![TeamViewer]

TeamViewer Frontline
for Healthcare

Provide digitalized augmented reality workflow processes and interactive visual remote assistance for healthcare professionals to improve operational efficiency, provide better patient services, reduce errors, eliminate tedious paperwork, and increase employee satisfaction.

With healthcare workers spending up to 35 percent of their time manually documenting patient data, there's a huge opportunity for organizations to transform traditional paper-based workflows into digitalized processes for immediate efficiency gains. Under growing pressure to mitigate rising healthcare costs, increase the efficiency of healthcare services, and improve the quality of patient care, healthcare organizations are turning to innovative technology solutions that leverage automation and augmented reality to help reduce medical errors and digitalize paper-based medical processes.

The demand for rapid digital transformation and more scalable training methods is now even more urgent due to the global pandemic as healthcare organizations face even more complex challenges, such as:

- Staff shortages, especially skilled physicians and specialized experts

- Underexperienced healthcare staff

- Time-consuming paper-based processes and documentation

- Inefficient processes for clinical and non-clinical tasks

- Handling bulky devices, clipboards, or papers while administering patient care

- Outdated technology or

  insufficient connectivity

Plus, the lack of adequate broadband technology and available experts to provide on-site support for doctors, paramedics, surgery centers, and healthcare IT solutions pose additional issues, especially for organizations in rural or resource-constrained areas. That's where the TeamViewer Frontline for healthcare solution comes in with augmentedreality (AR) remote support and digitalized workflows with automated documentation, seamlessly integrated with wearables, mobile devices, and OEM devices often found inmedical settings. Whether your organization is tech-savvy or tech-shy, TeamViewer Frontline is flexible, customizable, and easy-to-use from day one.
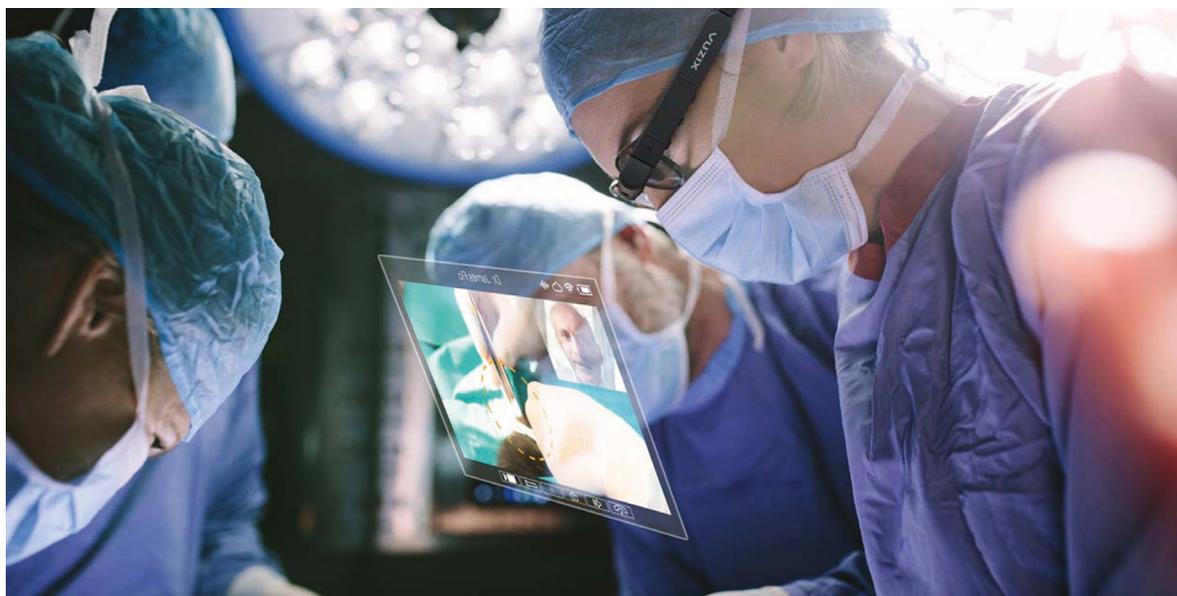
Key Benefits

Optimize Training and Daily Workflows
Accelerate onboarding, training, and daily processes by using step-by-step visual instructions and multimedia content to guide healthcare personnel through easy-to-follow workflows, enhanced by augmented reality on smart glasses or mobile devices for more comprehensive, interactive, on-the-job learning experiences.

Boost Productivity and Morale
Increase productivity with more efficient, transparent healthcare processes and hands-free, voice-operated smart glasses and mobile devices, providing a better employee experience with fully digitalized augmented reality workflows, automated documentation processes, and real-time see-what-I-see remote assistance calls.

Reduce Error Rates
Reduce error rates with integrated check lists, verification steps, and automatic documentation for compliance and quality assurance, significantly improving the speed and accuracy of services and treatment.

Improve Patient Satisfaction
Spend more time with patients and less time transferring handwritten clinical records into healthcare systems by replacing inefficient paper-based processes with faster, digitalized documentation — seamlessly integrated with smart glasses and mobile devices.

TeamViewer Frontline Solution for Healthcare

The TeamViewer Frontline solution for healthcare enables medical professionals to providebetter patient care, reduce errors, and eliminate manual paperwork, while increasingemployee satisfaction. How? By fully digitalizing healthcare processes with augmented realityworkflows and visual remote assistance on smart glasses and mobile devices.

- ✓ Use hands-free voice operated controls on smart glasses and mobile devices to access daily workflows and processes.

- ✓ Add new information on-the-go with automatic documentation, using voice recorded notes and digital photos, captured through smart glasses and mobile devices.

- ✓ Show visual step-by-step instructions on smart glasses or mobile devices to guide employees through any workflow, with built-in verification steps for mandatory or highly regulated processes.

- ✓ Enable on-site personnel to receive visual support from remote experts through see-what-I-see augmented reality video calls on their smart glasses or mobile devices.

- ✓ Get support for troubleshooting medical equipment and other hospital machines by adding augmented reality 3D annotations, drawings, and text notes to live streaming augmented reality assistance calls, and share files to resolve issues from anywhere, anytime.
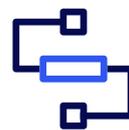
Key Use Cases

Healthcare organizations turn to TeamViewer Frontline solutions when they need to digitalize workflows and daily processes, such as:

Inpatient and outpatient care

Senior care

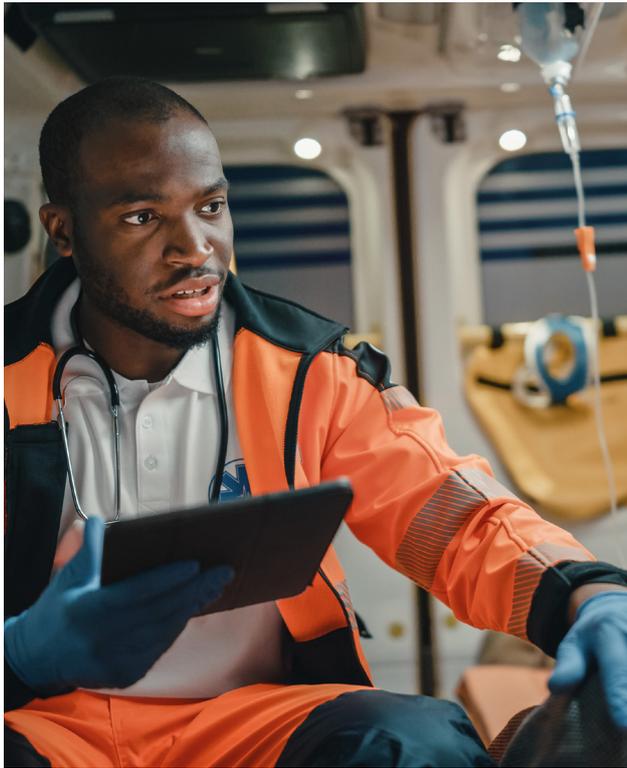**Treatment guidance**

Medication plan execution

Wound care documentation

Intra-hospital logistics

Patient Transport and Handling

- **Support patient handling and transport care** with digital instructions and automatic documentation, synced to healthcare systems and existing IT infrastructure
- Get real-time **visual remote assistance** from experts for complex surgical procedures and consult remote physicians for critical decision-making and second opinions
- **Accelerate documentation processes** with more reliable digital documentation, while providing real-time access to relevant patient history information
- Include comprehensive information within **digitalized workflows** for interdisciplinary treatments

Training

- **Digitalize training modules for critical processes** — such as equipment handling; hospital admission and discharge procedures; and patient transfers — with step-by-step visual instructions shown on smart glasses or mobile devices for a more hands-on learning experience, without requiring additional training personnel
- **Accelerate new employee onboarding** and offer continuous on-the-job training with interactive, easy-to-follow visual guidance on smart glasses or mobile devices for new and existing employees
- Show multimedia content to **explain complex procedures**
- **Verify and track training** module completion with automatic reports for compliance and accurate record keeping

With TeamViewer Frontline, healthcare organizations can **customize workflows for unlimited use cases** across departments according to their needs to streamline and digitalize processes.

Equipment and Materials Support

- **Get remote expert support** through live streaming augmented reality video calls for instant help troubleshooting medical equipment issues or other device malfunctions
- **Support material handling**, inventory management, and any other sequential operational processes
- **Streamline maintenance and repair processes** with digitalized manuals and automated documentation steps, integrated with augmented reality video support calls

Solution Overview

TeamViewer Frontline Platform
- Web-based platform to manage users, devices, and tasks
- Remote support through live streaming see-what-I-see augmented reality video calls
- Graphical no-code editor to create and customize augmented reality workflows

Applications for Wearables and Mobile Devices
- Visual step-by-step workflow instructions, enhanced by augmented reality
- Hands-free voice operations on smart glasses and mobile devices
- Automated digital documentation and call log reports
- Easy-to-use workflow applications, seamlessly integrated with wearables and mobile devices

Professional Services
- Expert consulting
- Workflow configuration Integration into existing IT infrastructure and healthcare systems
- Kickoff meeting, training, and support
- Cloud or on-premises deployment
- Hardware, provisioning, support, RMA services, and more (optional)

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1 **Requirements**
- Define project scope
- Identify stakeholders
- Map processes

2 **Setup and Training**
- Provision hardware
- Set up infrastructure and testing
- Train end users and administrators

3 **Deployment**
- Deploy live solution
- Equip all operators

4 **Scalability**
- Expand deployment in other departments
- Equip additional operators
- Provide maintenance and support

TeamViewer

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device — across platforms — from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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