



SMART PATIENT & EMPLOYEE EXPERIENCE:

Delivering outcomes in the healthcare sector

Enhance patient care and improve the employee experience with ChromeOS and XMA



Create an inclusive digital strategy with ChromeOS and XMA

The organisations best prepared for the future of healthcare are those focused on the SMART Patient and Employee Experience to increase staff productivity and improve the patient outcomes.

Implementing SMART workspace technology enables healthcare workers to instantly access the information they need and work where they feel most productive. At the same time, these tools create a connected, efficient patient experience.

ChromeOS combines the ease-of-use and flexibility of its devices with powerful enterprise management tools to deliver secure digital experiences for healthcare sector staff and patients, while saving IT time and effort.

This guide will show you how your healthcare organisation can use ChromeOS to deliver an inclusive digital strategy that benefits your healthcare professionals, patients and back-office staff.

43%

of NHS staff who worked remotely during the pandemic would like to use virtual clinics, consultations and meetings in the future.¹



Increase access to mental health services

Mental health services are in greater demand today than ever before.² With the right digital technology, you can enable more patients to access the mental health support they need through online platforms and digital learning.



Shareable devices remove barriers

By providing accessible, shareable devices for multiple patients to use, you can remove barriers to online mental healthcare. These devices can auto-launch approved websites and resources to help patients access instant care. And you can use management settings to protect sensitive data and block inappropriate content.

Use data to prevent a crisis

Give mental healthcare professionals the intelligent data and productivity tools they need to predict a crisis and efficiently deliver preventative services.

- Make use of predictive analytics technology to better identify those at risk of crisis
- Protect the sensitive data needed to provide intelligent insight with proactive security measures
- Help staff deliver services more efficiently with single sign-on capabilities and productivity and collaboration tools

Transform the outpatient experience

Lack of information and uncertainty can lead to frustration and poor satisfaction among patients. Using digital tools helps to deliver a seamless care experience that makes patients feel in control.

Engage patients early

Use automated appointment reminders and schedule follow-up reminders based on your Electronic Health Record to improve appointment attendance.

Provide a connected visitor experience

Once the patients are in the premises their appointment, give patients a printed QR pass or use SMS or email to send them a digital version. Patients can then use these codes at interactive kiosks to check-in for pre-booked appointments, view directions to their waiting area, and see wait times.

Deploy mini-kiosks at key locations so patients can use their QR codes for further way finding instructions, to request assistance, check-in to their final destination or to complete a post-appointment satisfaction survey.

Stay in touch

During their visit, keep patients informed of queue positions, delays and estimated wait times via SMS updates.

Once patients have completed their appointment, stay in touch with updates on health and wellbeing topics, preventative care tips and advice for emergency situations.



Empower employees to provide better care

Your staff play a critical role in improving patient satisfaction so it's vital your digital strategy enables them to do their best work. Connecting, informing and engaging employees from all departments is crucial to ensure that your workers feel supported, and are working towards the values and goals of your organisation.



Drive internal communications via digital signage

Use digital signs to instantly share announcements such as updates on best practice, new employee benefits or links to support services.

Provide single-purpose shareable devices

Use shareable devices that can be instantly accessed by staff without needing to log in. Each device will have a single purpose such as auto-launching an approved website or acting as a two-way communication channel to deliver policies, mandatory reads or online training.

Introducing ChromeOS

ChromeOS devices offer healthcare organisations a cloud-native and easy-to-deploy alternative to traditional devices. By combining ChromeOS devices and services you can create an inclusive digital workspace that works for medical staff, patients and back-office teams.



Better user experience

ChromeOS devices have less downtime so healthcare professionals can rely on these devices to work round the clock. Meanwhile, the familiar apps make it easy for users to get up and running.



A smart investment

Simplified ChromeOS device management could help you save on IT spend.



Secure by design

ChromeOS devices don't need an antivirus. In-built sandboxing limits the attack surface and the read-only OS prevents malicious modification to protect sensitive healthcare information.

Sustainability

Extend the life of older Windows and macOS devices by converting them to ChromeOS, saving you money and reducing e-waste. Not only does ChromeOS prevent more devices going to landfill, the cloud-first platform also helps reduce your carbon footprint via its improved energy efficiency.

Throughout the product lifecycle ChromeOS supports end-to-end sustainability. Every device is made from recyclable materials and energy efficient processes, and typically consumes less energy than comparable competitor products. To further reduce e-waste, ChromeOS Flex removes the need to replace devices and extends the life of hardware, conserving the resources used in the production process.

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Guest Session as a Service support

XMA is already working with organisations across the UK to deliver Guest Session as a Service (GSaaS).

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This provides easy access to a library of Chromebooks for both the public and employees, as well as the opportunity to borrow dongles, providing internet access from any location. With managed guest sessions, multiple users can safely share the same ChromeOS devices without having to log in to their Google Account.

Through GSaaS, more patients can access digital health services and employees across healthcare can quickly use essential digital tools without the need to sign on.

GSaaS highlights:

Shareability

Multiple users can access ChromeOS devices without logging on.

Security

Antivirus software is built in, inappropriate websites are blocked, and YouTube Restricted Mode is enforced.

User experience

Council-specific websites auto launch, and accessibility features are enabled.

Lower cost

Setup costs, deployment and issue resolution times are drastically reduced.

Advance digital healthcare with XMA and ChromeOS

As a Google Premier Partner and long-term supplier to the NHS and private healthcare organisations, XMA has extensive experience integrating ChromeOS into a variety of ecosystems to create efficiencies and improvements to patient care.

To see how ChromeOS could advance your digital healthcare offering, **contact our team today.**

1. Chattopadhyay, I., Davies, G., Adhiyaman, V. (2020) The contributions of NHS healthcare workers who are shielding or working from home during COVID-19. Future Healthcare Journal. Available from: <https://www.rcpjournals.org/content/futurehosp/7/3/e57>
2. Duggan, S. (2021) Increase in demand for mental health support is being felt across the system. NHS Confederation. Available from: <https://www.nhsconfed.org/articles/increase-demand-mental-health-support-being-felt-across-system>