

# How to Deliver Telehealth in Healthcare



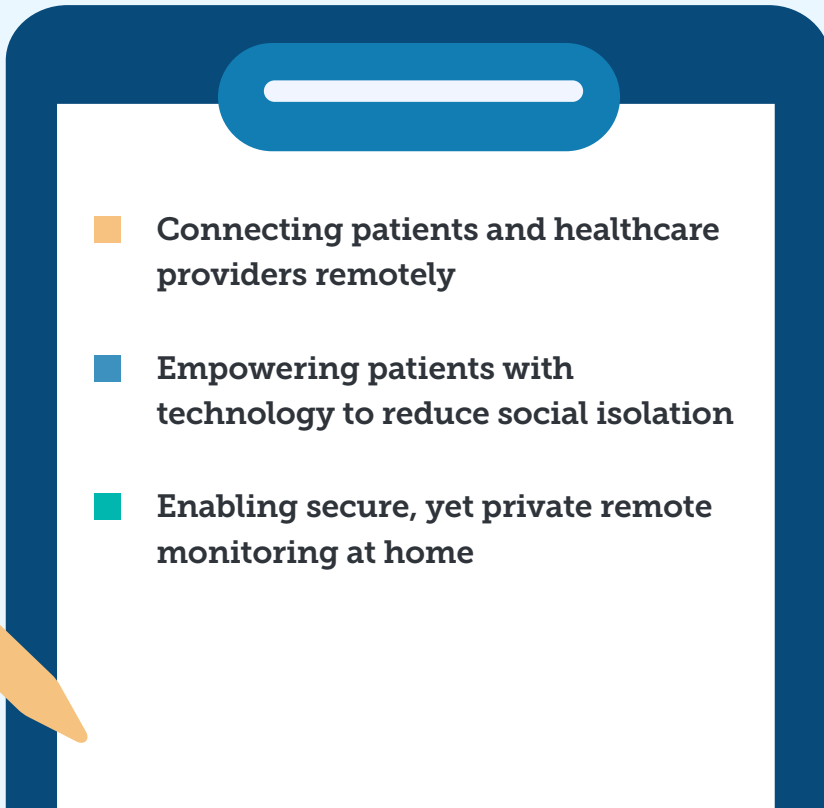
# Offer care where, when and how it's needed.

In the wake of the COVID-19 pandemic, clinics, doctors, nurses and patients are searching for new and better ways of delivering and receiving care. This may be in the form of virtual visits between healthcare providers and patients, or without requiring lengthy hospital stays or hospital visits at all.

Telehealth and telemedicine provide a path for healthcare organizations to administer medicine, health recommendations and personalized care from a remote location. This is incredibly beneficial, especially as hospitals are being inundated with patients who may be able to heal at home.

To best keep patients and providers safe, hospitals are looking to pivot from in-patient care to at-home for certain patient populations. And if at-home is not possible, telehealth and telemedicine can be administered on-site, without the doctor, nurse or provider needing to enter a patient's room.

In our e-book, we explain how to facilitate telehealth in the most secure, efficient manner possible by:

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- **Connecting patients and healthcare providers remotely**
  - **Empowering patients with technology to reduce social isolation**
  - **Enabling secure, yet private remote monitoring at home**

# Connecting patients and healthcare providers remotely

Now more than ever, healthcare organizations are exploring drastic workflow changes to enhance safety, quality and patient outcomes. One such idea is looking to reduce the number of times a provider needs to physically enter a patient's room in order to reduce potential transmission of a virus.

Rather than multiple sub-specialists independently visiting a patient in an ICU room, there is a way that technology can help providers collaborate through virtual rounds; which enhances infection control and reduces consumption of limited personal protective equipment (PPE).



### Allow providers to make video calls to patient rooms

With Apple devices managed by [Jamf Pro](#), various teleconferencing apps can be configured and deployed to devices in patient rooms. With third-party systems such as Zoom, WebEx, Microsoft Teams and more, providers and care teams can virtually enter the room. This not only reduces the possible transmission of infectious disease, but also limits the amount of PPE that the care team must utilize during the visit.

For a provider, this opens up all types of options. Whether they are working from another location at the hospital, or remotely at their office or home, this technology greatly expands the impact of their entry into a hospital room. One provider in the room (or an awake patient/family member) could facilitate a private conference with other providers, consultants, learners and important hospital staff like registered nurses (RNs), RN managers, respiratory therapists (RTs), pharmacists, dietitians, etc. It could also increase the efficiency of rounding if teams do this in a coordinated way. And if a provider is forced into quarantine themselves, if well enough, they could still participate in delivering care.



## Connecting patients and healthcare providers remotely

Another benefit to physicians is the element of choice. While studies show that a large segment of healthcare workers [choose to use Apple](#) products in their personal life — and can use their personal Mac, iPad, iPhone for care purposes — not everyone will. Luckily, these healthcare-grade teleconferencing solutions have both web and cross-platform native apps available, ensuring an equitable experience for all.

For patients, this experience can take a few different shapes. If the hospital already has [bedside technology](#) available for their use — like an iPad — these teleconferencing apps can be deployed through Jamf Pro, prominently placed on the dock of the iPad. This makes it very easy for patients to locate the app, even if they are unfamiliar with iPadOS itself. More broadly, having this type of solution in place is better for the patient, as it minimizes the number of times they are asked to repeat the same information (pain level, other symptoms, etc.).

While mobile device management (MDM) cannot control all iOS and iPadOS Accessibility settings today, it is possible to manually configure “auto-answer” mode in some of these apps, where the call could be accepted on the device without interaction from the patient. Other Jamf customers have explored a Mac or other device running as a display and webcam, with another device in the room to act as the “controller” to answer and place calls.



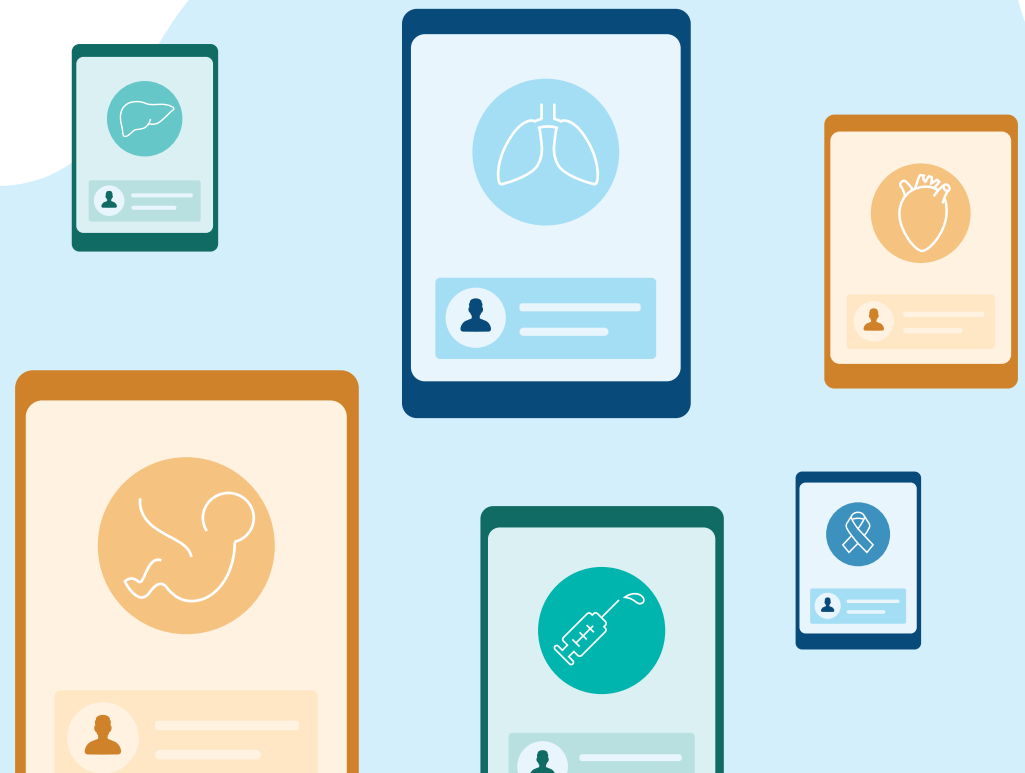
# Empower patients with technology to reduce social isolation

Hospital visits are inherently stressful for patients, as they may feel isolated and disconnected from their care and loved ones. Lessen their fear by putting technology in their hands that keeps them apprised of all information on their diagnosis and care plan, as well as in contact with their family and friend support system.

Hospitals leveraging Apple devices such as iPad, Mac or iPhone can provide patients with a device that puts them more in charge of their own care. And, when paired with an Apple device management system, IT teams can digitally sterilize shared devices for each and every patient.

Similar to the way forward-thinking healthcare providers such as University of California — San Diego Health are offering an iPad at a patient's bedside, hospitals can migrate in-person care workflows to empower patients with telehealth, putting the tools they need to be comfortable and confident in their care.

If leveraging Jamf Pro, IT can use this tool's integration with Apple Business Manager or Apple School Manager to remotely wipe and re-enroll the device into management and prepare it for the next patient.



# Empower patients with technology to reduce social isolation

**Jamf Healthcare Listener** — an electronic health record (EMR) integration to Jamf Pro — can automatically erase devices based on a designated trigger from the EMR (e.g., patient discharge), ensuring that the care team and IT don't have manual steps to complete the process.

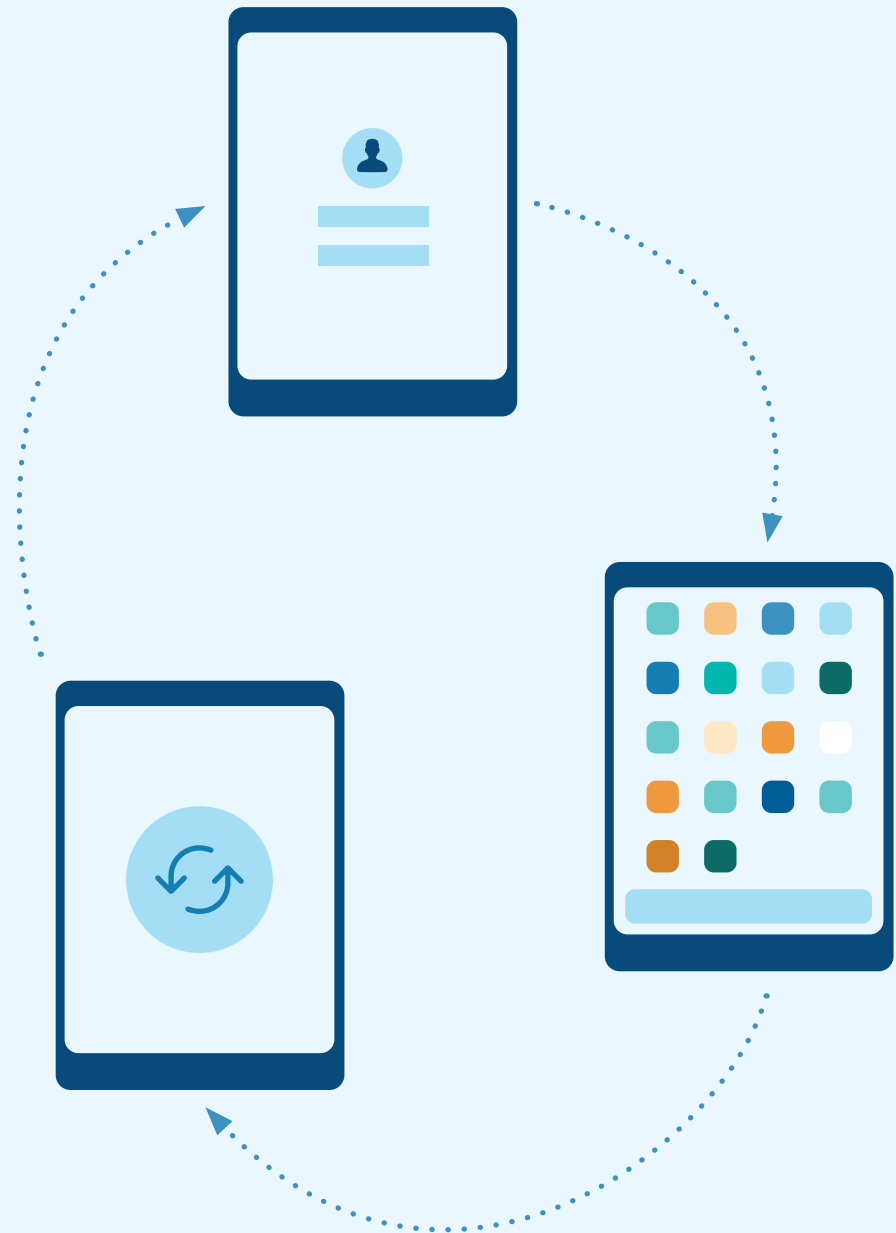
By wiping each device, all personal information is removed from the device ensuring utmost patient privacy. The next patient receives the device at the setup screen, in the same manner as if they had unboxed a new device and turned on for the first time.

Jamf Pro communicates with Epic, the electronic health record system in place at UC San Diego Health, to coordinate iPad management based on the patient's location in the hospital, ensuring HIPAA privacy is protected at all times.

For the patient, they are able to leverage Epic's MyChart Bedside app to stay engaged and connected during their care.

All IT-approved communication and entertainment apps can be pre-loaded on the device or made available in Self Service where patients download apps on demand. Apple's FaceTime can be enabled (even while other restrictions in Jamf Pro hide the App Store or Music apps), allowing patients to login or create a new account. Third-party apps like Skype, WhatsApp and similar apps can be deployed, ensuring each patient has access to the platforms they and their family use at home.

Regardless if patients are at home or in isolation at the hospital, they have the resources to stay in touch with their providers and loved ones. And this is all done without requiring a doctor or nurse's visit or needing family to physically enter the patient's room.



# Enable secure, yet private remote monitoring at home

Once patients have been sent home with an iPad, it's time for the at-home telehealth program to begin.

With the [Locus Platform](#) and iPad, care teams can provide real-time communication from hospitals to patients, increase adherence to discharge instructions and improve communication back to the care team — all while delivering a better patient experience from the comfort of home or a private room.





## Enable secure, yet private remote monitoring at home

When pairing Jamf Pro iPad management with the Locus Platform, patients and their families stay connected with healthcare providers and systems. They can view and monitor vital health statistics and securely receive education, guidance and care updates from providers.

For clinicians, they are able to receive data entered by patients and their families and use that information to inform care, allowing for greater efficiency by providers and health systems.

### Benefits for patients and families:

- Contact personal care team without being in the same space
- Submit necessary data points in real time
- Share to an array of providers, enabling a network of cohesive care
- See a customized interface with only the tools they need
- View and upload photos and videos, vital signs and more
- Securely share data through an easy-to-use iOS interface

### Benefits for clinicians:

- Dial patients directly from the clinician iPhone app
- Gain a holistic view of a patient no matter where they are located
- Answer questions remotely, eliminating unnecessary visits from healthcare provider
- Make care tips and recommendations
- Confidence their patient has a secure and remotely managed devices that can be easily supported if needed

**“It’s amazing to see the reassurance that comes when we can send families home with a solution that allows them to stay engaged from day one.”**



Dr. Jeff Vergales, Pediatric  
Cardiologist, University of Virginia

# Deliver personalized care from anywhere

The recent health crisis is only one reason why organizations need to put workflows in place to keep patients and healthcare providers safe no matter where they are.

The need for care at home and telehealth will only grow, so hospitals and clinics must put plans in place to treat telehealth with the same care and attention they do in person. Jamf and our solution partners can help.

See how you can continue to care for patients and keep healthcare providers safe — regardless of location — by starting your Jamf trial today. And once a customer, take advantage of over [130 free online training modules](#) on how to best leverage Jamf to empower your care initiatives.

[Request Trial](#)

Or contact your preferred reseller of Apple devices  
to take Jamf for a free test drive.

