

## **WHITE PAPER**

# **Why Apple iOS/iPadOS in ohumDOC Tele-Medicine Solution**



# Introduction

Clinicians, especially doctors, are pressuring IT departments to adopt the use of iOS devices in the healthcare environment. It's a clear reflection of the staggering consumer demand for Apple products. In addition, Apple is proactively entering the Enterprise channel as well. According to a Reuters report, Apple has an "incredible team of experts in health and fitness" and is "talking to medical institutions, healthcare and industry experts on ways to deliver its services." Apple is now in healthcare delivering best of hardware, platform and Apps. How prepared is your IT department?

Historically, IT departments have been slow to embrace Apple iOS devices, often preferring Android devices and the long-familiar Windows® environment. To many IT decision-makers, Android offers a lower upfront cost and quicker custom App deployment, whether through the GooglePlay store or through the hospital's mobile device management (MDM). But now its proven through studies that that TCO for Apple hardware and platform when calculated over a span of 3 years is always lower than any Windows and Android H/W and platform because of more secure and reliable platforms and rugged but intuitively user friendly devices that offers more long-term support. For example, iPads and iPhones are in rotation longer than most Android devices, with a three-year-old iPhone model being offered as a free option through some cell phone carriers. Apps also have a long life in the App Store. If a start-up company launches a new app in the store today and then goes out of business tomorrow, that company's app will still be supported in the App Store for up to three years.

Ruggedization in the healthcare environment is important because devices need to be protected from drops, on hard concrete floors and must be able to resist frequent cleanings with strong hospital disinfectants. Apps on iPad and iPhone are capable of helping medical professionals deliver personalized care. Our powerful hardware is built to keep up with the demands of healthcare organizations to make work faster and more efficient. And intuitive apps provide easy access to critical health information, so healthcare teams have all the resources they need to make the best decisions for their patients.

Programs allowing employees and medical staff—including doctors who work independently—to bring their own devices (BYOD) to work continues to grow, with 88 per-cent of healthcare offering a BYOD program. Many clinicians choose to use their own iPad/iPhones because they are familiar with them and trust them. Clinicians want to use iOS devices in hospitals because these are the devices they know and trust. They are intuitive and easy to learn, and, even with sleds, they are easily carried and used. Doctors in particular are bringing in Apple devices with 65 to 75 percent of them using the newest iPad/iPhone models. Although a BYOD program allows clinicians to use the device(s) of their choosing, it can also create a situation where IT departments must ask clinicians to install and use the hospital's software on their iOS devices. If they refuse, this can put secure communications at risk, especially if the clinicians then use the native text app on their Devices to communicate with each other.



# Current Apple iOS Trends in Healthcare

Apple continues to make headlines, both with earnings reports that demonstrate the strength of consumer demand and with announcements furthering its reach into the healthcare environment. As demand for iOS devices heats up in hospitals and Apple pursues more healthcare facilities to use its products, it's a dicey time for IT departments to ignore these trends because Apple products are designed to make healthcare more human. Our software is powerful and easy for both medical professionals and patients to use. We've built our devices to protect patient data and be accessible for everyone. And we've streamlined the way health data is collected and devices are deployed.

Many IT departments are taking notice. According to a CHIME Foundation Mobile Usability Survey of high-ranking IT healthcare executives, nearly 77 percent of respondents indicated they are interested in learning how to integrate and/or optimize Apple iOS devices within their organizations. Among businesses planning to purchase tablets, the intent was even stronger at 78 percent. This is a big win for employees who prefer the intuitive, familiar iOS interface they enjoy on their personal devices.

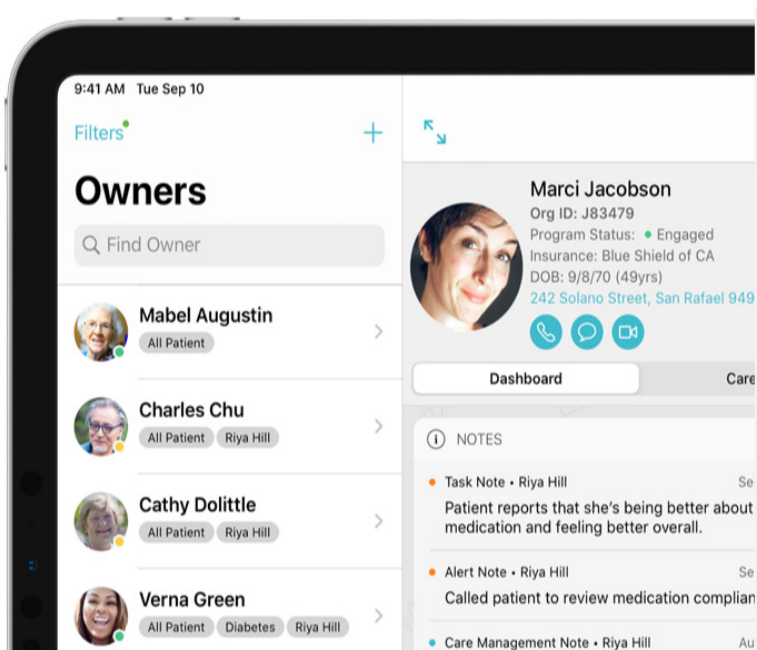
However, in most healthcare environments. In a study released by Spyglass Consulting Group, nearly 70 percent of surveyed doctors felt that hospital IT departments are making inadequate investments to address mobile access to patient records and communication needs. They also cited poor mobile EHR tools as an issue. Although IT departments may rely on third-party applications for mobile EHR, clinicians still tend to view this as issues to be solved by the hospital. To Combat this View, Apple is upfront with ohumDOC ias a dedicated iOS based telemedicine solution with globally accepted world class clinical work flow and intuitive, secure but easy to access inbuilt EMR on most preferred apple hardware and platform having capability to integrate with existing third part applications that provides end to end solution and delivers value for business, doctors and patients too with below listed advantages of using Apple.

## An intuitive, familiar interface.

Our products are built on a platform people are already familiar with. Apps on iPhone and iPad allow patients to learn more about their conditions or treatment, doctors to view lab results and radiology images, and nurses to send and receive secure communication or to help ensure patient safety when administering medications.

## Powerful and versatile hardware.

Healthcare providers can use iPhone and iPad devices to do a variety of tasks anywhere in the hospital. The high-resolution Retina display and powerful graphics performance allow doctors to view a patient's imaging studies on iPad. The built-in camera works with third-party apps to let nurses securely photograph a patient's wound during treatment and store it in the patient's record. And medical researchers can use the advanced sensors to track movement, take measurements, and record data for studies.



**Safe and secure data.**

Secure software requires a foundation of security built into hardware. Touch ID allows doctors to use their fingerprints as passwords to access patient charts instantly. Regular software updates protect iOS and iPadOS from emerging security concerns. And we build in safeguards to ensure that both third-party and in-house apps can access data only in ways that are authorized by the user. This gives patients ultimate control over what is shared with their care teams or other apps.

**Accessible by design.**

Our devices are designed to be used by everyone. Apple products come with powerful assistive features like Switch Control, which can help users operate their devices with minimal touch, and Live Listen, which lets users turn their iPhone or iPad into a remote microphone for their Made for iPhone hearing aids.

**Streamlined health data.**

The Health app makes it easier for people to see and understand their health metrics and records in one place. Patients use HealthKit-enabled apps and third-party health accessories, like wireless blood pressure cuffs, to securely monitor and store their health data and share that information directly with their care teams



**Easy to deploy.**

We've simplified the setup process so you can configure devices automatically and buy and distribute apps seamlessly. With Apple Business Manager, you can enable zero-touch configuration to remotely load account settings, apps, email, and access to the hospital directory on every iPad and iPhone. So there's no need for the IT department to physically access each device to complete setup.

**Improve the delivery of care with apps.**

The App Store features over 40,000 apps that are changing the world of healthcare. Medical professionals can provide faster, more personalized care in the hospital with apps focusing on clinical care, nursing care, and the patient experience. Patients can manage their health outside the hospital with HealthKit-enabled apps. And ResearchKit-enabled apps make it easier for medical researchers to gather robust and meaningful data from larger, more varied populations.

# Conclusion

IT departments must be prepared to adapt to clinicians' demands for Apple iOS products. As Apple pursues the healthcare industry and continues to innovate with products for both doctors and patients, this pressure will continue to grow. And, as vendors improve their telemedicine, mobile EMR/EHR apps and more hospitals use Apple HealthKit, IT departments' preference for Android and the Windows-environment will no longer satisfy the mobile needs of clinicians. If IT departments do not adapt to the demands for iOS devices, the hospital risks security breaches and MCI, PHI and HIPAA issues as clinicians pursue workarounds. With the availability of Smart Covers and Smart Folios to ruggedize Apple devices as well as provide aggressive scanning capabilities and improve battery life, iOS is ahead for deployment in healthcare environments. Now is the right time for hospital IT departments to be ready to deploy Apple iOS in their healthcare facilities.

Zones helps healthcare organizations gain the perspective they need for successful mobile projects. Zones as one stop for all IT products, solutions and services with global presence provides clients with experienced resources to enable high velocity adoptable mobility initiatives coupled with world class support. By leveraging broad mobility expertise across a diverse range of products, services, and support strategies, Zones serves as a complete "one stop shop" for all IT needs, consultations and excellent mobility partner, increasing operational efficiency and reducing costs for clients. Our full suite of digital health platform offerings are designed to assist healthcare organizations take advantage of our successful mobility expertise combined with the cutting edge technology of today. Solutions range from mobile application based solutions, wireless infrastructure design, mobility implementation, mobile device management, secure communications platform, and both onsite and remote support for worry free performance of over all system. For more information visit [www.zones.com](http://www.zones.com).