

# HEALTHCARE'S PRESENT **AND FUTURE**

Today, more than ever, it's critical for healthcare organizations to take full advantage of advancements in technology to provide comprehensive care and improved CX (customer experience) for their patients.

Before the global pandemic, many medical providers were starting to leverage the power of IoT (internet of things)—a system comprised of devices that communicate through cloud connectivity—and digital transformation to make much-needed improvements in the way data was utilized and patient care was provided. And other areas like telehealth—where the patient can access beneficial medical information, make an appointment, or complete consultations with physicians virtually—have seen a huge spike as hospitals strive to free up in-person resources for more critical patients.

Whether providing care face to face, or remote via telehealth, there are a variety of solutions and cutting-edge technologies the healthcare industry can leverage, even during this ever-changing situation. Let's explore a few.

## Trends and technologies in healthcare that go beyond hospital walls:



### Streamline in-office check-in processes and experiences

- Online/SaaS-based health questionnaires and forms
- Temperature checks
- Self-serve entryway kiosks
- Mobile and/or drive-through specimen-collection sites
- Digital signage and wayfinding technology

### Provide home-healthcare kits for non-critical care

- USB cameras
- Thermometers
- Collaboration platforms to communicate with caregivers

### Boost video collaboration to improve care

- Consultations between doctors at different hospitals
- Cross-team engagement during medical procedures

### Power up and secure your network

- Network and bandwidth upgrades that accommodate IoT, 4K/HD video, and telehealth
- Security-as-a-Service (SECaaS) that prevents phishing and cyberattacks

### Equip back-office healthcare personnel with remote tools

- UCaaS, collaboration software, laptops with access to SaaS applications, remote help-desk support, and break/fix hardware dispatch

### Migrate to the cloud

- Aging on-site, hardware-based servers and PBX systems are migrated to the cloud, to ensure always-on access