

6 Myths of Digital Collaboration in Healthcare

Digital collaboration solutions can bring healthcare teams together to streamline patient consultations, confer with off-site specialists and enhance coordination of care.

But using the wrong tools can prevent clinicians and administrators from collaborating effectively and securely. Many healthcare organizations make do with a “good enough” approach to digital collaboration, believing that security issues, inconsistent user experiences and technical difficulties are simply unavoidable. But these beliefs are based on myths that today’s technology is upending.

Here are six digital collaboration myths that might be holding your healthcare organization back. Are you falling for these falsehoods? Read on to discover the new realities.

1



If you have a different device, you may be out of luck.

When meetings or patient consultations involve remote participants or BYOD hardware, the myriad devices, operating systems and peripherals involved present a challenge for IT teams seeking to provide a unified user experience. Fortunately, it's a hurdle that can easily be overcome with the right digital collaboration solution.

Look for a solution built on an open, extensible platform that is compatible with all major devices and operating systems. It should easily integrate with off-the-shelf apps for just-in-time tech and offer a publicly available software development kit (SDK) that lets developers create custom solutions to address their organization's unique needs.

2



You can't easily share or annotate content.

In healthcare settings, time is of the essence. The ability to share a wide variety of content and files and annotate them in real-time allows healthcare teams to quickly incorporate input from all participants, enhancing patient care. But sharing can be complicated in many collaboration solutions, while others don't support real-time annotation.

A collaboration platform that lets medical teams, caregivers, specialists and other experts — in-room or remote — simultaneously share content and files to the same display supports efficient collaboration. Choose a solution with built-in, real-time annotation tools that let participants draw and notate on shared content, such as patient charts, lab results, X-rays, medical images and even HD video. For even more flexibility, look for a solution that has plentiful plugins that easily integrate with a variety of collaboration-enhancing tools, such as room controls, document cameras, and digital whiteboards.

3

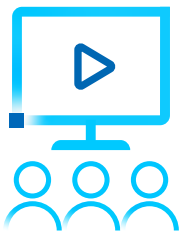


It's not possible to improve the security of patient health information without additional configuration.

Patient consultations and caregiver collaboration often require sharing protected health information (PHI). But using the wrong collaboration platform can put your organization at risk of HIPAA violations, especially when participants are joining the group remotely. Some collaboration solutions require integration with your identity management platform to facilitate user validation; others don't allow for security configuration beyond providing a passcode option.

Fortunately, it's possible to avoid the extra step of additional configuration. Look for a cloud solution that uses IP direct connections to keep sensitive data protected within your own HIPAA-compliant local network firewall instead of transmitting it to the cloud. A solution that has application-layer encryption built in also will help safeguard data when sharing content and files, even when remote users such as patients and outside providers are involved.

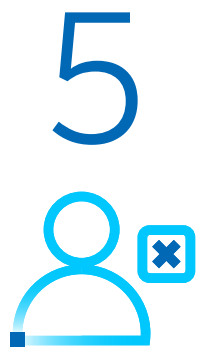
4



Multiple video conferencing solutions aren't fully supported.

You can't always use your preferred video conferencing solution. When communicating with an outside specialist, another healthcare organization, or team members working remotely, you often have to compromise. But using multiple video conferencing solutions can affect the usability of both platforms and make it harder to share content such as full-motion video.

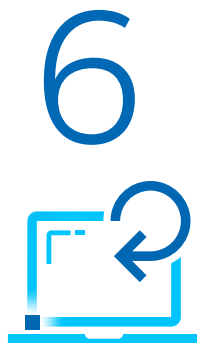
To maximize your potential to collaborate, select a platform that provides the same consistent, intuitive user interface, no matter what video conferencing solution participants employ.



Uninvited attendees are inevitable.

“Zoom bombing” may have made for some humorous stories during the pandemic, but when uninvited attendees join a staff meeting or patient consultation, it’s no joke. Patient privacy and your organization’s security are at risk. Even when the intrusion is harmless, such as an employee accidentally joining the wrong meeting, removing them often requires terminating the whole session and starting over.

Fortunately, there’s an easy way to keep meetings and consultations safer from outsiders. Choose a collaboration platform that allows guests to join meetings more securely without accessing your network, provides constantly rotating PINs to help thwart intentional or unintentional interlopers, and allows you to remove participants without ending the session.



A new solution requires new devices and user training.

Learning a new collaboration technology is at the bottom of any healthcare provider’s to-do list. Your organization needs an easy-to-use (and easy-to-deploy) solution so you can devote your time to patient care instead of to training. Look for a solution with an intuitive user interface that provides simple, consistent instructions across devices and solutions, letting users collaborate wirelessly in just a few clicks — and no training.

At the same time, consider a solution that can be used with current hardware. When care teams can wirelessly share information such as X-rays, videos, and treatment plans on existing screens and displays, such as TVs in patient rooms, they gain the flexibility to consult with patients from outside the room or even the hospital, reducing the risk of infection without the hassle and expense of donning PPE.



The New Reality of Collaboration

In an era of rapid change, choosing the right collaboration solution for your healthcare organization's needs is more important than ever. The wrong collaboration solution can mean wasted time and poorer patient outcomes. The right one can enable efficient workflows and enhance quality of care. The Intel Unite® solution is a more secure, intuitive digital collaboration platform that provides a consistent user experience so caregivers can focus on providing care, not wrestling with technology.

Start your journey to frictionless healthcare collaboration today with the [Intel Unite solution](#).

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