



## ENSURING OPTIMAL PATIENT COMFORT

### CUSTOMER

**CHARLEROI'S GRAND HÔPITAL** group is the largest private hospital in French-speaking Belgium. It employs more than 4,500 people at 5 hospitals.

Approved bed capacity: 1,124.

### BUSINESS ISSUES

Ensure more effective care via connected tools, whilst limiting the impact on the hospital's cash flow

### THE SOLUTION

- Comprehensive solution for integrating digital bedside terminals
- Rolling out of IPTV infrastructure
- Interfaced with the HIS (Hospital Information System)
- Training the hospital's in-house IT support team

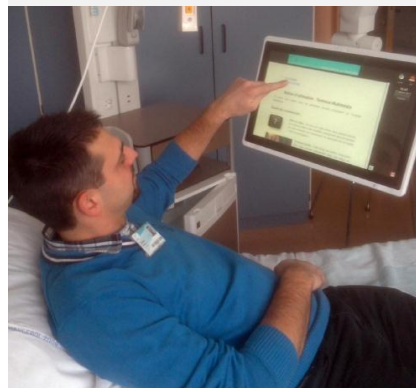
### CUSTOMER BENEFITS

- Secure access for medical staff to patient HIS
- A range of entertainment and communication services for the patient so he/she can stay in touch with the outside world
- High-quality services despite pressure on budgets



### THE CONTRACT

- Financing, installation, configuration and integration of multimedia bedside terminals
- Deployment of IPTV infrastructure
- Systems monitoring



### KEY FIGURES

- Test project : 55 bedside terminals
- Infrastructure installed in the surgery and oncology departments
- 2013-2015: Plans to roll out a further 800-900 terminals across most of the other departments

### CUSTOMER TESTIMONY

**Brigitte MAILLET, Nurse – Head of Department:**

*"We've noticed that the patients on the pilot program are altogether much more relaxed. The bedside terminals are also meant to provide the medical staff (nurses, doctors and paramedics) with easier access to the patients' records. Ultimately, the day-to-day lives of both patients and hospital staff should be greatly improved."*