

Personalizing Remote Patient Engagement and Care Team Interactions

Benefits of Cisco Extended Care:

- Simplify workflows by bringing together video conferencing, applications, educational content and personal video communication devices into a single, cohesive system.
- Close gaps in patient engagement and care management with unified care collaboration and prebuilt, customizable healthcare workflows.
- Increase clinician efficiency and productivity by unifying communication infrastructure components.
- Easily integrate quality telehealth with existing patient portal or web-based applications.
- Use existing personal devices, such as smart phones, tablets, computers, and video devices, to connect remote patients and healthcare providers.

Value of Cisco Extended Care:

- Improves the clinician satisfaction and user experience, freeing time to enhance continuity of care, patient outcomes, and patient satisfaction.
- Enhances collaboration to make ongoing coordination easier among doctors, nurse practitioners, specialists, home health providers, and others.
- Streamlines workflows to help enable care providers to shift from delivering episodic, demand-based care to driving patient wellness through value-based care.

As they navigate the transition to value-based care, many healthcare organizations are turning to video communications to help close gaps in patient engagement and care management.

But all too often those solutions are made up of cobbled-together components, applications, and services that cannot be integrated with healthcare applications - or even with each other.

Many healthcare organizations resort to implementing telehealth solutions using siloed video communications meant for consumer-grade video communications. None are satisfied with the results or cost. Workflow and user experience issues hamper utilization and adoption.

Many of those same organizations are also using on-demand telehealth services that rely on outside clinicians using still another siloed system. In these situations, no one wins.



A poorly designed telehealth system adds complexity. Poor video quality, fractured workflows, questionable security, and too-long wait times for physician-initiated calls all lead to unsatisfactory experiences - for both patients and the providers. **But - and this is critical - not all telehealth solutions are created the same.**

Empower True Care Coordination and Collaboration

Cisco® Extended Care is much more than a telehealth solution. It is a healthcare collaboration platform that transforms the clinician experience by unifying communication infrastructure components and devices, simplifying workflows, and empowering high-quality interactive visual communications and collaboration. Healthcare organizations can now use their existing Cisco video devices or Cisco video embedded into their provider portals and applications for a unified visual experience.

Here's what really elevates Cisco Extended Care above the competition: Cisco Extended Care is a solution - not a video endpoint. It eliminates disjointed platforms and combining of code with questionable levels of reliability, security, and scalability. The solution is electronic medical records (EMR), video endpoint, and application agnostic. That means you can take the applications, devices, and networks and bring it all together with Cisco Extended Care. Cisco Extended Care helps you protect your investment by building on your Cisco Unified Communications, collaboration, and video investments.

Cisco Extended Care also enables both scheduled and unscheduled consultations. So you can offer everything from scheduled follow-up care and specialist consultations to non-emergency, drop-in visits to help reduce emergency room (ER) overcrowding and overuse. The opportunities to extend and expand quality care are virtually boundless.

Features

The Cisco Extended Care solution includes the following features.

Feature Summary	
Application server Software	Provides telehealth workflows and manages Cisco Extended Care collaboration connectivity for users, resources, sessions, and appointments.
Proxy server software	Enables users from outside the enterprise network to communicate and collaborate with healthcare providers inside the firewall.
Virtual care rooms	Provides virtual room for remote patient engagement and care team interactions using video without manual phone number dialing. Enables calls with Cisco Video Endpoints including apps/portals enabled with Cisco Remote Expert Mobile, Cisco Jabber Guest, and Cisco Jabber SDK.
Integration platform	Allows integrated solutions to be developed using tools to telehealth collaboration resources in applications and web portals. Supports standard secure REST APIs for developing integrated solutions
Anywhere access with Cisco Unified Communications and Unified Mobility	Allows care providers and patients to collaborate and engage using their desktops, laptops, or tablets enabled with Cisco Remote Expert Mobile, Cisco Jabber Guest, or Cisco Jabber SDK.
Collaboration Endpoints	Enables patient care over Cisco Collaboration Desk Endpoints, Room Endpoints, and TelePresence Solutions
Telehealth Collaboration Workflows	Adds healthcare-specific collaboration workflows such as <ul style="list-style-type: none"> • Virtual waiting rooms • Virtual care rooms
Single Sign-On (SSO)	Enables healthcare provider authentication to take advantage of SSO by using Spring Security SAML Extension, which can be integrated with the SSOCircle cloud-based identity provider (IdP) service using SAML 2.0 protocol.
Sample Implementations	Provides samples of portals and service deliverables to help healthcare organizations visualize and experience remote patient care and care team interactions.

Specifications

The following tables are Cisco Extended Care specifications.

Cisco Extended Care Application Server Software requires the minimum following specifications.

Enterprise:	
Processor	Two multi-threaded four-core 2.4GHz CPUs with 12 MB cache
Minimum Hard Drive	100 GB SATA/SSD/SAS
Minimum Memory	16 GB DDR3, 1333 MHz
Network Interface Card	Quad port 10/100/1Gb
Optical Drive	DVD±R
Raid Support	Optional
Red Hat Enterprise	Linux 5.7, or later, compatible

Virtual Machine:	
VMware Virtual Machine	Version 7 or 8
Guest OS	RHEL 5 64 bit
Minimum Memory	Virtual Processor
Number of Virtual Sockets	2
Number of Cores per Virtual Socket:	2
Memory	16 GB
Hard Disk	100 GB

Firewall Option

A separate server is required to act as the reverse proxy server and must be similarly configured like the Cisco Extended Care Application Server.

Endpoint Compatibility

Collaboration Endpoints	<ul style="list-style-type: none">• Cisco DX650• Cisco TelePresence System EX90• Cisco TelePresence System 500• Cisco TelePresence MX200• TelePresence SX20 Quick Set• Cisco Telepresence Codec C40 and C60• Cisco Jabber for iOS 9.3.10• Cisco Remote Expert Mobile 10.6.1• Cisco Jabber Guest 10.5• Cisco Jabber SDK 3.1.0 Voice and Video Version for Web
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Ordering Information

To order Cisco Extended Care, visit the [Cisco Ordering Home Page](#).

Product Name	Part Number
Cisco Extended Care Kit, Version 1.1 <ul style="list-style-type: none">• Application Server Software• Proxy Server Software• Integration Platform• Sample implementation of APIs (portals and connectors)• 5 Virtual Care Room Licenses (1-year subscription)	CEC-KIT1.1-K9
Cisco Extended Care Application Server Software, Version 1.1 [*]	CEC-APPSVR1.1-K9
Virtual Care Room: 5 Licenses ^{**}	CEC-VC-ROOM-5
Virtual Care Room: 50 Licenses ^{**}	CEC-VC-ROOM-50
Virtual Care Room: 100 Licenses ^{**}	CEC-VC-ROOM-100

^{*} Each Cisco Extended Care Application Server Software License supports up to 100 virtual care rooms. Additional server software licenses can be purchased, based on virtual care room usage.

^{**} Virtual Care Room Licenses are annual subscriptions.

Services

To realize the full potential of the solution and the organization's network, the Cisco Extended Care solution must be optimally designed and implemented.

Cisco provides the service offers described in the following to help accelerate customer success. These innovative offers are delivered through a unique combination of people, processes, tools, and partners, promoting high levels of customer satisfaction. Cisco offers a complete lifecycle of professional services, from planning and installation to optimization and support, through the Cisco Services for Connected Health portfolio.

The following services are available:

Strategy & Operation Services

- Identify opportunities and use cases as well as an actionable plan to improve experiences, optimize workflows and increase utilization

Plan & Build Services

- Install, Change and Configuration Management, Onsite Training

Manage and Optimization Services

- Provide ongoing evaluation, guidance, advice and expert support to IT staff

Connected Health Network Assessment Services

- Identify current and future states, review designs, identify gaps and create a 3-5 year architecture blueprint with short and long term goals

Not Intended for Use in an Emergency or for Patient Monitoring

Cisco Extended Care is not intended for use in emergency situations. In the event of an emergency, patients should call 911 or the local emergency response system. Cisco Extended Care is not for use in situations involving real-time patient monitoring or alarming.

Cisco Capital Financing

Cisco Capital[®] financing can help you acquire the technology you need to achieve your objectives and stay competitive. We can help you reduce capital expenditures, accelerate your growth, and optimize your investment and ROI. Cisco Capital financing gives you flexibility in acquiring hardware, software, services, and complementary third-party equipment. And there's just one predictable payment. Cisco Capital financing is available in more than 100 countries. [Learn more.](#)

For More Information

For more information about Cisco Extended Care 1.1, contact your local Cisco account representative or visit <http://www.cisco.com/go/extendedcare>.



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