HEALTHCARE

Needs Analysis: Telemedicine

Ensuring a Connected World.

With COVID-19, healthcare professionals are moving quickly to establish a virtual presence to protect patients, minimize disruption in care & continue to connect with experts worldwide. Help design a system that works for them today and tomorrow with this simple list of questions to capture their AV needs.

THE BASICS:

- Is this a permanent solution or a stop-gap solution?
- What type of medicine do they practice?
- How many practitioners in the office?
    - » Looking for the same set up? If no, describe key differences.
- Do your telemedicine systems need to be mobile and moved from room to room?
- Does your video teleconferencing equipment need to be securely stored?
- Do they typically consult with other specialists?
    - » Who?
    - » Where?
    - » Why?
    - » Is there specific content that will be shared? Describe the content & purpose.

UNDERSTANDING END TO END SETUPS:

- What are the parameters of the physician's set up?
    - » Where will it be located?
    - » Do they have any pre-existing equipment?
    - » Do you need to be able to monitor the telemedicine systems in the building from a single dashboard?
    - » Do you need to view content simultaneously while communicating with patients?
    ie) test results, patient history, etc.
        - ◊ If so, can your current workstation accommodate multiple monitors?
- What are the parameters of the patient's set up?
    - » Calling from home?
    - » Calling from a facility?
        - ◊ Bandwidth capabilities
        - ◊ Power anomalies?

SYSTEM REQUIREMENTS:

- Are there any key regulatory considerations?
    - » Greenguard
    - » ADA
    - » Does your equipment enclosure need to be anti-microbial or easy wiped down for disinfecting?
    - » Are you in an area with potentially seismic activity and need to keep critical systems up and running?
- Given the practice- what is most critical to be conveyed virtually?
    - » Ability to zoom into specific areas of the body
    - » Color correctness and/or contrast
    - » Sound
    - » Information transfer- ie) vitals
- Do you have/need power backup in case of power outages?
- Do you need to be able to easily re-boot telemedicine systems that may go down?

PROJECT MANAGEMENT & BUDGETING:

- How is the project being financed? Privately by physician? By the practice? By an insurance provider?
- What is the desired timing of the complete installation?
- Is there a cost associated with time you should be aware of?
- Is there seasonality you should be aware of?

L: legrand | AV

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