

A Leading Children's Hospital Selects Curbell Medical's Rego Patient Interaction System to Enhance the Patient Experience

A state-of-the-art pediatric healthcare facility sought innovative ways to enhance the patient experience as part of their mission to build the “hospital of the future.” One of the key components in this vision was integrating a tablet-based system for patient use. After evaluating several alternatives, the hospital selected Curbell Medical's Rego Patient Interaction System.

According to their Manager of Enterprise Systems the search for a solution was not driven by a specific need other than a desire to enhance the overall patient experience. “We were looking at better ways to provide additional functionality that would serve as an enhancement for our patients,” he explained.

EVALUATING THE OPTIONS

Before settling on Rego, the hospital also evaluated iOS-based tablets. They noted that while they initially explored these devices due to their existing use in hospital operations, and their compatibility with Epic's MyChart Bedside application, significant limitations were identified. “The other company we dealt with had limited experience with nurse call systems,” he recalled, adding that Curbell's documentation and support capabilities were significantly more developed. Rego was the only system that could provide all the functionality of a pillow speaker, such as communication with the nurse, control of the TV, TV audio, and the ability to turn lights on and off.

CHOOSING REGO

The decision to adopt Rego was influenced by several factors, including its easy supportability, Curbell's reputation and history with nurse call accessories, and compatibility with existing nurse call systems. The hospital's implementation team also liked that the buttons for nurse call functions and primary TV control were physical buttons, and not on screen. The fact that a standard pillow speaker could be quickly and easily exchanged, if a patient was uncomfortable using the tablet, was an added bonus.



THE INSTALLATION

Another staff member, who is in charge of medical device integration, described the installation as very smooth. After installation, Curbell's team also conducted thorough inspections to ensure a seamless setup. Before deployment, the team rigorously tested the system's integration with Epic MyChart Bedside, verifying that all applications launched properly and met usability standards.

As with many installations, there were unplanned issues that required prompt resolution. The staff commended the vendor's responsiveness and said, “Curbell's team bent over backwards to help resolve issues quickly.”

KEY BENEFITS

Enhanced Patient Experience

The Rego system provided an engaging and user-friendly platform for patients. “We are seeing that the applications are being launched and used, which makes the hospital experience easier for patients,” they stated.

Improved Security and Privacy

Security was a top concern, especially in a children's hospital setting. The hospital emphasized the importance of safeguards, stating, “We wanted to control what patients could access and ensure automatic device wipes between users.” They also noted that Rego provides the parents

“peace of mind to know that they can only get certain apps... plus, they see that the child is entertained during their visit.”

Tailored Functionality

While extensive customization was not a primary focus initially for the hospital, the ability to tailor the system's layout and functionality became a notable advantage. “The ability to customize was something we leveraged as needed,” they explained.

EXCEPTIONAL SUPPORT

Both employees highlighted the exceptional support from Curbell Medical's team, and praised the responsiveness, stating, “Anytime I needed anything, they were always available,” and, “The support we received from their team was outstanding... their proactive communication and problem-solving approach were well appreciated.”

CONCLUSION

This children's hospital's experience with Curbell Medical's Rego system demonstrates the value of thoughtful technology integration in enhancing patient care. Through responsive support, customizable features, and robust security measures, the Rego system has contributed to creating a more engaging and seamless hospital experience for young patients and their families.