

# Transforming Healthcare with Technology



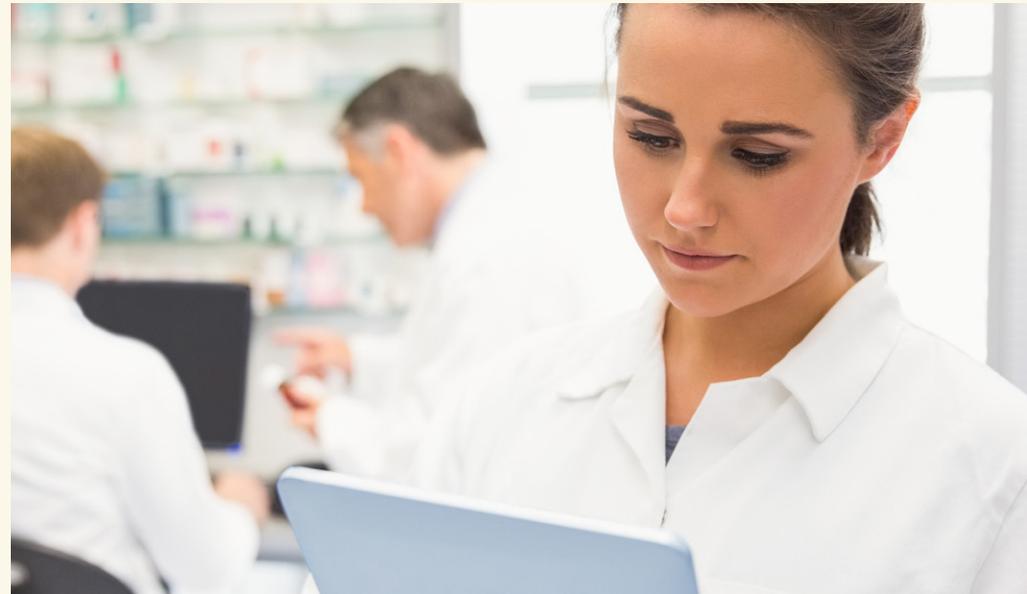
Leveraging Apple devices to transform the patient experience

## Improving the Patient Experience

Healthcare providers are looking for new ways to provide faster, more personalized care to their patients, while also improving communication between doctors and nurses. By using a Mac, iPad, or iPhone, along with a reliable mobile device management (MDM) solution, caregivers are able to transform the bedside experience and improve communications among the care team.



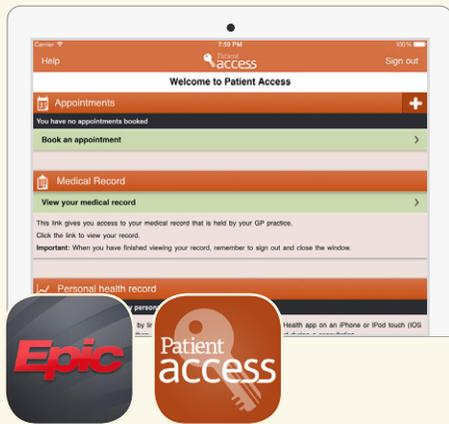
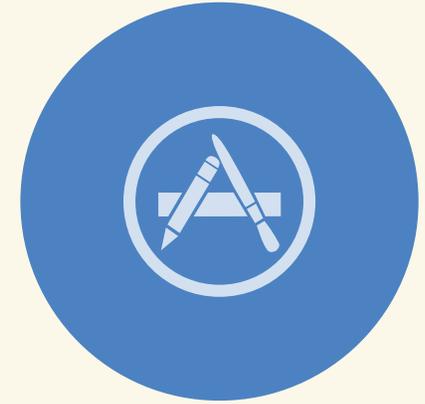
With iPad and iPhone configured by MDM, you can set up nursing stations with shared-use devices to access EMR data, conduct patient surveys, and provide patients with entertainment during their stay.



Communication is an essential component of delivering timely patient care. With iPad and iPhone, MDM can ensure the secure deployment of pre-configured devices for seamless staff communication.

# Apps for Healthcare

The App Store includes a variety of apps that allow caregivers to enhance the way they communicate and deliver patient care for better outcomes.



## Clinical Care

A modern Electronic Medical Record (EMR) system should be designed to meet healthcare workers where they are at—regardless of whether they are at home, at the hospital, or on the go. Both Emis and Epic are EMR solutions designed for iOS. Their mobile apps help doctors and nurses stay up to date with their patients right from their iPhone, iPad, and even Apple Watch.



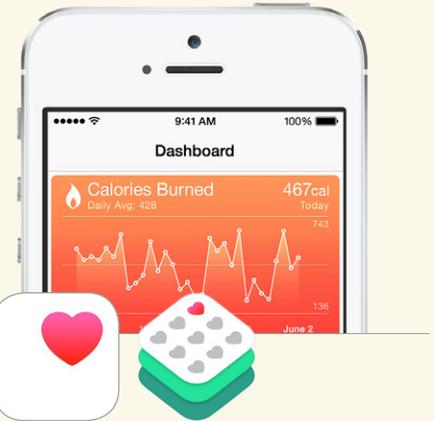
## Communication

Communication is an essential component for timely patient healthcare, and iOS provides a platform for rich and engaging communication apps. Voalte, Vocera, and Praxify are three leading companies that give healthcare organizations powerful tools to communicate securely with their patients and other providers.



## Patient Care

Clinical care can only go so far. For chronic health conditions, home monitoring is often recommended. Thanks to iPad and iPhone, combined with third-party hardware, you can accomplish health monitoring with consumer-level products. Focus Cura, Physitrack, and Withings are companies leading the way by empowering users to track their health conditions on their personal mobile devices.



## Apple and Health

Apple has empowered users with powerful health monitoring and tracking tools built into iPhone and Apple Watch. The Health app allows users to track their vitals in a single app and share with their primary care provider during a visit—all with the confidence that their health data is secure.

## Common Challenges in Healthcare

Prior to implementing devices that enhance the patient experience and streamline clinical communications, healthcare organizations must address a handful of technical hurdles. Primarily, they must ensure all devices have consistent deployments that meet strict regulatory standards.



Secure to meet regulatory standards



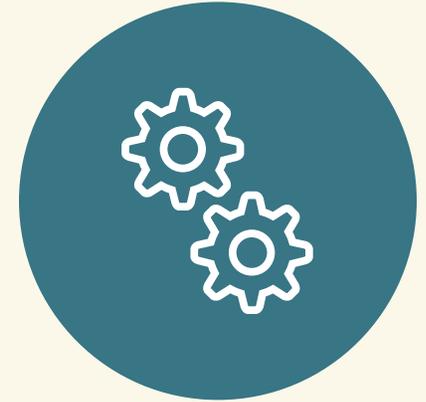
Deploy devices with consistent configurations



Reduce the amount of "IT tasks" needed of caregivers

## What is MDM?

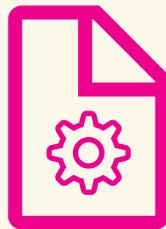
Mobile device management (MDM) is Apple's framework for managing iOS. To effectively manage devices and ensure compliance, healthcare organizations require an MDM solution. From deploying new devices and gathering inventory, to configuring settings, managing apps, or wiping data, MDM provides a complete toolset to address large-scale deployments and ensure device security.



**Deployment**



**Inventory**



**Configuration Profiles**



**Management Commands**



**App Deployment**



**Security**

# MDM Details

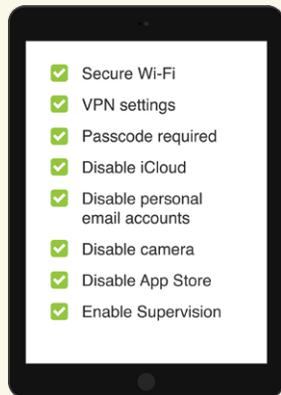
Deploy, inventory, and secure devices.



|   | MDM Technology  | Application  |
|---|---|--|
|    | <b>Deployment</b><br><b>Enroll devices through two different methods:</b><br>1 - Device Enrollment Program (DEP)<br>2 - User-Initiated Enrollment via a website   | Through DEP, technical enrollment functions are automatically enabled when a device is powered on.   |
|    | <b>Inventory</b><br><b>MDM is capable of querying devices to collect:</b><br>- Hardware details<br>- Software information<br>- Management status, and security configurations                                 | This inventory data provides up-to-date device information that allows for informed management decisions. No patient data is collected via MDM.                              |
|   | <b>Configuration Profiles</b><br><b>Configure settings on devices:</b><br>- Basics: Passcodes, Restrictions, Wi-Fi, and VPN<br>- Accounts: Email, Exchange, and LDAP<br>- More: Proxy, Certificates, and SCEP | Configuration profiles ensure consistency across all devices under management. IT can lock and secure them without having to touch the devices.                              |
|  | <b>Management Commands</b><br><b>Send remote commands to:</b><br>- Lock and wipe a device<br>- Clear restrictions and passcodes<br>- Update iOS and set the name of the device                                | This MDM capability allows the administrator to lock or wipe lost or stolen devices—a function that's especially helpful when digitally sterilizing patient-used devices.    |
|  | <b>App Deployment</b><br><b>Purchase and deploy apps:</b><br>- Assign to either a user or device (no Apple ID required)<br>- Prevent apps from exporting data<br>- Pre-configure settings within apps         | Hospital-used apps are deployed directly to the devices. The apps are owned by the hospital and don't require Apple IDs. Hospital data is then secure and can't be exported. |
|  | <b>Security</b><br><b>Enforce security policies for compliance:</b><br>- Passcode with enabled 256-bit encryption<br>- Per-app VPN to tunnel internet traffic securely<br>- Remotely wipe a missing device    | With the capability to enforce policies through MDM, devices across the organization will meet security standards.   |

# Using MDM to Solve Security Concerns for Healthcare

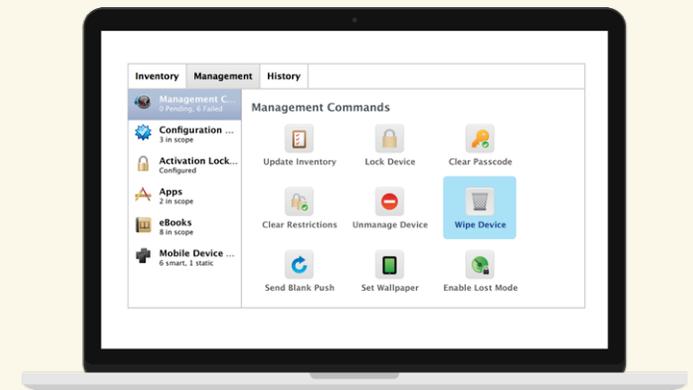
Security and regulatory compliance is a real concern for healthcare organizations. An MDM solution is capable of deploying settings to enforce security policies, such as passcode and VPN, to mitigate risk around private data. MDM solutions can also monitor the status of those policies and alert IT of non-compliance.



First, build and deploy configuration profiles to enforce passcodes. Lock down external accounts and become automatically configured for secure Wi-Fi and VPN.



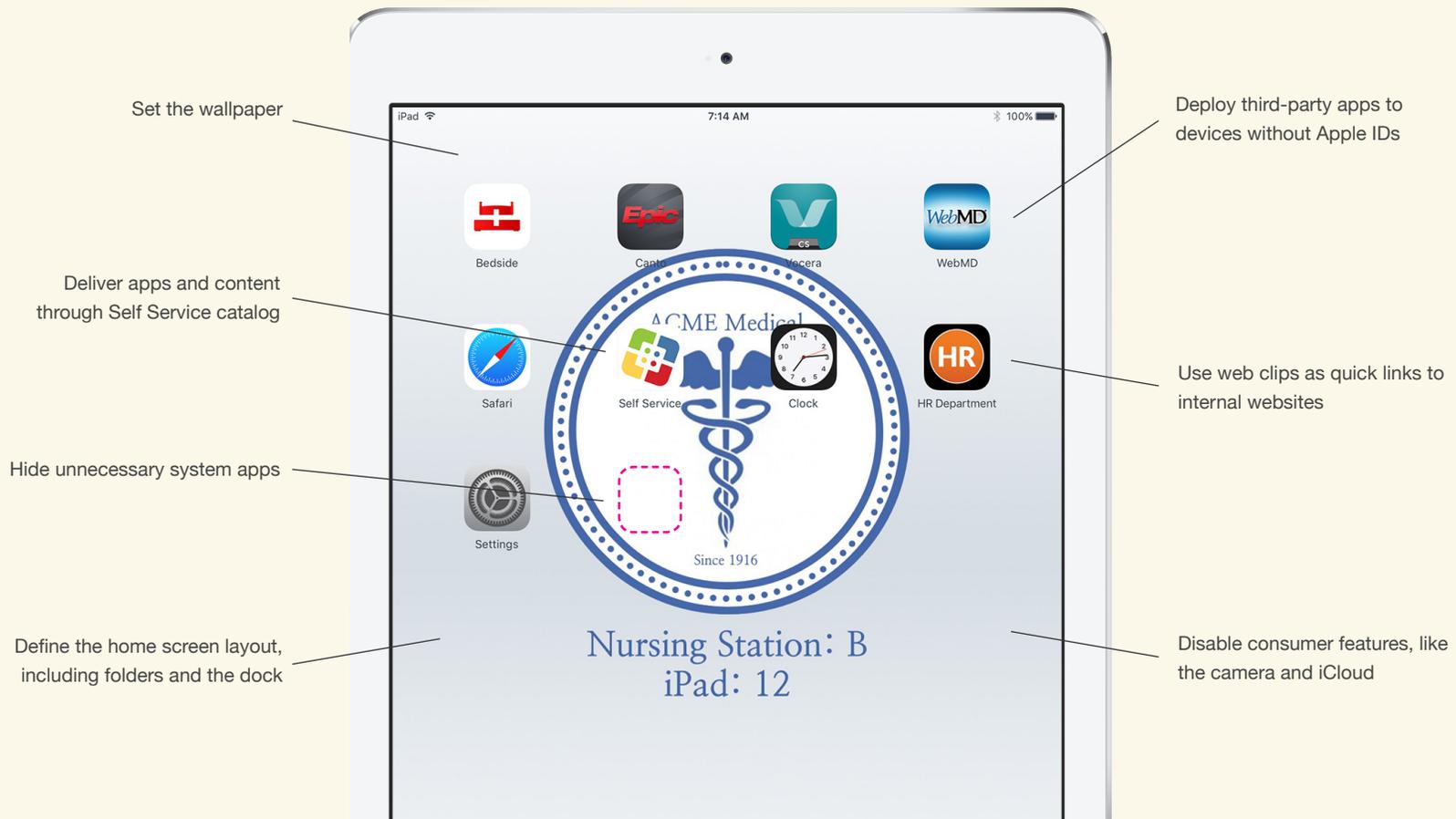
Next, use an MDM solution to monitor inventory data and search for non-compliant devices. Create smart groups to look for specified criteria.



Finally, if devices are non-compliant, IT can take quick action using management commands to remove access to the secure network or remotely wipe the device.

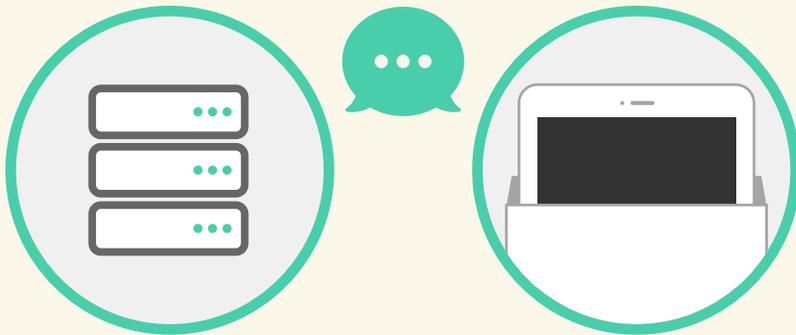
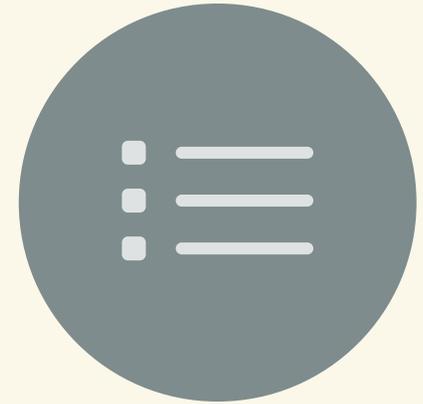
# Deploying Devices with Consistent Configurations

Part of ensuring security and enabling hospital-specific workflows requires confirming devices are deployed with consistent configurations. Through this confirmation, IT is informed of each device's capability, and users understand how to interact with their devices. This is especially important in shared-device scenarios. Use configuration profiles to do the following:

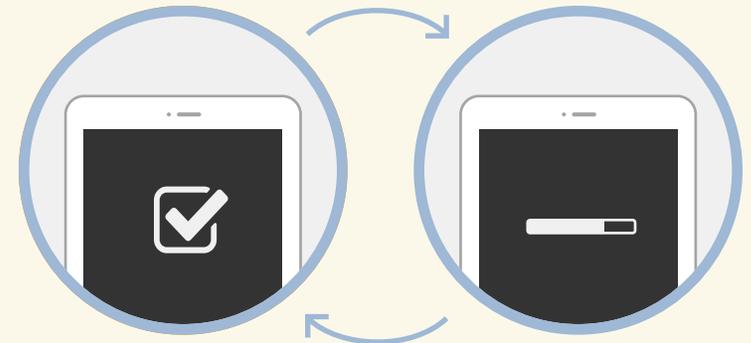


## Refocusing IT Time

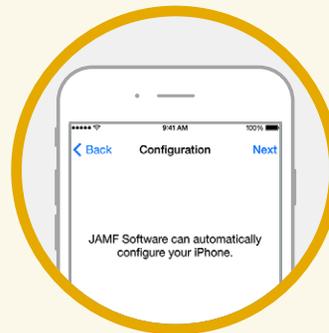
Healthcare is constantly changing, but the focus on delivering excellent patient care remains a top priority. Even in the demanding healthcare setting, caregivers must keep the patients at the center of their work. This leaves little time for IT-related tasks. Organizations that use an MDM solution have the ability to automatically set up a device, configure settings, download apps, and more. This allows the caregivers to spend less time on the device and more time at the bedside.



The Device Enrollment Program (DEP) enables automatic enrollment into an MDM server. Users order devices, flag them once for management, and then, devices will always be enrolled.



Devices can be wiped and restored to factory settings remotely. This is ideal for shared-use iPads that need to be erased between each patient use.



As users walk through the setup assistant, the device will automatically enroll and download all configurations and apps that are scoped to it. No user interaction is required.

# jamf | PRO

## MDM for Healthcare

Jamf Pro is the leading Apple mobile device management tool. Designed to unlock the power of Apple for organizations, Jamf Pro gives you the ability to configure, deploy, and manage devices easily and securely.



Deployment



Inventory



Configuration  
Profiles



Management  
Commands



App  
Deployment



Security

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