

MONSCIERGE

Apple TV for Healthcare

Overview

As Apple's partner for in-room entertainment, we help create a better experience for your patients.

Apple TV for Healthcare is the award-winning tool that helps improve patient satisfaction and reduce operational costs. Our modern solution for hospital TV systems provides flexibility, cost savings, and enhances the patient experience.

Apple TV for Healthcare

Monscierge is a software development company, specializing in Apple-based solutions. Monscierge Apple TV for Healthcare is an in-room patient infotainment solution designed to provide brand-tailored concierge services like in-room dining ordering, resort information, onsite and offsite partner excursion sign up an in-room tv channel entertainment using the Apple TV.

Monscierge Apple TV for Healthcare consist of three main components:

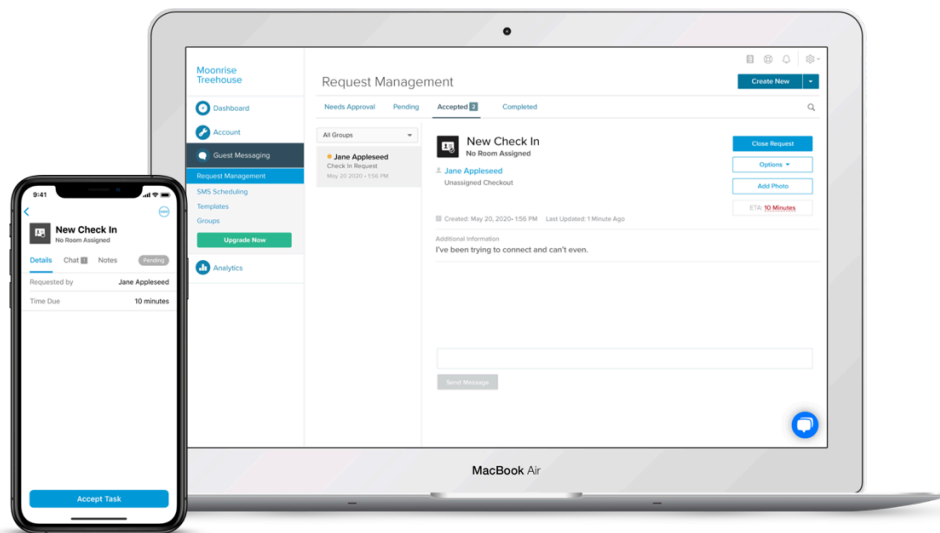
- Monscierge tvOS Apps
- Monscierge Connect CMS
- Monscierge Experience Engine

In addition to providing your patients with brand tailored tvOS Apps, you can give your patients access to the Apple App Store. Your patients can use the Apple App Store to download apps that enable them to listen to their favorite music, watch their favorite movies, and stream television content from their preferred providers. Hospital patients may use Apple's App Store and purchase Apps as if they were at their own home. If Monscierge is connected to the hospital systems EMR and will remotely initiate a software reset of the Apple TV. All client information is removed from the device and automatically prepared for the next patient using Monscierge Content Management Systems, Monscierge tvOS Apps, and MDM management.

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Experience Engine

Monscierge Experience Engine is an API subsystem developed by Monscierge and works with our Apps and other trusted healthcare, management, and automation platforms. Our Experience Engine combines information from Property Management Systems and Apple Device Management Platforms to create a tailored patient experience on Apple TV.



Connect CMS

Connect CMS is a web front end developed by Monscierge and works with Monscierge Apps and Experience Engine to deliver customized images, text within Monscierge Healthcare tvOS Apps, and interconnect systems, like property management systems [PMS], Event and other third-party systems.



Monscierge Healthcare tvOS Apps

Monscierge Healthcare tvOS Apps have been designed, developed, and maintained by Monscierge. Along with the Experience Engine and Content Management system, your subscription includes the use of seven tvOS Monscierge Healthcare Apps: Amenities/Property Information, Watch TV, Recommendations, Local Experiences, Patient Requests, and Events. All six Monscierge Healthcare tvOS Apps are customizable from our award-winning Content Management System, and our Experience Engine automates their security.

Amenities App

Highlight the property features and amenities of a property. Display multiple amenities that include full details, including description, photos, contact information and maps, and directions (if applicable). Configured and managed from within Connect CMS for instant updates.

Watch TV App

Designed in conjunction with Apple to reinvent how to watch TV. The Watch TV app provides the ability to watch live linear TV on-site with a full electronic program guide. The App works in conjunction with hardware such as a head-end unit that outputs an IP stream capable of being sent on the network to the Apple TV.

Recommendations App

Provides local recommendations for area highlights that have been curated by property staff and management. Recommendations include details including a description, photos, contact information, maps, and directions, and relevant information about the recommendation.

Local Experiences App

Enables patients to browse and purchase local experiences that are available within the area. These experiences vary from cooking lessons to hiking excursions to boat rides and are unique and dependent upon local availability.

Patient Requests App

Patient service requests. It is configured by the property to cover anything from forgotten items to housekeeping requests. The request system includes features such as automated responses, special exception handling, and escalations that are all managed by the staff.

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Events App

Showcase on-site and nearby events with a full description, agendas, photos, and location details.

Erase & Reset App

In one-click, the App will remove all content from the Apple TV and automatically restage the Apple TV with all software required for your hospital or clinic.

Apple App Store

The Apple App Store provides a robust ecosystem that brings third-party apps like Netflix, Hulu, Disney+, and top tier games to the Apple TV. Working in conjunction with Apple Monscierge can leverage the deployment and underlying security of apps, so when a patient leaves, Monscierge can erase and reset the TV automatically for the next patient.

Healthcare Use Cases



In-Room App Infotainment: Monscierge tvOS Apps will be used to deliver hospital information, local entertainment options, and patient services. Watch TV will provide local streaming content channels from hospital video streaming cameras. Pluto TV will also offer streaming services for patients to watch live TV, sporting events, movies, and more.

Apple App Store: The use of the Apple App Store can be made available to patients with any third-party apps, including streaming services that the hospital requires. Tubi TV, Pluto TV, and News ON all provide streaming services without requiring users to login. After a patient visit, all information on the Apple TV will be digital sterilized and restaged for the next client. Management of the App store and patient security comes with the software subscription.

Required Third-Party Technology



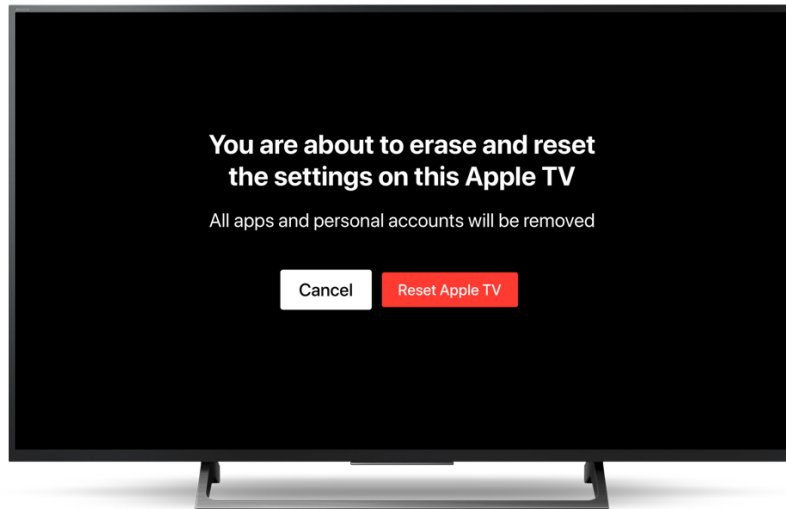
Apple Hardware & Software

Apple TV devices running tvOS 13, an HDMI cable to connect the television to the Apple TV, and an ethernet cable with wired network service to the Apple TV is required. To get the most extended life and performance out of the Apple hardware, we recommend using the latest generation Apple TV for your project. Clients may purchase all required hardware and software through Monscierge with your software subscription.

Recommended but not required hardware for the Apple TV hardware is the Monscierge Pillow Speaker or Hospitality Remote Control, Apple TV to television mounting bracket, and a wireless ethernet to WIFI bridge adapter.

Network

The Apple TV devices must access ethernet based internet access to allow for the device to communicate with Monscierge, Apple, and MDM Services.



Mobile Device Management

All Apple TV settings, tvOS App settings: including management configuration profiles, device resets, and Monscierge App delivery is to be provided by Jamf Apple Device Management System. Monscierge will leverage Jamf to provide management of the Apple devices and Apps and use the system to provide ongoing support.

Optional Technology

Property Management System (PMS)

The client will be responsible for ensuring that their Property Management System (PMS) is set up and configured to allow the Monscierge system integration. It is the client's responsibility to work directly with their PMS provider and Monscierge to integrate the Monscierge Experience Engine with the clients' PMS system for fully automated deployments of Apple TV settings, Apps, and erasing the private patient information.

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The Experience Engine can receive automated requests for device resets on patient checkout notifications. Included in the Apple TV subscription is the ability for the client's EMR to send patient checkout via secure email or secure FTP CSV file upload notification.

Additional costs may apply for PMS integration.

Implementation

Implementation of Apple TV for Healthcare is easy. The following are estimates and subject to change based on project discovery.

Step 1: Place and Receive

Order

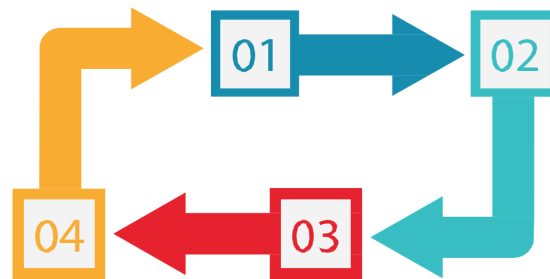
Est. Days: 5

Monscierge will accept and process your project deliverable order. If you are purchasing equipment from a 3rd party vendor, the hardware is ordered and drop-shipped to Monscierge for configuration.

Step 2: Device Enrollment

Est. Days: 5

The products are added to Monscierge's Apple Business Manager environment and added to Monscierge Jamf Device Management Service. Property Management System Integration will also be completed.



Step 3: Training

Est. Days: 1

Monscierge will schedule webinar-based training with hospital staff on AppleTV Solution.

Step 4: Installation

Est. Days: 5

Monscierge will work directly with the property to coordinate and remotely oversee the installation process. With Monscierge Software and 3rd party hardware, Apple hardware will be delivered directly to the client for installation.

Technical Support & Training

Monscierge will provide support for the Monscierge Apple TV Apps, Content Management System, and Experience Engine. Reasonable efforts to correct any software errors or offer alternative solutions to all third-party systems and hardware integrations are provided to the client.

Monscierge will also provide best-effort assistance with any problems reported by the client regarding hardware, MDM, and Monscierge built software. Monscierge reserves the right to decline support beyond reasonable efforts for any third-party hardware or software arranged for by the client directly with the third-party vendor.

Training

Monscierge provides webinar-based training and video-based training for the Content Management System, Apple TV and any third-party system integrations.

Monscierge provides and maintains an online support forum. The support and training support forum will include resources to include ongoing training, ticket submission, and self-help troubleshooting.

Visit Monscierge Support at <https://support.monscierge.com>

Contacting Monscierge

You can reach Monscierge at:

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We can also be reached via email at info@monscierge.com

For the latest updates and news please visit monscierge.com