



Three Ways to Help Make Patients – and Clinicians – Feel Safer at the Hospital

Having the right devices can help everyone, healthcare staff and patients alike, feel safer and more secure during the COVID-19 crisis

Amidst the global health pandemic, many provider organizations turned to telemedicine appointments in order to prevent the spread of COVID-19 to clinicians, staff and patients. Unfortunately, for some patients, virtual healthcare is not always an option – certain conditions and procedures still require in-person appointments.¹ Yet, some patients are wary of returning to the hospital for essential healthcare because of the virus, thereby potentially risking their overall health and well-being by not receiving vital care.²

“It’s a natural fear to have – people who don’t have COVID-19 are afraid of going in to see the doctor and being exposed to the virus,” said David Gosman, Global Hospitality Segment Manager at HP. “They know that people with COVID-19 are in the hospital. And, they are asking themselves, with every interaction with the people and technology there, ‘Am I going to be safe?’”

Patients are not the only ones who may be apprehensive about in-person appointments. Doctors, nurses and other healthcare personnel around the globe also have concerns about potential COVID-19 infection as they go to work each day.³ Michael Castorino, head of Global Strategic Healthcare Alliances at HP, said the sheer volume of COVID-19 patients in many areas means that healthcare organizations need to rely on innovative technologies to help support adequate infection control.

“Provider organizations have policies and procedures in place to protect themselves and minimize risk of infection,” said Castorino. “It’s important to have devices on hand that can help healthcare workers adhere to them for both their own safety and that of the patients.”

Here are three ways the [HP Engage](#) suite of devices, including the HP Engage Go and the

HP Engage One All-in-One (AiO), can help make patients – and clinicians – feel safer at the hospital both today and in the future.

Provides increased mobility. The Engage suite of devices comes in multiple form factors, which allow healthcare staff to find the right size and shape of device with which they can easily move in the hospital environment.

“Traditionally, you think of healthcare devices as being on those carts that get rolled around,” Gosman said. “Engage devices can do that. But, we also have mobile tablets that clinicians can carry with them. This is an advantage right now as a doctor or nurse can just rely on one device for their entire shift, ensuring that no one else touches it. Right now, many hospitals are crowded with patients and have had to expand capacity and beds. Care may not just be happening in rooms right now. But with

the Engage Go, nurses or doctors can document care even if they are triaging patients in the waiting room, hallway – or even a tent outside.”

Improves workflow efficiency. Having multiple form factors also gives clinicians and other essential healthcare workers the ability to streamline their workflows for speed without compromising accuracy even in a time of crisis, said Castorino. Engage products can make healthcare personnel more efficient, ensuring that each interaction does not take one second longer than necessary, helping to move patients through check-in and other ancillary workflows with ease. Integrated fingerprint authentication technology also aids in this endeavor, making sure that clinicians are not spending time on passwords.

“These devices allow you to bring the technology to the patient,” he explained. “This is an advantage, especially as an organization starts to scale operations to some of those ad hoc areas in the hospital. You can triage patients outside before they even walk in the front door. You can have a more streamlined check-in process. You can make sure you can immediately input any notes or orders into the device at the point of care, instead of writing it on paper or using transcribers. All of this helps to minimize risk of potential infection.”



“With the Engage Go [from HP], nurses or doctors can document care even if they are triaging patients in the waiting room, hallway – or even a tent outside.”

DAVID GOSMAN | GLOBAL HOSPITALITY SEGMENT MANAGER | HP INC.

Tolerates harsh chemicals. The HP Engage suite of products stand up to healthcare-grade sanitizing wipes and cleaning agents. Gosman said they have been tested and can withstand up to 10,000 wipes with germicidal towelettes over a three-year period.*

“The structure and materials of the devices, with anodized aluminum and Corning® Gorilla® Glass, make them rugged – and it also means they can tolerate frequent sanitization very well,” he said. “These are devices that can be sanitized each and every shift – and the devices won’t be damaged by it. Other devices just don’t hold up

under regular use of those kind of caustic chemicals.”* These devices are designed to pass MIL-STD 810G standard testing with a sturdy, anodized aluminum chassis that’s built for rugged and durable environments.†

To learn more about how HP can help your healthcare organization address safety concerns amidst the COVID-19 pandemic – and beyond – visit hp.com/go/healthcare.

*“These are devices that can be sanitized each and every shift – and the devices won’t be damaged by it.”**

DAVID GOSMAN

*Tested by up to 10,000 wipes with germicidal towelettes over a 3-year period. See user guide for cleaning instructions. Tested with Sani-Cloth® HB Germicidal Disposable Wipe (EPA Reg. No. 61178-4-9480), Sani-Cloth® Plus Germicidal Disposable Cloth (EPA Reg. No. 9480-6), Sani-Cloth® AF3 Germicidal Disposable Wipes (EPA Reg. No. 9480-9), Super Sani-Cloth® Germicidal Disposable Wipes (EPA Reg. 9480-4), CaviWipes® (EPA Reg. No. 46781-8), Clorox Healthcare® Bleach Germicidal Wipes (EPA Reg. No. 67619-12), Windex® Electronic Wipes and PDI Easy Screen® Cleaning Wipe.

†MIL STD testing is not intended to demonstrate fitness for U.S. Department of Defense contract requirements or for military use. Test results are not a guarantee of future performance under these test conditions. Accidental damage requires an optional HP Accidental Damage Protection Care Service.

References

1. Siwicki B. 2020. Telemedicine during COVID-19: Benefits, limitations, burdens, adaptation. *Healthcare IT News*. March 19. <https://www.healthcareitnews.com/news/telemedicine-during-covid-19-benefits-limitations-burdens-adaptation>.
2. McGinley L. 2020. Patients are still delaying essential care out of fear of coronavirus. *The Washington Post*. July 13. https://www.washingtonpost.com/health/wooing-patients-back-is-tricky-business-as-coronavirus-spikes-in-many-states/2020/07/13/b86d676e-bbb1-11ea-8cf5-9c1b8d7f84c6_story.html.
3. Cuddy A. 2020. Doctors and coronavirus: ‘How can we not be afraid?’ *BBC News*. April 17. <https://www.bbc.com/news/world-52297156>.



About HP

HP is reinventing solutions to connect human intuition, compassion and knowledge for the next generation. Our technology solutions power patient interactions all over the world, and consistently evolve to advance the human connection on safer, smarter, secured technology platforms. Learn more at hp.com/go/healthcare.

