Smart Room

Interactive TV Features:

Bring Your Own Device (BYOD) - Patient Remote

Screen Reader Accessibility

Netflix & Amazon Prime Video Access

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Overview

Bring Your Own Device (BYOD) - Patient Remote

Patients can use a personal smartphone or tablet as a remote control for in-room features. Supported controls include the in-room interactive TV or Digital Whiteboard navigation, entertainment options, and other available display settings. This feature allows patients to interact with in-room systems without using a hospital-provided remote.

Screen Reader Accessibility

A built-in screen reader designed for patients who are visually impaired. When enabled, the screen reader provides audio feedback for important on-screen information and supported content to assist with navigation.

Netflix & Amazon Prime Video Access

Netflix and Amazon Prime Video are available on the in-room TV. Patients can sign in using their personal streaming service credentials and browse through familiar content.

Bring Your Own Device (BYOD) – Patient Remote

The BYOD – Patient Remote feature enables patients to control the in-room Interactive TV using a personal smartphone or tablet. The mobile device connects securely, allowing patients to access standard remote functions in a familiar format.

## How it Works

1. **Locate the QR Code**
   - Press B on the pillow speaker to display a QR code on the Interactive TV or Digital Whiteboard. The QR code appears as a popup over the current screen.

2. **Scan the QR Code**
   - Use a personal smartphone or tablet to scan it.

3. **Access the Remote Interface**
   - A secure web app will open in the device's mobile browser; no app download is required. Complete the login process and tap on *TV Remote* on your device to display a virtual remote with navigation buttons for volume, channels, and menu options.
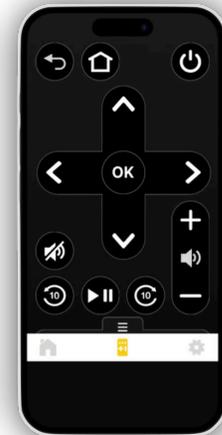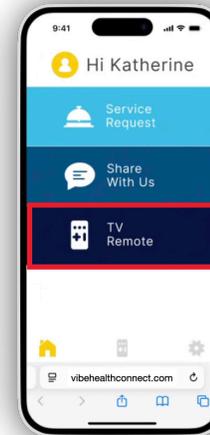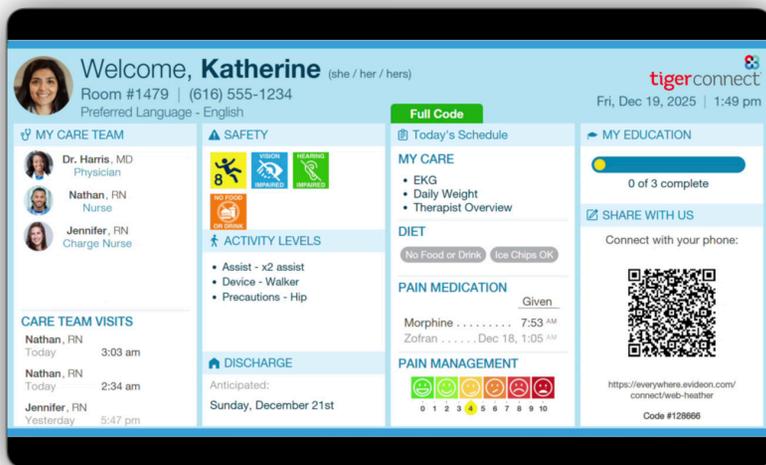
Usage Tips

• **Ensure Wi-Fi Connectivity**
Connect your device to the hospital's guest Wi-Fi for optimal performance.

• **Keep the Browser Window Open**
Closing the browser or app will disconnect the remote session.

• **Accessibility**
Combine BYOD with Screen Reader for audio navigation if needed.

• **Security**
The QR code is unique to your room and session, ensuring privacy.

• **Troubleshooting**
If the remote doesn't respond:
  ◦ Refresh the browser page.
  ◦ Rescan the QR code.
  ◦ Confirm your device is connected to Wi-Fi.

Screen Reader Accessibility

When enabled, the Screen Reader provides spoken feedback for supported menus on the interactive TV, allowing patients to navigate available content using audio prompts.

How to Enable

1. Open Settings on the Smart TV
    ◦ Navigate to the Settings Menu using the pillow speaker or BYOD remote.

2. Select "Screen Reader"
    ◦ Look for the Screen Reader option and tap to activate. A confirmation popup will appear asking if you want to enable the feature.

3. Confirm Activation
    ◦ Once enabled, the system will begin reading menu items and content aloud.
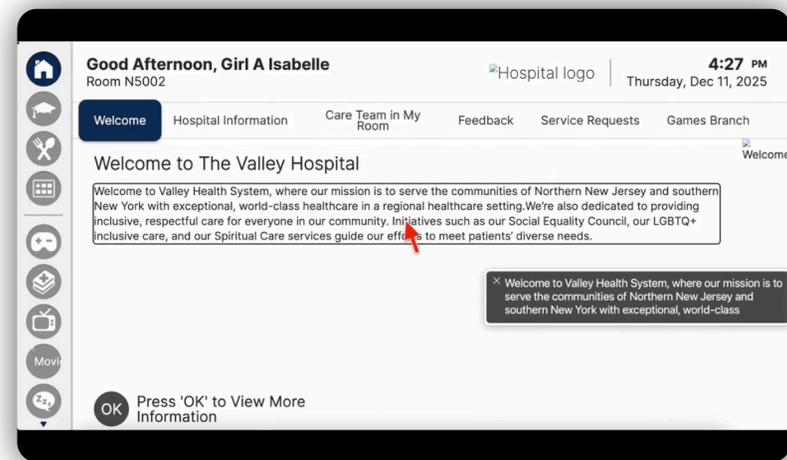
Usage Tips

- Device Compatibility
  - LG TVs: Use Audio Guidance.
  - Samsung TVs: Use Screen Reader - Voice Assistant.
  - Ensure LG devices run webOS 5.0 or later for full functionality.

- Navigation

Highlighted text will be read aloud as you move through menus. Screen Reader works across tabs and sections, announcing your current position.

- Combine with BYOD Remote

For easier control, pair Screen Reader with the BYOD Remote feature.

- Troubleshooting

If audio does not play:
  - Check TV volume settings.
  - Restart the TV if necessary.

Why It Matters

- Accessibility Compliance

Meets regulatory standards for inclusive care. (Section 508)

- Patient Empowerment

Enables independent navigation of menus and educational content.

- Improved Experience

Offers audio guidance for entertainment and hospital updates.

Netflix & Amazon Prime Video Access

Patients can sign in to personal Netflix or Amazon Prime Video accounts on the in-room TV to access supported streaming content.

How To Access

1. **Navigate to the Entertainment Menu**
   - On the Interactive TV, select "Streaming Services" from the main menu.

2. **Choose Your Service**
   - Select Netflix or Amazon Prime Video.

3. **Log In Securely**
   - Enter your personal account credentials using the on-screen keyboard. For privacy, always log out before leaving the hospital.

4. **Start Watching**
   - Browse and play the content of your choice directly on the TV.
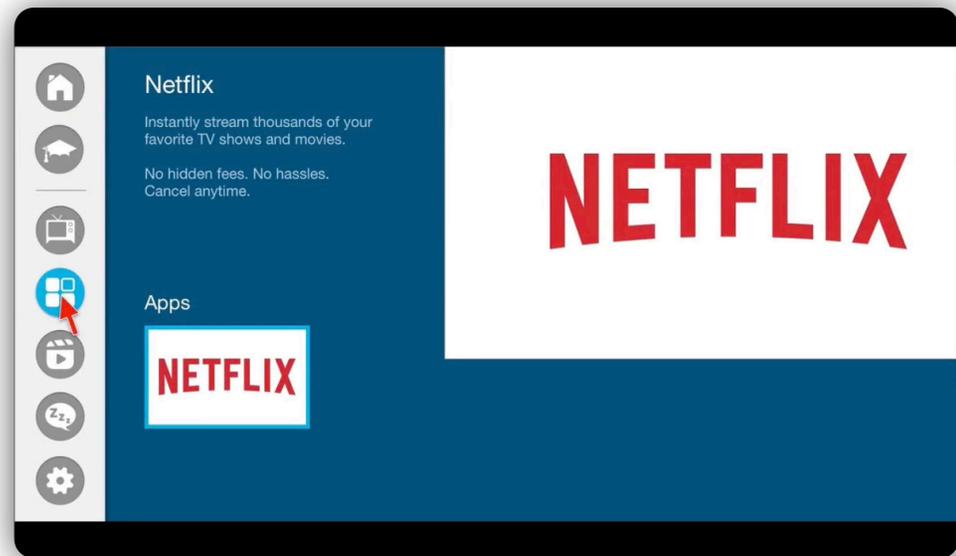
Usage Tips

- Device Compatibility
Netflix is supported on LG TVs running webOS 5.0 and webOS 23+.
Amazon Prime Video currently works on STB-6500 and will soon be available on newer LG models.

- Quick Access for Short-Stay Patients
Use the "Remember Me" option only if you're comfortable; otherwise, log out after each session.

- Security
Always log out before discharge to protect your account.

- Troubleshooting
If the app doesn't load:
  ◦ Check Wi-Fi connectivity.
  ◦ Restart the TV.
  ◦ Contact hospital support if issues persist

About TigerConnect

TigerConnect transforms healthcare with the industry's most widely adopted clinical collaboration platform – uniquely modernizing how doctors, nurses, care teams, patients, and data connect. With solutions spanning care communication, patient engagement, scheduling, alarm notifications, nurse call, and more, TigerConnect accelerates productivity, reduces costs, and improves patient outcomes, safely and securely. Trusted by more than 7,000 healthcare entities for user-friendly yet enterprise-ready solutions, TigerConnect delivers 99.995% verifiable uptime for more than 10 million messages each day.

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