allowing remote sharing of output from interoperable third-party medical devices.
- It uses a flexible design that lets healthcare organizations take full advantage of compatible third-party applications and services, including electronic medical record (EMR) systems, directory services, and applications for practice management.

Cisco HealthPresence 2.5 is more than video for telehealth. It adds third-party medical devices, third-party applications and services, and workflow features, for a complete telehealth solution that delivers healthcare services anytime, anywhere.

Cisco HealthPresence provides connectivity to high-definition video, audio, and third-party medical devices to deliver an enhanced doctor-patient consultation experience across remote distances. The software acts as a conduit for transmitting unmodified medical information end-to-end, supporting easy-to-access, high-quality patient care, and facilitating collaboration among licensed healthcare professionals across the healthcare continuum.

The main components of Cisco HealthPresence 2.5 are:

- Cisco® HealthPresence Connect Server software, which manages the connectivity among the videoconferencing components and the telemetry sessions across the provider and attendant Cisco HealthPresence endpoints. The server also supplies the provider and attendant user interfaces.
- Cisco HealthPresence Connect Endpoint software, which provides access to the Cisco HealthPresence portal and enables the device aggregation software to communicate with the Cisco HealthPresence Connect Server.
- Medical Device Aggregation Software, which provides the interface to compatible third-party medical devices. This is shipped as part of the Cisco HealthPresence Connect Endpoint software.

Cisco HealthPresence 2.5 differs from previous releases of Cisco HealthPresence. Release 2.5 is an unbundled, software-only solution. By offering Cisco HealthPresence software as a standalone item, Cisco allows customers to build advanced telehealth networks using the hardware that best suits their needs, thus providing an increased opportunity to develop a flexible, cost-effective telehealth solution.

\* Cisco HealthPresence Software is listed with the U.S. Food and Drug Administration as a Class I, 510k exempt medical device pursuant to the Medical Device Data System rule (see 21 CFR 880.6310) and as a medical device with other governmental agencies in other jurisdictions.

## Features

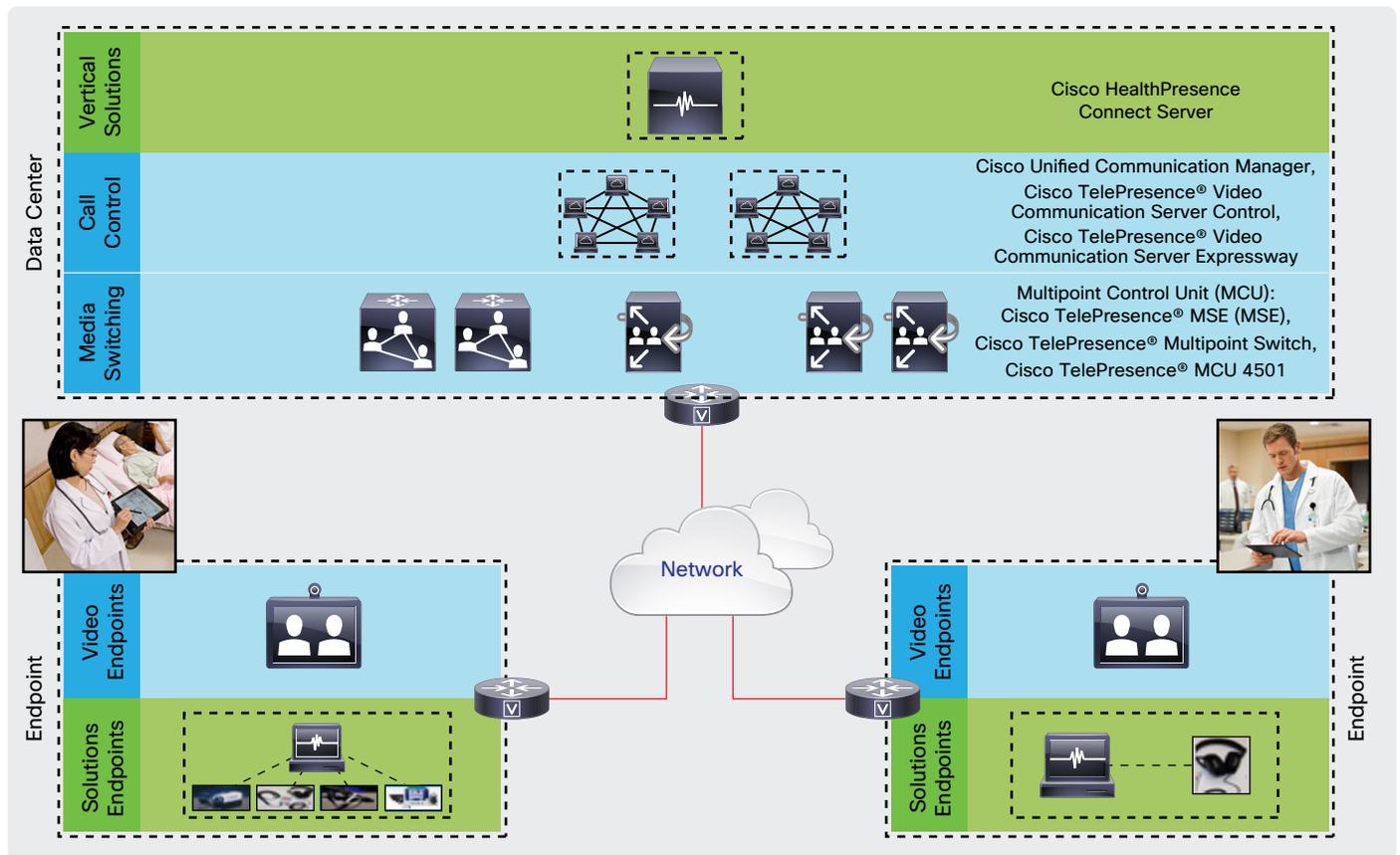
- **Simplified connectivity to third-party audio and video devices:** Lets you quickly and transparently connect driverless USB video class (UVC), S-Video, and RCA connections\*.
- **Standards-based videoconferencing:** Gives you the flexibility to use any endpoint that supports standard video protocols (SIP/H.323).
- **“Bring your own hardware”:** Lets you use the best hardware for your endpoint, including PCs and data center servers\*\*.
- **Flexible deployment:** For the lowest implementation cost, allows you to complete the installation yourself using your own IT staff or a certified partner. To help ensure a compliant deployment, Cisco’s Remote Validation Service includes final validation conducted by a Cisco expert.

## Use Cases

- **Reach underserved populations:** Provide care to areas that are underserved, such as rural areas, and those that pose challenges, such as prisons, ships, and military outposts.
- **Extend the reach of specialists:** Make specialty-based care available to a larger population through the use of compatible medical devices and video consultations.
- **Provide triage care:** Examine patients remotely to evaluate the severity of illness or injury and determine the best care facility, thus reducing the number of patients in emergency rooms with minor injuries or illnesses.
- **Coordinate post-operative care:** Potentially save readmission costs of post-operative patients by providing follow-up care remotely.
- **Educate patients and caregivers:** Provide education and counseling services to patients and their caregivers.

Figure 1 shows how Cisco HealthPresence is deployed.

Figure 1. Cisco HealthPresence Deployment



\* Third-party medical devices using S-Video or RCA may have other hardware requirements, such as a GrabBee dongle. See [Cisco HealthPresence 2.5 Installation Guide](#).

\*\* Endpoint PC and data center server must meet minimum hardware requirements. See [Cisco HealthPresence 2.5 Solution Design Guide](#).

- **Educate and train healthcare professionals:** Use video streaming capabilities to share knowledge and train healthcare professionals as well as medical students, nursing students, and others studying healthcare-related subjects.
- **Manage inpatient revenue growth:** Allow providers to create a network of HealthPresence sites.
- **Serve corporate clinics:** Assist employers to improve their employees' health and wellness as well as manage healthcare expenses. Telehealth services can achieve these objectives by bringing specialty care to campus clinics and extending services to smaller campuses. Telehealth services can help lower healthcare costs while reducing the amount of time that employees take off from work to visit doctors' offices.

**Note:** Cisco HealthPresence Software is not intended for use in emergency situations and is not for use in situations involving real-time patient monitoring or alarming.

## Benefits

### Comprehensive software platform for care-at-a-distance:

- A complete solution with patient registration, audio and video collaboration, integration with third-party medical devices, management, and reporting.
- Unmodified medical data captured at patient endpoint is transmitted or shared with the healthcare provider.
- Basic integration with the third-party device, ePen\*, allows doctors to write a prescription immediately. The prescription is also available at the patient endpoint for printing.

### Improved access to healthcare delivery:

- Easy-to-use interface to train users, with simple deployment and management.
- Streamlined patient care consultations with distributed care teams.

### Scaling across Cisco HealthPresence networks:

- Scalable deployment, with the ability to include thousands of endpoints with high reliability and security, and create a regional, countrywide, or global telehealth network.
- Consultations between remote experts and licensed healthcare professionals in separate networks for efficient, timely, and comprehensive patient care.

- Multitenancy features to support multiple regions or hospitals in the same data center.

### Enhancing productivity and clinical workflow:

- Instant remote access to specialist care and collaboration could potentially improve the productivity of healthcare practitioners and provide enhanced patient care. Extended access, with the ability to connect while outside the firewall, allows caregivers to use the system when traveling or at home.
- Patient appointment queuing capability for expedited consultations, reduced wait times, and patient satisfaction.
- Application integration for data transmission and faster access to patient information in the clinical workflow.
  - » One-pass access to workplace telehealth solutions, through integration with cloud-based Emerge.MD\* application.
  - » Easy viewing of patient's medical images, through integration with RADSpa\*, a third party web-based RIS/PACS system for teleradiology.

## Important Safety Information for Cisco HealthPresence Software

- Cisco HealthPresence products are intended to allow healthcare providers to evaluate patients remotely or patients and healthcare providers to collaborate with specialists remotely.
- Cisco HealthPresence products are not intended for use in emergency situations. In an emergency, call 911 or your local emergency response system.
- Cisco HealthPresence products are not for use in situations involving real-time patient monitoring or alarming.

For further important information, refer to the Cisco HealthPresence 2.5 Instructions for Use, which can be found at: [http://www.cisco.com/en/US/products/ps11966/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps11966/products_user_guide_list.html).

\* Third-party applications may not be available for sale in all countries. Third-party applications are sold separately from Cisco HealthPresence Software and are available only from the manufacturer or their authorized resellers and distributors. Cisco makes no representations or warranties regarding the features, functionality, or intended use of third-party applications.



## Why Cisco?

Cisco, a worldwide leader in networking, creates advanced technologies that enable next-generation video and collaboration. Through our vision and innovative technologies, Cisco enables healthcare stakeholders across the continuum of care to respond to patients more efficiently, collaborate more effectively with their peers, expand on innovative healthcare initiatives, transform patient care, and improve the care experience for patients and their families. Using a lifecycle services approach, Cisco also provides planning, design, deployment implementation, and support for using Cisco HealthPresence products in ongoing operations.

Cisco healthcare solutions are designed to reduce costs, improve productivity, and help deliver better care to citizens everywhere, in rural communities as well as in urban centers.

Cisco HealthPresence products create new ways to deliver medical services and as a result breaks down barriers and opens up new possibilities in healthcare.

## For More Information

**Cisco HealthPresence 2.5:**  
[cisco.com/go/healthpresence](http://cisco.com/go/healthpresence)

**Cisco Care-at-a-Distance solutions:**  
[cisco.com/go/careatadistance](http://cisco.com/go/careatadistance)

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